

WaterAid Nepal Equity and Inclusion Review.

A review of the rights, equity and inclusion work of WaterAid Nepal.

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Acronyms and abbreviations

CRPD	UN Convention on the Rights of Persons with Disabilities
FEDO	Feminist Dalit Organization
KIRDARC	Karnali Integrated Rural Development Centre
Lumanti	Lumanti Support Group for Shelter
MHM	Menstrual hygiene management
NEWAH	Nepal Water for Health
NGO	Non-governmental organisation
PSU	Programme Support Unit
ODF	Open defecation free
RBA	Rights-based approach
UEMS	Urban Environment Management Society
WA	WaterAid
WASH	Water, sanitation and hygiene
WAN	WaterAid Nepal
WEDC	Water Engineering Development Centre, Loughborough University
WSUC	Water and Sanitation Users' Committee

Executive summary

WaterAid believes that access to safe water, improved hygiene and sanitation (WASH) is a human right. These essential services underpin human development and transform lives, enabling people to overcome poverty. WaterAid has a stated commitment to working with partners to reach those without access to WASH. This includes the poorest and most marginalised.

This review in Nepal forms part of the second phase of WaterAid's global review of the organisation's work on equity and inclusion.¹ The primary purpose of the global review, which started in July 2014, was to assess the relevance and effectiveness of how equity and inclusion have been mainstreamed in WaterAid to-date, so the organisation can learn from experience and improve future performance. The Nepal review was organised at short notice. Originally the review team were due to travel to Bangladesh but political uncertainties in the country prevented it. WaterAid Nepal extended an invitation at short notice for an abbreviated review process to take place in Nepal, and worked hard in a busy period to (successfully) accommodate the process.

The review was led by Sue Coe (Consultant) with support from Jane Wilbur (Equity and Inclusion Adviser, WaterAid UK). Smritee Bajracharya (Monitoring and Evaluation Officer, WaterAid Nepal) joined the review team for most of the week. 25 documents were reviewed from WaterAid Nepal and partners. Reviewers interviewed/held focus group discussions with eight WaterAid Nepal staff and 15 staff from five of WaterAid Nepal's nine partners (NEWAH, KIRDARC, UEMS, Lumanti, FEDO). During a two-day field visit to a NEWAH project site (Matshyapokhari community, Khandbari, Sankawasabha District), reviewers interviewed three government staff, four NEWAH project staff and seven women from the community who are members/post-holders in WASH User Committees. Brief accessibility audits were conducted at a primary school and in the home of one older female resident.

The review visit took place on 16-20 March. On 25 April an earthquake reaching 7.9 on the Richter scale hit Nepal, its epicentre in the heart of many of WaterAid Nepal's programme areas. A second earthquake, magnitude 7.3, hit on 12 May. The immense impact of these earthquakes – on WaterAid Nepal staff, partner staff and programming communities – cannot be ignored in presenting findings from the equity and inclusion review which happened just five weeks after the review visit. There will be substantial short-, medium- and long-term impact on marginalised and vulnerable people to access adequate WASH services in Nepal.

¹ For more information, see WaterAid's Equity and Inclusion Framework.

Main findings

The review made 14 main findings on the current status of equity and inclusion approaches in WaterAid Nepal's work:

1. WaterAid Nepal has excellent opportunities for implementing rights-based approaches in Nepal. Learning from this could help other WaterAid country programmes seeking to move from service-delivery to rights-based WASH services provision.
2. Where WaterAid Nepal and partners have made focused investment in gender and caste-inclusive programming approaches it has yielded positive results. WaterAid Nepal has also sought out partners to strengthen their equity and inclusion approach which has brought positive inputs. For example, WaterAid Nepal's partner KIRDARC is working in some of the poorest and most remote mountainous regions of Nepal and its partner, BASE, is working with ex-bonded labourers who are often excluded from development intervention. This demonstrates that when coherent thinking/policies are followed through with logical, adequately resourced implementation activities and subsequent monitoring, good results can be achieved.
3. Key terms relating to equity and inclusion need clear, consistent, rights-based² definitions – especially access, participation and rights-based disability inclusion.
4. Open defecation free (ODF) targets will not be met or maintained if WaterAid Nepal and its partners continue to use their current 'snapshot in time' approach when assessing community members' physical access to WASH facilities. Reviewers did not find evidence for systematic, fully inclusive participation of older people and people with disabilities in programming activities.
5. Participation of marginalised people needs significant strengthening – there is a missing strand in WaterAid Nepal's equity and inclusion approach which is effective programming partnerships with groups of marginalised people. Regarding gender inclusion in WaterAid Nepal's work – positive progress is evident but a gap is also evident here on empowering groups of marginalised women on rights-based approaches.
6. Key equity and inclusion principles and approaches should be consistently adopted and applied by all WaterAid Nepal staff, its partners and communities in which it works. The equity and inclusion agenda is being implemented largely according to personal interpretation and individual attitude 'filters' rather than a well-defined, appropriately resourced and supported, coherent, organisation-wide approach.
7. Toolkits: practical, user-friendly ones are welcomed/used; wordy, theoretical ones are used as reference documents only – if at all. Staff were most interested in resources on topics they felt directly relevant to

