Compendium of interventions

CONTENTS

INSTITUTIONAL MECHANISM (IM)

Intervention-IM1
Establishment of institutional structures at community/neighbourhood level – Gender Forums (GFs)

Description
One way through which the cities can institutionalise gender mainstreaming and inclusive sanitation is by setting up social mobilisation platforms at neighbourhood/community level such as GFs. These structures are based on the principles of Gender Mainstreaming and also enshrine inclusiveness to the highest extent possible by considering the unique experiences of various socially and occupationally marginalised groups. The GFs act as the first point of contact to understand the situation of the settlement and to reach out to the residents of the settlement. The GFs develop new equation and relationship with the local service providers and along with outreach workers of the project, the community representatives began to dialogue with the different departments. The GF members are trained on various aspects like SBM guidelines, FSSM, MHM, access to Social and Legal entitlements, procedure for accessing and getting IHHLs, CTs. They conduct local campaigns on issues such as disease prevention and control, solid waste management, menstrual hygiene management and hand washing.

Indicators of success
Key indicators of success in order to achieve this intervention are: • Gender forums formed building on the existing community level structures (SHGs) by expanding the participation (inclusion of vulnerable groups other than women such as aged, men, disabled etc.)   • Mandates of Gender Forums expanded to include WSH related issues   • Communication protocols between the GFs and the ULB established

Reference read/ Case Study
Example from the IIGMF project: The experience from three cities of Andhra Pradesh (Anantapur, Narsapur and Kovvur) has shown demonstration of implementing gender mainstreaming strategies by institutionalising Gender Forums (GF) at urban poor settlements. GFs have been constituted in the highly vulnerable slums in the three cities with participation from transgender persons, sex workers, unorganised sector workers, members of Self Help Groups (SHGs), Slum Level Federations (SLFs), Area Level Federations (ALF), town Level Federations, ASHA workers etc. GFs have successfully created discussions around issues involving sanitation; they encourage participation from socially excluded groups, understand their role in improving access to sanitation, contribute towards multi-stakeholder consultations, and demonstrate problem-solving capabilities.

Intervention-IM2
Establishment of institutional structures at city level – Gender Resource Centre (GRC)

Description
Once the social mobilisation platforms at neighbourhood/community level such as Gender Forums are created, similar reciprocal structures have to be setup at the city level such as GRCs. These structures are based on the principles of Gender Mainstreaming and also enshrine inclusiveness. The GRCs are housed within the ULB. A team of volunteers from the all Gender Forums in the city are federated into a single forum to manage the GRC. The GRC serves the following purpose: • To act as a facilitator/bridge between the community and the services provider   • To bring about convergence of all sanitation services, schemes and welfare programmes for the vulnerable populations and groups   • Do timely dissemination of all information on various schemes and programmes meant for the welfare of the marginal communities

- Link up the community members with specific departments to secure the services and schemes that they are entitled to
- Sensitize service providers, implementer and officials about the concerns and unmet needs of the community.

Indicators of success

Key indicators of success in order to achieve this intervention are:
- GRC established within the ULB
- Mandates of GRC expanded to include WSH related issues
- Communication protocols between the GRCs and the CSTF (gender sub group) established

Reference read/ Case Study

Example from the IIGMF project:
The experience from three cities of Andhra Pradesh (Anantapur, Narsapur and Kovvur) has shown demonstration of implementing gender mainstreaming strategies by institutionalising Gender Resource (GRC) at the Urban Local Body in the three cities. GRCs have successfully created discussions around issues involving sanitation; they encourage participation from socially excluded groups, understand their role in improving access to sanitation, contribute towards multi-stakeholder consultations, and demonstrate problem-solving capabilities

Intervention-IM3

Expanding the scope of CSTF to bring inclusion and equity by constituting Gender Sub-Groups (GSG)

Description

CSTF is a multi-stakeholder platform comprising representatives from cross sections of the society, including public bodies, private organizations, civil society organizations in the fields of water and sanitation, urban development and slums, health and environment, and gender, educational and cultural institutions, service providers, community-based organisations and Media.