² For more information on WaterAid's rights-based approach, see the Equity and Inclusion Framework.

their work that had practical, user-friendly content that was easy to understand and straightforward to implement. Most staff were aware of the equity and inclusion framework but used it mainly as occasional reference rather than a practical resource.

8. Monitoring and evaluation: using Washington Group questions to define disability should quickly yield positive results on disability and age-based WASH inclusion. This is in contrast to current programming practice that only addresses disability access if specifically found to be inadequate in communities by reviewers (for example, clear access gaps were found in just two brief accessibility audits conducted during the community visit).
9. All WaterAid Nepal partners would benefit from the inclusion of both programming **and** advocacy options in agreements with WaterAid Nepal. Ultra-poor people struggling for daily survival needs lose important immediate economic income and women can absorb additional domestic burdens when being asked to participate in advocacy activities for inclusive WASH. This is tough and disadvantageous in the immediate term. WaterAid Nepal needs to avoid increasing domestic and economic burden as an unintended consequence of activities – otherwise its approach to equity and inclusion becomes an extractive one rather than a mutually beneficial, empowering process. Significant opportunities have been missed to influence WASH service provision to be more accessible in partnerships focusing mainly on programming delivery.
10. Some WaterAid Nepal partners have useful pre-existing learning and tools on equity and inclusion approaches which WaterAid Nepal could benefit from and disseminate through its network. WaterAid Nepal could be a useful 'learning hub' for its partners.
11. WaterAid Nepal's investment in national advocacy on equity and inclusion issues (mainly gender and disability) have started to yield positive results.
12. Advocacy and programming work on equity and inclusion are partially disconnected – this will pose future challenges to WaterAid Nepal if this disconnect continues and gets bigger. There will be significant reputational risk to WaterAid Nepal. WaterAid Nepal should plan to move towards a situation where programming work is the main basis of evidence for all advocacy work to influence duty-bearers and decision-makers on their responsibilities to fulfil the rights of all marginalised people to WASH service access.
13. Greater consistency, coordination and intentionality of equity and inclusion approaches across WaterAid Nepal could yield efficient, substantial progress. Excellent, timely opportunities are there for WaterAid Nepal if greater consistency, coordination and intentionality is applied. Some newer WaterAid Nepal partners have good existing learning to share. The current WaterAid Nepal staff mixture of long-serving staff and newer staff with relevant rights-based knowledge and experiences are a powerful combination that could enable substantial progress efficiently and quickly. WaterAid Nepal is writing a new five-year country strategy this year, within the framework of the new global five-year strategy. It is planning to write an equity and inclusion strategy/approach paper to support the country programme strategy. The earthquakes in April and May mean there will be

tens of thousands of children and adults with potential disabilities, plus many thousands of people with increased social and economic vulnerabilities – the equity and inclusion agenda of WaterAid Nepal in WASH services has heightened importance as a direct consequence of these terrible events. To facilitate this the current inadequate arrangements in relation to equity and inclusion focal point support need specific consideration – continuation of senior management support is important.

14. Human resources – building on previous equity and inclusion investment will strengthen WaterAid Nepal’s performance on equity and inclusion, plus demonstrate credibility and commitment by WaterAid Nepal. Some interesting practices have already been tried in WaterAid Nepal – including job fairs for people with disabilities which led to the year-long employment of two consultants with disabilities. These activities and commitment led Nepal’s Prime Minister to grant WaterAid Nepal an award for its role in recruiting and mentoring people with disabilities. The recent appointment of WaterAid Nepal’s first full-time post of Human Resources manager is a great opportunity to support and systematise equity and inclusion approaches in WaterAid Nepal. Recent senior management changes (including a new female Country Representative) are opportunities to consolidate and advance an organisational equity and inclusion agenda.

Main recommendations

26 recommendations are made by reviewers. If applied, these should enable WaterAid Nepal to make significant progress on equity and inclusion.

At **organisational level** there is a need for clearer definitions of key terms; user-friendly, clearly defined tools; adequate human and financial investment and support; and clearer understanding of ‘disconnects’ between programming and advocacy approaches so they can be rectified.

At **programme level**, appropriate tools and training (listed in the recommendations and provided in Annexes) could be introduced to strengthen and improve current practice.

In **advocacy work**, systematically partnering with groups of marginalised people (and supporting their capacity needs if necessary) will strengthen rights-based approaches. Moving to a culture of systematically advocating from WaterAid Nepal programming evidence will help close current disconnect gaps while strengthening organisational coherence and credibility on equity and inclusion approaches.

In **human resources**, all WaterAid Nepal staff should share responsibility for delivering the equity and inclusion agenda – and be properly supported/required to do so. Job structure, recruitment and in-job support should be adapted so WaterAid Nepal jobs are more attractive and accessible to people from marginalised groups, so they can be employed to successfully

fulfil roles as WaterAid Nepal staff. Organisational culture needs to further evolve to perceive equity and inclusion as core to WaterAid Nepal's work, not an 'add-on'. A full review of human resource policies and practices regarding equity and inclusion will assist this.

For **WaterAid Nepal's partners**, emphasis is needed to help them all clearly define and effectively deliver equity and inclusion approaches – through policy definition, effective training course content and roll-out, and partnerships with groups of marginalised people in communities of operation. Both advocacy and programming options should be available to all WaterAid Nepal partners, and WaterAid Nepal should seek and disseminate existing positive learning from partners on equity and inclusion approaches.

At **community level** the 'participation ladder' tool (see Annex 7) and the accessibility and safety audit (see Annex 3) could be better used to enable and monitor inputs by project stakeholders, especially marginalised people.

Finally, **WaterAid London Programme Support Unit (PSU)** should ensure all future tools and publications have a clear audience and comprehensive user-friendly design to maximise their usefulness and impact; PSU should also provide support to WaterAid Nepal through helping work on definitions as per finding 1.

Introduction and background

WaterAid believes that access to safe water, improved hygiene and sanitation (WASH) is a human right. These essential services underpin human development and transform lives, enabling people to overcome poverty. In order to realise their vision of a world where everyone has access to safe water and sanitation, WaterAid has a stated commitment to working with partners to reach those without access to WASH. This includes the poorest and most marginalised. WaterAid has committed to addressing exclusion from WASH as it relates to wider inequalities in power relations, and to control over water and other resources within the family, community and at institutional level.

This review forms part of the second phase of WaterAid's global review of the organisation's work on equity and inclusion. The overall review was commissioned by the Programme Support Unit in WaterAid London and started in July 2014. The primary purpose of the global review was to assess the relevance and effectiveness of how equity and inclusion have been mainstreamed in WaterAid to-date, so the organisation can learn from experience and improve future performance. It was designed to assess the extent and quality of the application of the principles of equity, inclusion and rights in WaterAid globally, with a specific focus on country programmes, and whether there is any evidence that this is resulting in better access to WASH rights for the most marginalised.

The first phase of analysis included a review of 29 key WaterAid documents and interviews with 16 staff across the partnership to identify key ideas and issues around the equity and inclusion process. The resulting report identified four emerging key themes:

1. WaterAid staff understanding of the terms 'equity' and 'inclusion' and who it applies to determines what they try to achieve practically – further clarification on 'who' would help achieve greater consistency and reach across the organisation.
2. To progress mainstreaming, a leap needs to be made from equity and inclusion work being implemented as a number of actions or an 'add-on' to it becoming part of WaterAid's organisational DNA.
3. WaterAid's partners play a central role in achieving effective equity and inclusion practice.
4. WaterAid needs to further consider how to enable effective participation of marginalised people in practice – initial reviews show gaps are evident.³

On the basis of the above findings, phase two was designed to investigate the significance of emerging themes for the practice of equity and inclusion at

³ A copy of the full report from phase I can be found on WaterAid's [Source](#).

country programme level. It was also tasked with assisting the programmes to learn from their recent experiences of implementing equity and inclusion with a view to improving future practice. Two country programmes were chosen to host field visits, Mali and Bangladesh. The Mali Country Programme review took place in February 2015 over two weeks, led by Lorraine Wapling (Consultant) supported by Clarisse Baghnyan (Coordinator, Regional Learning Centre, WaterAid West Africa) and Moussa Alou (Equity and Inclusion Officer, WaterAid Mali). A separate report is available detailing findings and recommendations from the two-week visit.