To ensure sustainability of efforts at city and community level, Gender Sub-Groups (GSG) needs to be established within City Sanitation Taskforces (CSTFs). The GSG aims to strengthen participation by women and members from vulnerable groups in planning and delivery of sanitation services. The GRCs are envisioned as the secretariat of the GSGs, which will assist the CSTFs in preparing an inclusive and equitable City Sanitation Plans. . For the CSTF Gender Sub-groups to be effective, the CSTF should feature participation of representatives of disadvantaged groups as well as key organisations working with them. The constituency of the CSTFs as well their mandates must therefore be enhanced.

Overall the gender subgroup of the CSTF will create awareness amongst the citizens and stakeholders about the concept, need, relevance, and process of inclusive sanitation. The GSG will undertake regular meetings to provide overall guidance to the CSTF to ensure equity and inclusivity and monitor progress of the work undertaken by facilitating capacity building and training exercises to serve the relevant target groups

Indicators of success

Key indicators of success in order to achieve this intervention are:
- Gender Sub-Groups needs established within CSTFs
- Mandates of CSTF to enhanced to facilitate preparation of inclusive CSPs

Reference read/ Case Study

Example from the IIGMF project:
- A Model Council Resolution for constituting the city Sanitation Task Force with amendments that will help facilitate GSGs by Government of Andhra Pradesh, Municipal Administration Department.

- Terms of Reference prepared for GSGs

BEHAVIOUR CHANGE COMMUNICATION, INFORMATION, EDUCATION AND COMMUNICATIONS (IEC, BCC)

Intervention- B1
Dissemination for awareness generation and sensitisation

Description
Behavioural change requires awareness generation and sensitization of the masses. Awareness generation and sensitisation is an interactive process to develop tailored messages and approaches using a variety of communication channels to develop positive behaviours; promote and sustain appropriate behaviours. This consultative process uses communication strategies to facilitate change with the aim of improving the sanitation situation and health outcomes for the city. Sensitization workshops addresses attitudes and behaviours at multiple levels, individual level to community level to encourage inclusive sanitation.

Indicators of success

Key indicators of success in order to achieve this intervention are:
- Initiate public discourse and exchange on gender inclusive sanitation
  - At least __ campaigns per year at settlement level on topics related to SWM, MHM, Sanitation & hygiene, seasonal diseases, sanitation-related schemes, combating discriminatory behaviour, etc.
  - At least ___ campaigns per year at ward/city level on topics related to SWM, MHM, Sanitation & hygiene, seasonal diseases, sanitation-related schemes, combating discriminatory behaviour, etc.
- Increased investments on IEC and behaviour change (by___ %)

Key considerations

The following aspects should be considered to ensure participation from all vulnerable groups:
- Timing, location and language to suite all vulnerable groups
- Engage different methods of communications and materials tailored to target groups in terms of campaigns, print, electronic and social media and other outreach tools

Reference read/ Case Study

Example from the IIGMF project:
Various awareness generation activities conducted in the cities of Anantapur, Narsapu and Kovvur
- Awareness about faecal sludge and septage management and its linkages with public and environmental health amongst communities.
- Awareness on the ill-effects of open defecation and open discharge the impact of poor hygiene on child health.
- Awareness on Campaign on skill development and livelihood
- Awareness on hand wash, school sanitation, Menstrual Hygiene Management (MHM)
- Door to door awareness campaigns on ODF and importance of making all toilets sanitary
- Door to door awareness on solid waste management
- Awareness campaigns conducted among fisher folk

CAPACITY BUILDING (CB)

Intervention- C1
Gender sensitization training to build capacity of policy makers, ULB staff, implementing agencies, service providers, practitioners, contractors, community level structures, ward committee members, ward councillors etc.

Description
Gender sensitization refers to the modification of behaviour by raising awareness of equality concerns of gender and other vulnerable groups. This process helps to obtain, improve, and retain the skills, knowledge, tools, equipment and other resources needed to do inclusive sanitation planning and implementation. The training will help in the following

- Reviewing existing policies, rules, regulations and procedures with a view to encompass inclusive values, needs and aspirations
- To formulate inclusive non-negotiable guidelines
- To plan, implement, monitor and evaluate inclusive initiatives
- Ensure involvement and participation of representatives from all vulnerable groups during project planning, and implementation
- To coordinate and monitor gender/inclusive activities in all department

Indicators of success
Key indicators of success in order to achieve this intervention are:

- Yearly gender-sensitisation training for policy makers, ULB staff and practitioners
    - Gender /social sciences experts employed or engagement established with a third party institution working in gender/social issues or capacity building
    - Inclusive sanitation planning capacity building modules designed

Key considerations
The following aspects should be considered to ensure participation from all vulnerable groups:

- Timing, location and language to suite all stakeholders (policy makers, ULB staff, implementing agencies, service providers, practitioners, contractors, community level structures, ward committee members, ward councillors etc.)
- Engage different methods of communications and materials tailored to target groups in terms of manuals, design guidelines, tools

Reference read/ Case Study
Example from the IIGMF project:
Various capacity building activities conducted in the cities of Anantapur, Narsapu and Kovvur

- Capacity Building of the Gender Resource Centre Forum Members on Sanitation, GRC Mechanism, Schemes and Services
- Capacity Building of the Gender Forum Members on Sanitation through Gender lens
- Sensitization of the ULB officials on G.O, 134 on FSSM

FINANCIAL MECHANISM (FM)

Intervention- F1
Development of gender/inclusive budget based on Inclusive sanitation interventions

Description
The rationale for gender/inclusive budgeting arises from recognition of the fact that budgets impact various vulnerable groups differently through the pattern of resource allocation. Hence, they require special attention due to their lack of access to resources and vulnerability. In view of this, inclusive budget acts as a powerful tool to ensure that the benefits of the implementation reach all the marginalised groups equally. It is a process of keeping an inclusive perspective in policy/ programme/ project formulation, its implementation and review.

The process to develop the portfolio can be refereed from following steps (refer figure 1):

- Gender sensitive review of public expenditure including all vulnerable groups
- Gender sensitive review of existing schemes/programmes for budget allocation for vulnerable groups
- Assessment of the adequacy of the budget costing and allocation for vulnerable groups
- Map the inclusive interventions with relevant state and national level programmes/schemes
- Review the programmes/schemes to identify allocation in their budget towards implementation of same or similar interventions and include the allocation it in the budget portfolio
- Monitoring mechanisms to trace the money spent and what was delivered to whom
- Review program/scheme guidelines for inclusion of gender and other vulnerable groups
- Create opportunities to leverage the program fund to be included in the budget portfolio
- Explore funding sources such as Corporate Social Responsibility (CSR) that supports similar interventions/actions that can be leveraged to be included in the budget portfolio
- Align with other sectoral budgets which are likely to impact sanitation sector (such as water, health etc.)

Indicators of success

- ULB staff capacitated on budgeting process and to ensure active involvement of the community in budgeting
- Financial convergence across programmes, schemes and other sectoral budgets etc. identified and aligned
- Gender/Inclusive budget portfolio developed

Reference read/ Case Study
Example from the IIGMF project:

- Inclusive budget portfolio developed for Anantapur city
- Select ULB staff associated with WSH services and budget preparation, ULB commissioner, select ward councillors, select MEPMA members, select GRC and GF members from Narsapur, Anantapur and Kovvur capacitated on gender budgeting

PLANS, POLICIES AND NORMS (PPN)

Intervention-P1
Alignment of city sanitation plan (CSP) with gender mainstreaming and inclusive sanitation strategies.

Description
The CSPs are aligned to incorporate specific needs of all the marginalised/vulnerable groups identified through articulation of their necessities with help of periodic consultations with the community. The CSP usually cater to the overall coverage of services that does not ensure access to all the marginalised groups. This intervention is important to ensure that the services are inclusive at the planning stage. The existing CSP can be revised to align gender mainstreaming and inclusive sanitation strategies. If there is no existing plan, then the new CSP can be developed in consideration of gender mainstreaming and inclusive sanitation strategies.

Indicators of success
Key indicators of success in order to achieve this intervention are: • CSP address marginalised groups as identified in the city • Projects are aligned to the aforementioned needs and commit to any course correction as required including ongoing projects, new/planned projects as well as completed projects • The creation/revisions are adequately vetted by experts and various stakeholders, especially the community

Key considerations
Aspects such as timelines, resources allocated, expertise to implement of the existing plan should be considered as some of the influencing factors in implementing additional inclusive strategies and align the CSP to inclusive strategies.