The Bangladesh review was due to be led by Sue Coe (Consultant) with support from Jane Wilbur (Programme Support Unit, WaterAid UK) and Shikha Shrestha (Research and Advocacy Manager, WaterAid Nepal). Due to unforeseen lengthy political problems within Bangladesh, at a very late stage an alternative country programme in South Asia was sought for a shortened week-long equity and inclusion review visit. WaterAid Nepal offered to host the visit despite the short notice and in the midst of a very busy work period (for example it was World Water Week celebrations during the review visit). A reasonably comprehensive and balanced timetable of activities was facilitated to enable the review team to get a clear idea of the current status of equity and inclusion work in the country programme— see Annex 1. Smritee Bajracharya (Documentation Officer, Monitoring and Evaluation, WaterAid Nepal) joined the review team for most of the week. Although the methodology was limited by the one-week timeframe instead of the original two-week timeframe, reviewers felt a good breadth of information emerged to base findings on, with reasonable triangulation of results.

25 documents were reviewed relating to work of WaterAid Nepal and partners. During the visit from 16-20 March (inclusive), the reviewers interviewed/held focus group discussions with eight WaterAid Nepal staff during five meetings and an extended two-hour, all-staff meeting. Reviewers also met 15 staff from five of WaterAid Nepal's nine partners (NEWAH, KIRDARC, UEMS, Lumanti, FEDO) during four meetings. During a two-day field visit to a NEWAH project site (Matshyapokari community, Khandbari, Sankhuwasabha District), the team interviewed three government staff and held separate focus group discussions with four NEWAH project staff and seven women from the community who are members/post-holders in WASH User Committees. Jane Wilbur also conducted brief accessibility audits at a primary school and at the home of an older female resident. See Annex 2 for a list of interviewees and documents reviewed, and Annex 3 for the accessibility audit tool.

A question 'template' was used to guide interviews and focus group discussions – see Annex 4. Some focused questions were asked of six staff who attended an extended Monday all-staff staff meeting (not all staff were able to attend) that helped efficiently inform the review team of current staff views – see Annex 5 for the questions asked, plus responses.

This report outlines:

- main findings from the review;
- recommendations, based on the review findings.

“Compared to the past, women’s participation has increased. Before, when programmes called women, we said no. With time we have become very interested to learn.” (Female village District Committee member).

“Before, children couldn’t go to meetings [but] now they go and voice their opinions. They say the types of taps they want.” (NEWAH staff member, Sankhuwasabha District)

“Before the project, women couldn’t introduce themselves. Now they are more confident. They spread awareness on handwashing and toilet construction. They have improved the living conditions of the community.” (NEWAH staff member, Sankhuwasabha District)

Findings from review

1. WaterAid Nepal has excellent opportunities for implementing rights-based approaches

Government policy in Nepal prohibits the direct service provision of water points and toilets – citizens are responsible for paying for their own toilets. At the same time, there is a significant ‘push’ from the government towards gaining open defecation free (ODF) status for Nepal.

This means that NGO support is limited to promoting the provision of appropriate WASH, and all of WaterAid Nepal’s work takes place within these parameters. In the ward visited by reviewers (Khandbari, Sankhuwasabha District) reviewers visited a project managed by NEWAH (WaterAid Nepal’s longest standing and largest partner). Here government activities for gender equality and social inclusion were very similar to roles NGOs take on in other countries in Asia and Africa.⁴ For example, we received a report from a district government official that the government facilitates savings and credit groups, and uses them to disseminate human rights and legal information on subjects including gender-based violence.

Currently NEWAH and WaterAid mainly construct communal water points in the district. Community members pay a flat monthly rate for the water used, which goes towards ongoing operation and maintenance of the scheme. The reviewers were informed by district government officials that the Government

⁴ For more information see the Government of Nepal’s Gender Equality and Social Inclusion (GESI) strategy, available at: <http://www.nhssp.org.np/gesi.html>.

of Nepal aims to move away from community water schemes to household piped water connections. These will be metered so water fees will be based on usage. A component of this fee will be used to cover the operation and maintenance. This means that water connections may be dependent on having a house, and the monthly amount paid by households may increase. This potential move to household water connections could have detrimental impact on people most likely to be marginalised and vulnerable in communities and dependent on communal points – including Dalits, who are more likely to be landless and homeless. It was not clear in discussions with government staff what would happen to people in the landless and homeless categories regarding accessing WASH services. WaterAid Nepal should monitor developments related to household water connections across its programmes and policy work and develop coordinated responses if needed.

At the time this review took place (March 2015) it was clear to reviewers that the government's overall approach to WASH service provision gives a **wonderful opportunity for WaterAid Nepal to fully implement the rights-based approaches** that equity and inclusion are based upon. Learning from this unambiguous approach could usefully inform other WaterAid country programmes who implement a 'mixed' approach of service delivery and rights-based approaches.

Since the review took place, **the devastating earthquakes of 25 April and 12 May 2015 mean this finding is less certain until the medium- to long-term impact of the natural disaster and aid response mechanisms are known.** By necessity, immediate aid responses to natural disasters are service-delivery driven in heavily affected areas. It is already known there will be longer term reconstruction needs across many geographical areas. **WaterAid Nepal should ensure its focus on equity and inclusion is fully integrated to all programme and advocacy work in this phase** – its importance will be heightened due to increased numbers of people falling into marginalised and vulnerable categories as a consequence of the earthquakes.

2. When WaterAid Nepal and partners have made focused investment to gender and caste-inclusive programming approaches it has yielded positive results

The reviewers interviewed NEWAH's national gender and social inclusion manager in Kathmandu before their community visit, and subsequently interviewed NEWAH's local staff members, community coordinators and community members participating and managing the WASH project.

This series of interviews yielded a clear 'chain' of activity and positive impact regarding gender inclusion and empowerment. NEWAH centrally has defined gender-inclusion policies and approaches and has designed training courses and materials to support and disseminate them. This training is delivered to all NEWAH field staff. The NEWAH field staff then deliver the training to their link

communities (involving both women and men) and implement key parts of the central NEWAH policy and approach.

The training also covers ‘social inclusion’ – largely defined as so-called ‘lower’ castes. There was some positive evidence described in community interviews of full-caste inclusion in WASH project activities.

This gives clear, solid grounds for optimism that **when WaterAid Nepal and its partners have invested in coherent thinking and policies, followed by logical, adequately resourced implementation activities and monitoring, good results can be achieved.**

There are two ‘caveats’ to this finding – firstly, another partner of WaterAid Nepal, FEDO (Feminist Dalit Organization) questioned our findings of positive Dalit women inclusion in work. They said there is huge discrimination against Dalit women – sex workers, disabled women and Dalit children are often abused, and older Dalit women are accused of witchcraft. FEDO gave examples of meetings where food is served, and of Dalit people leaving the room or claiming not to be hungry rather than face the discrimination they commonly face by non-Dalit participants (usually people do not eat food touched by Dalit people):

“There is a lot of discrimination against Dalit women. Dalit women who are sex workers are the bottom of the rung. Dalit women with disabilities too. Children are often abused in their own home. Older Dalit women are especially accused of witchcraft. Dalit women are not clothed well, they don’t have water and are seen as dirty. They self-exclude themselves too. For example when people are all eating at a meeting together, Dalit people leave the room or say they’re not hungry.” (FEDO)

Secondly, reviewers identified significant gaps in WaterAid Nepal and NEWAH’s approach to gender and social inclusion – especially empowerment of marginalised people’s groups – In its work and rights-based disability inclusion (see findings 3 and 5).

3. Key terms relating to equity and inclusion need clear, consistent, rights-based definitions

Everyone interviewed was asked to define what the terms ‘equity’ and ‘inclusion’ meant to them. In the all-staff meeting all were invited to write down their definition.

Based on an important finding from the Mali Country Programme review in February 2015 which reported widespread knowledge gaps on rights-based disability inclusion everyone interviewed was also asked to define what the terms ‘disability’ and ‘people with disabilities’ meant to them.

Answers demonstrated that although there is initial broad consensus on equity and inclusion (similar to the phase one global review findings) **there**

are also **key gaps in conceptualisation. This could be a ‘root cause’ of important equity and inclusion practice gaps** observed by reviewers in Nepal during our visit.

Broadly, most interviewees perceived ‘equity’ as WASH reaching ‘everyone, everywhere’. ‘Inclusion’ was broadly defined as acknowledging that various excluded groups may have greater access needs to WASH and so require increased effort/attention. In terms of to whom and where this specifically applies there were differing interpretations. Interviewees partly attributed variation of interpretation to an absence of clear, consistent guidelines of what the terms meant and how they should be applied. **Current definitions in the equity and inclusion framework⁵ – whilst broadly viewed as useful – were not seen as strong or applicable enough for universal application without stronger/clearer guidance.**

Aside from gender considerations (and to a lesser extent, caste) many WaterAid Nepal staff and partners perceived the goal of equity and inclusion as providing specific individual access to physical WASH facilities on a case-by-case basis.

Two main conceptual gaps were identified by reviewers:

- inadequate understanding of **access** and **participation** as rights-based terms;
- absence of rights-based understanding of **disability** inclusion.

Access

Most conceptualised this as physical access within WASH facilities largely focused on physical environmental barriers.⁶ Some understanding was expressed about– but not beyond – social exclusion faced by women and some castes (addressing some attitude barriers, including provision of appropriate menstrual hygiene management facilities).