Reference read/ Case Study
Example from the IIGMF project: Alignment of Anantapur, Narsapur and Kovvur CSPs with gender mainstreaming and inclusive sanitation strategies under the IIGMF project.

Intervention-P2
Project discovery of existing inclusive sanitation efforts

Description
The city might have cases of already existing inclusive sanitation projects/efforts. It is important to identify these ongoing efforts with the help of stakeholders meetings and community level dialogues. From the identified projects the successful ones can be replicated in other parts of the city or scaled up to cater to a larger population. The city has to explore the scope of convergence with these inclusive efforts by different parties. By identifying the existing inclusive projects in sanitation, the city could eliminate chances of any replication and learn the challenges and bottlenecks from the unsuccessful efforts.

Indicators of success

Key indicators of success in order to achieve this intervention are:
• Identified and assessed ongoing inclusive sanitation efforts
• Plan for replication and/or scaling up of successful practices developed
    o The challenges/bottlenecks diagnosed for unsuccessful practices
    o Learnings incorporated to new projects
• Convergence of ongoing successful projects by different parties

Key considerations
The city might face resistance by different parties on convergence of their efforts.

Reference read/ Case Study

Example from the IIGMF project:
Presence of SHGS, CBO, SLFs, ALFs etc. and their efforts at the neighbourhood/ community level in the cities of Anantapur, Narsapur and Kovvur under the MEMPA programme helped the cities to leverage these structures in creating social mobilisation platforms to implement inclusive sanitation strategies

Intervention-P3
[1]Delink sanitation services with land rights and any other conditional aspect that further deepen exclusion and vulnerability

Description
Urban areas are characterised by densely populated settlements which increase the complexity while devising sanitation service delivery. The status of informal settlements with no legal titles to their land often get excluded from access to basic infrastructure and services. This leads to lack of investment by the major stakeholders, and the lack of available land and space. One approach of resolving this issue is delinking sanitation services with land rights and tenure. Possible ways of doing this • To make modifications to the municipal bylaws to provide WSH service delivery irrespective of land or building ownership status. • Authorize alternative documentation requirements for connections. For example, allow slum residents to present lease documents and other 'proof of occupancy' documents such as ration cards, identity cards, election cards or electricity bills instead. • Subsidised construction of shared latrines in tenanted areas, where rent has been raised modestly to cover the costs of this service. Here landlords are required to contribute approximately 60% and the tenants approximately 40%. • Imposing penalties for poor living conditions in rental housing bylaws. A communal decree (validated by the city council) whereby landlords should provide sanitation facilities for their tenants. The local authority is responsible for the decree's enforcement and landlords can be fined for non-compliance. • Inclusion of both tenants and landlords in the slum upgradation schemes and process with equitable results for both group. • For high tenancy areas, services that are provided on a pay-per-use delivery model may work, users are able to access the service upon payment regardless of their tenure status. • Institutionalize simplified procedures and provide assistance through a Single Window Cell to receive, process, and coordinate water and sewerage connection applications.

Indicators of success
Key indicators of success in order to achieve this intervention are: • Municipal laws, building by-laws revised to provide WSH service delivery irrespective of land or building ownership status • Appropriate service models for different tenure profiles identified and implemented. The following milestones needs to be achieved o Study conducted to identify appropriate service models for different tenure profiles o Appropriate service models implemented through pilot projects

Key considerations
• The city might face resistance from the landlord. • Amendments to the municipal and rental bylaws could require longer time.

Reference read/ Case Study
Further details about this intervention can be referred from the following: https://www.wsup.com/content/uploads/2017/08/TB006-ENGLISH-Tenure-Tenancy.pdf, http://petroswater.com/articlies/?action=show&id=140&start=4

Intervention-P4
Adapt or develop non-negotiable inclusive service level standards

Description
There are several guidelines on universal accessibility (UA) and inclusive WSH available for local and global context. However, not all guidelines are applicable to the city context. Thus the city has to formally adopt or develop a set of norms or guidelines which are non-negotiable and applicable to their context. The city can take lessons from various UA guidelines, human centric design guidelines, and inclusive WSH guidelines etc. that are already established. These guidelines have to be validated through pilot implementations, expert consultations and consultations with the user groups or vulnerable groups. The city should ensure that the guidelines incorporate specific needs of all the marginalised/vulnerable groups identified in the action plan. For example • Ensure presence of separate toilets blocks all the gender (men, women and transgender), ensure clearly defined, accessible and safe pedestrian path to the toilet blocks etc. while planning for public and community toilets. • The town planning department ensure reservation of sites for provision of public toilets at common public areas such as transit hubs, busy institutional and commercial areas, open grounds and recreational areas etc. • Ensure strict health and safety guidelines are implemented for all public and private sector sanitation workers and that they have access to adequate safety gear.