Participation

Most WaterAid Nepal and partner staff described marginalised people’s participation in WASH work as activities to achieve/exceed pre-set representation gender (also sometimes children and excluded castes) in community meetings and on WASH user committees. To a lesser extent participation was also defined as women being employed in WASH facility

⁵ Current definitions in WaterAid’s Global Strategy Toolkit: ‘Equity requires a focus on the most disadvantaged and the poorest individuals and groups. Inclusion is ensuring that everyone is able to participate fully. Inclusion is not just about improving access to services, but also supporting people to engage in wider processes to ensure that their rights and needs are recognised. The rights-based approach champions the legally binding obligation to ensure that everyone can enjoy her or his rights equally. This is equality.’

⁶ See Annex 6 for definitions of environmental, attitudinal and institutional barriers.

caretaker roles. This is part of a bigger participation picture but does not wholly represent participation in rights-based approaches.

Activities to support empowerment of marginalised people so they are heard and can influence WASH implementation and management decisions in meetings were not as clear or as well-described. The challenge of how to facilitate inputs by marginalised people in the Water and Sanitation Users' Committee (WSUC)/advocacy work without increasing their domestic and economic burdens as a direct consequence was also not clear. For example reviewers received two reports where domestic and economic burdens of marginalised women (one of them also Dalit) had directly increased because they were either participating in WaterAid-supported WSUC or implementing advocacy activities directed at local government. **It is important WaterAid Nepal and its implementing partners work to avoid an additional economic and domestic burden on marginalised people as an unintentional consequence of encouraging/requiring their participation in WASH activities. Otherwise WaterAid Nepal's approach will be an extractive process from the people it is seeking to benefit rather than a mutually beneficial, empowering process.**

Awareness was expressed by WaterAid Nepal staff and partners about social participation issues in Nepal – mainly amongst women and people in excluded castes. WaterAid Nepal has also participated in the regional South Asia child rights project that included a focus on specific project areas of child participation issues. There is good learning from the project but there was no strong evidence presented to reviewers that this learning had yet translated fully into the work of WaterAid Nepal and partner projects. Since the issuing of the draft report, WaterAid Nepal has developed a plan to mainstream learning from the child rights project across the rest of its work.

A key gap in WaterAid Nepal and its partners' current approach is direct links with groups comprised wholly of marginalised people to help define challenges in accessing WASH services and how to address them. Work to support marginalised peoples' groups on their journey towards empowerment and development is also an important part of a rights-based approach. FEDO is an example of an organisation with Dalit representation on its executive. This helps to make it an excellent informant and advocate for issues facing marginalised people. FEDO has been able to advance the agenda and so is a very valuable partner. WaterAid Nepal should increase its partnership base with **more groups comprised wholly of marginalised people**⁷ and support their journey towards empowerment and development as part of a rights-based approach.

⁷ For example, disabled people's organisations, women's rights groups, minority rights groups.

Disability

The Government of Nepal ratified the United Nations Convention for Persons with Disabilities (CRPD) in December 2009. CRPD is based on a rights-based understanding of disability – i.e. disability is the consequence of barriers (attitude, environmental, institutional) imposed by society.⁸ In addition, WaterAid’s global equity and inclusion framework is based on rights-based approaches to including marginalised people.

Almost everyone interviewed equated disability with impairment (i.e. a problem in body function or structure) – even those who expressed rights-based understandings of equity and inclusion on other exclusion issues, such as gender and caste. One partner, NEWAH, categorises leprosy as separate to disability (an unusual decision as leprosy organisations are part of the disability rights movements globally). **There was almost universal lack of recognition of the barriers (other than environmental) that people with disabilities experience in accessing WASH services as a result of their disabilities.** The only interviewees who included reference to barriers as part of defining ‘disability’ were WaterAid Nepal staff working on national advocacy and campaigning.

A specific concern of reviewers is that the NEWAH staff met at national and community level stated opinions that people with disabilities no longer experienced discrimination or exclusion as a result of their disability. Reviewers tested this view with other interviewees and most said they believed people with disabilities continue to face discrimination. For instance, the Women’s Development Officer (Sankhawasaba district local government) explained:

“There has been lots of improvement in the last few years, but children with disabilities are very stigmatised. A mother brought her baby child to my office and put it on a chair and says ‘do what you want with this child’. I didn’t give her the red card so the mother said ‘may your child be disabled too’.”

There are omissions in NEWAH’s written disability definitions – documents sent to reviewers by the NEWAH Gender and Social Inclusion Manager (including their disability policy and procedure document⁹) equated disability with impairment and did not mention the CRPD framework (despite ratification in 2009). More generally NEWAH’s documents – whilst clear on gender and caste inclusion – do not fully and consistently include reference disability in social inclusion definitions in all documents. This gap needs to be closed.

⁸ Coe S and Wapling L (2010) *Travelling together – how to include disabled people on the main road of development*. World Vision UK, p45, available at: www.worldvision.org.uk/travelling-together.