Indicators of success
Key indicators of success in order to achieve this intervention are: • Adoption of non-negotiable service level standards in the sector plans (city sanitation plan) • Services provider, ULB staff and other working personal in the sector are compacted to implement the standards

Reference read/ Case Study
Some of the guidelines can be referred from the following: • Accessible WASH, Public Spaces and Schools – Practitioners Manual http://disabilityaffairs.gov.in/upload/uploadfiles/files/WASH%20Practitioners%20Manual-Samarthy.pdf • Universal access to sanitation and drinking water for all: municipal areas of Nepal https://washmatters.wateraid.org/sites/g/files/jkxoof256/files/universal%20access%20water%20sanitation%20nepal.pdf • Water and sanitation for disabled people and other vulnerable groups – designing services to improve accessibility https://wedc-knowledge.lboro.ac.uk/resources/books/Water_and_Sanitation_for_Disabled_People_-_Contents.pdf • Guidelines for Public And Community Toilets management by cities In Andhra Pradesh https://www.susana.org/en/knowledge-hub/resources-and-publications/library/details/2933 • Human Centred Design and Sanitation http://static1.squarespace.com/static/56027b5fe4b05297eccc230e/t/578f54d220099ebce368e1f0/1469011162040/W4W_PSIEthiopia_HCDWriteUp2.pdf • GESI operational guidelines http://www.moud.gov.np/images/category/GESI-Guidelines-en.pdf • Gender Responsive Urban Basic Services https://unhabitat.org/books/gender-responsive-urban-basic-services/ etc. • Water Aid Inclusive WASH- http://www.inclusivewash.org.au/

IMPLEMENTATION, OPERATION AND MAINTENANCE (IOM)

Intervention-I1
Mandate use of non-negotiable service level standards in Terms of Reference documents, Expression of Interest documents, tender documents, contract documents etc.
Description
One way of ensuring inclusive implementation of sanitation infrastructure is through changing the process of project development and tendering. This can be done by mandating the use of city specific non-negotiable standards adopted or developed in the previous intervention to reflect in implementation of all sanitation infrastructure projects.
Indicators of success

Key indicators of success in order to achieve this intervention are:
 • All new construction follow guidelines including all types of toilets and other services
  o All ToRs/EoIs and tender documents for new construction follow guidelines including all types of toilets and other services
 • All existing and new CTs/PTs should be brought up to the standards described in the guidelines
  o All ToRs/EoIs and tender documents for refurbishment of existing CTs/PTs brought up to the standards described in the guidelines
 • Strict health and safety guidelines mentioned as adopted by the ULB in all ToRs/EoIs and tender documents for all public and private sector sanitation workers and that they have access to adequate safety gear.

Reference read/ Case Study
Further details about this intervention can be referred from the following examples: • Gender Sensitive Terms of Reference   http://www.bridge.ids.ac.uk/sites/bridge.ids.ac.uk/files/docs_genie/danida/tors.pdf   • Terms of Reference for a Gender Specialist in the Water and Sanitation Sector   siteresources.worldbank.org/INTGENDER/Resources/tor.pdf   • Model Terms of Reference - Planning Urban Sanitation and Wastewater Management Improvements   https://www.ircwash.org/sites/default/files/ADB-2006-PlanningTOR.pdf

MONITORING AND EVALUATION (M&E)

Intervention-M1
Disaggregated data collection and analysis for both baselining and monitoring and evaluation.