⁹ Disable Sensitive Policy and Working Procedures, NEWAH, undated.

One cause of confusion could be changes introduced by the Government of Nepal in 2007 to disability definitions and associated social protection benefits.¹⁰ People with impairments receive different colour-coded cards (red, blue, yellow, white) according to the severity of their impairment. Those in categories indicating most severity (red and blue) receive modest monthly payments. Reviewers found this system – whilst introduced as a means of support and protection to people with disabilities – has appeared to distorted perceptions away from it being a rights-based issue. Many interviewees perceived disabled people as now ‘taken care of’ by this colour-coded card system. Reviewers heard a worrying story in Nepal from another INGO where a disabled girl in their project area was prevented from going to school so the family could receive her ‘red’ card monthly benefit (as a classification of profound disability, red status is presumed to preclude the ability to attend school).

The current approach by WaterAid Nepal staff, partners and government is only to consider accessible WASH design if specific individuals with disabilities are identified in community surveys. For instance, one FEDO staff member explained,

“If disabled Dalit women are there, we will include them.” (FEDO)

This attitude and approach has significant limitations in helping WaterAid achieve its goals on equity and inclusion, explored more in finding 4.

4. ODF targets will not be met or maintained if WaterAid Nepal and its partners continue to use their current ‘snapshot in time’ approach when assessing community members’ physical access to WASH facilities.

Reviewers found no evidence of systematic, fully inclusive participation of older people and people with disabilities in programming activities. These issues are only addressed if specific cases are identified in community surveys. WaterAid Nepal and implementing partners’ approach is currently based on inaccurate assumptions that initial community survey findings will represent all future access requirements.

¹⁰ NDWA, Committee on the Rights of Persons with Disabilities, Half-day of General Discussion on Women and Girls with Disabilities, <http://www.google.co.uk/url>.

An accessibility audit was conducted on a household toilet with an older woman who uses it with her grandchildren (see photo). The family had invested in constructing the toilet 18 months before but had not been aware of accessible design options. This meant the older lady, who was physically frail and had failing sight, found it difficult to use. The path to the toilet was rocky and uneven; there were no handrails or a movable toilet seat inside the latrine to aid balance. At night she urinated in her compound or woke her (school-aged) grandchildren in the night to take her to use the toilet, which disrupted their sleep.



ODF status is a government priority and WaterAid Nepal and partners are working to support this in communities. However, **the result of this current ‘snapshot-in-time’ approach to WASH accessibility is that ODF status will not be sustainably achieved or maintained unless WaterAid Nepal’s programming approach changes.** All WASH facilities should be systematically and fully accessible to all community members according to basis of ‘life-cycle’ needs (including children, pregnant women, people with disabilities and older people).

5. Participation of marginalised people needs significant strengthening – there is a missing strand in WaterAid Nepal’s equity and inclusion approach of effective programming partnerships with groups of marginalised people.

Gender inclusion had clearest evidence in terms of participation by marginalised people in WaterAid Nepal work. Female representation on WASH user committees is standard approach/requirement, implemented by partners using compulsory quota ratios. This seemed to have been achieved successfully across all partners interviewed. To a lesser extent, female WASH facility caretakers were reported. There were also reports to reviewers of inclusion of excluded castes. Some child participation was described as children’s clubs being formed by partners plus some child representatives on WASH User committees.

However, as described in finding 3, **there is a general gap in WaterAid Nepal and implementing partners’ approach to implement equity and inclusion according to rights-based principles – namely having direct, empowering partnerships with groups comprised wholly of marginalised**

people. Exceptions to this were at national level where some advocacy work has happened with the National Federation of Disabled People. One partner interviewed (KIRKDARC) also reported some partnerships in communities of operation with groups of marginalised people. Partnering with women's groups was not clearly evident.

The closest evidence of a partnership with marginalised people found by reviewers was with FEDO (Feminist Dalit Organisation). FEDO is clear on its purpose as an organisation – to advocate for the inclusion of Dalit women – and had many interesting, valuable experiences that will strengthen WaterAid Nepal's work on equity and inclusion. However, their staff are not totally comprised of Dalit women, though there is a good basis to build upon as the organisational executive includes a Dalit woman.

Reviewers observed gaps in rights-based methodology on equity and inclusion approaches in partners. For example NEWAH national office staff struggled to conceptualise reasons for linking with marginalised groups in their programming work; NEWAH community-level staff perceived participation of marginalised people in projects as informants for their plans – without appearing to view marginalised people as being key stakeholders to define and own implementation plans.