Description
Collecting evidence in a disaggregated manner not only makes a case towards strengthening inclusion planning but also acts as an instrument to monitor progress towards the same. Paying attention to the most vulnerable requires detailed data that zooms in on these groups. Along these lines, disaggregated data is key to effective planning, as aggregated data may show progress for the larger population but might mask the lack of (or extremely slow) progress of the vulnerable population that is harder to reach. In addition to tracking who is left behind, disaggregated data also helps in determining the most effective action/intervention in helping them catch up. The following actions need to carried out for collecting disaggregated data: - Identify the target user groups/vulnerable groups   - identify the topic or topics of indicators for which the data would be collected - This would depend upon the purpose for which the data would be collected   - Identify proxy indicators in the absence of direct information   - Assess the resources that would be required to conduct the survey or engage in data collection, such as financial resources, and staff (trained and untrained)   - The sample for secondary review and primary field research methodologies need to be decided based on the context, purpose and the size of data appropriate for the purpose of the study   - Different methods for collecting information are available, appropriate data collection method can be chosen based on type of information, also depending upon budgets and other resources.   - Cross-check/validate the collected data in order to confirm that the information is correct and accurate.   - Data analysis and assessment should be impartial and objective and should capture the intricate details about the user groups that would influence the planning and implementation of infrastructure.

Indicators of success
Key indicators of success in order to achieve this intervention are: - Qualitative, quantitative and anecdotal evidence collected periodically to measure extent of inclusiveness and thus articulate the impact of intervention   - Identification of data sets required to measure extent of inclusiveness   - Convergence with existing data base/portals/ agencies/ schemes to gather already collected data   - Initiation of a continuous data generation process such as an MIS systems   - Develop or collaborate with a real time MIS

Key considerations
The purpose is also to ensure that the data and information collected is authentic and has been collected in an ethical manner, conforming to universal standards.

Reference read/ Case Study
Example from the IIGMF project: - The project employed mixed methods that combine recce surveys, household and random surveys, focus group discussions (FGDs), vulnerability assessment and key informant interviews methods to collect disaggregated data for assessment of sanitation access in the study cities of Narsapur, Kovvur and Anantapur.   - For the project a monitoring and evaluation tool has been also developed that measures Inclusive WSH and Inclusive City indicators with help of disaggregated data.   Further details about this intervention can be referred from the following examples: - United Nations World Water Assessment Programme - Guidelines on how to collect sex-disaggregated water data

http://unesdoc.unesco.org/images/0023/002345/234513E.pdf
- Standards for collecting sex-disaggregated data for gender analysis
  http://www.pim.cgiar.org/files/2012/05/Standards-for-Collecting-Sex-Disaggregated-Data-for-Gender-Analysis.pdf
- Gender-disaggregated Data on Water and Sanitation, UN
  https://www.ircwash.org/sites/default/files/Seager-2009-Gender.pdf
- Gender-Disaggregated Data on Water and Sanitation - (UN-DESA), (UNW-DPC)
- Collecting and reporting of sex- and age-disaggregated data on adolescents at the sub-national level
  https://data.unicef.org/wp-content/uploads/2016/11/Data-Abstraction-Guide-November-2016.pdf
  etc.

Intervention-M2
Periodic safety and accessibility audits for assessing inclusiveness of sanitation infrastructure
Description
Audit is a systematic approach and, wherever possible, independent examination to determine whether activities and related results confirm to planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve inclusive objectives. Safety and accessibility audits evaluate the level of accessibility and safety of an existing water and/or sanitation facility and its surroundings, and to identify possible changes or improvements. **Accessibility Audits** An Access audit is an important tool to identify barriers. It helps in identifying simple changes to the infrastructure and their surrounds to improve their usability for a wide range of users. To measure whether the infrastructure implementation is up to mark in terms of inclusive design, standards and approaches. The elements covered in an access audit depend on the type and nature of the environment and services under consideration. **Safety Audits** A safety audit is a participatory tool whereby information is collected relating to the effectiveness and perception of safety towards sanitation facility. For safety the audits consider any risks to safety from using the facilities and to consider if anything can be done to reduce the risks. Users from the local community should therefore be actively part of the team as far as possible.
Indicators of success
•
Reference read/ Case Study
• A Handbook on Women's Safety Audits in Low-income Urban Neighbourhoods: A Focus on Essential Services http://www.jagori.org/wp-content/uploads/2006/01/Handbook1.pdf • Accessibility and safety audit of water & sanitation facilities https://wedc-knowledge.lboro.ac.uk/resources/learning/EI_FN2_Accessibility_Safety_Audit_v2.pdf