'Participation ladder' tool

On the community visit reviewers held a focus group with seven women participating and/or managing Water and Sanitation Users' Committees (WSUCs). The participation ladder tool was used to establish their levels of engagement and influence (see Annex 7). Using this tool quickly established a picture of their participation. Women felt they could attend and express their views in meetings, but did not feel their opinions strongly influenced decisions or final outcomes (apart from a few relatively minor examples). A number said they felt their views were not often taken seriously. Some had problems with their husbands who at best tolerated – but did not overtly support – their attendance at meetings. In summary women had reached approximately half-way up the participation ladder. This is captured by the following quotes from women on the WSUCs.

“Attending the meeting is fun, but it makes me angry when I'm not listened to and when I'm told I'm not doing my duty well enough. Some people on the water user committee don't listen to me and I don't like it when that happens. People often leave before decisions are made. When decisions are made, people who left accuse us of corruption.” (VDC Chairwoman).

“In most cases I'm not listened to, but there are some cases where I have been listened to. The majority, I'm not listened to.”

“When I go to the meeting, it's fun to meet other women. But often there's lots of debate and I'm sad when I'm not listened to.”

The reviewers did not have time available to verify current participation levels of child representatives on the WSUC during our visit but using the 'participation ladder' tool should quickly enable the current picture to be established.

6. Key equity and inclusion principles and approaches should be consistently adopted and applied by all WaterAid Nepal staff, their partners and communities.

This is linked to finding 3 – that key terms are not yet clearly defined or universally understood by WaterAid Nepal staff and their partners.

A number of interviewees said they felt equity and inclusion were currently implemented in 'silos' in WaterAid Nepal without continuity of understanding or consistency of approach across the work of the organisation. Recent WaterAid Nepal staff turnover may have played a part in this.

Without addressing both of these factors the result is **the equity and inclusion agenda is being implemented largely according to personal interpretation and individual attitude 'filters' in WaterAid Nepal rather than as a well-defined, appropriately resourced and supported organisation-wide coherent approach.**

7. Toolkits: practical, user-friendly ones are welcomed and used; wordy, theoretical ones are used as reference documents only – if at all.

WaterAid Nepal and partner staff were asked which WaterAid toolkits and resources they liked and what had been most useful to them in their work. This extended beyond materials Programme Support Unit (PSU) had provided to other WaterAid materials too.

Two consistent factors strongly emerged:

- Topic: staff were **most interested in resources on topics they felt were directly relevant** to their work.
- Content: **user-friendly, practical resources** that are easy to understand and straightforward to implement were best received – and most used.

WaterAid Nepal staff members were largely aware of the equity and inclusion framework but most had only used it as an occasional reference document rather than a practical resource. Advocacy staff used it most. Some staff had only read it as part of their induction.

During the visit Jane Wilbur introduced a new WaterAid / Water Engineering Development Centre, Loughborough University publication during all

interviews as opportunity arose – the compendium of accessible technologies.¹¹ The publication was universally liked. Discussion on this resource prompted other comments about what people found useful/not useful in toolkits. The compendium’s high number of photos, brief text and functional design was very much liked. There is scope to use the new compendium publication format as the basis for a similar local publication, drawing on some work already done by WaterAid Nepal.

8. Monitoring and evaluation: using Washington Group questions to define disability instead of current practice should quickly yield positive results on disability and age-based WASH inclusion.

No one interviewed had heard of the Washington Group questions on disability (see Annex 8). Current programming practice amongst WaterAid Nepal partners is that disability is only addressed if specifically found in communities. Partners ask questions in community surveys to household heads to self-declare people with disabilities in their homes. Physical access issues are only addressed in WASH facility design if disability is specifically declared.

Research studies have found the self-declaration approach to disability in surveys as notorious for resulting in significant under-reporting of impairment incidence in communities.¹² Brief visits to a school and household in Matshapokhani confirmed this finding.

During our community visit in Matshapokhani, NEWAH staff and community members confidently stated that in the community of 780 people there was only one disabled person who required specific WASH facility access adaptation (the household was too far during the time available to visit to directly observe). However, just two brief accessibility audits conducted by Jane Wilbur identified physical access needs were not adequately addressed by recently installed WASH facilities:

- In the school, two female pupils with mild physical restrictions reported/were observed to have difficulties with a steep and uneven path leading to the school water point.
- Accessibility of a household latrine and access paths – constructed just 18 months previously – were found to be inadequate for one older female household member. This has led to detrimental consequences

¹¹ WaterAid (2014) *Compendium of accessible WASH technologies* [online], available at: www.wateraid.org/accessibleWASHtechnologies (all photos and English, French and Portuguese versions available for download).

¹² This is for a number of reasons including: people may not refer to themselves as disabled; they may fear being stigmatised or excluded if they call themselves disabled; people may not know they have an impairment; families of disabled children and adults may be ashamed or fear stigma and refuse to report to surveys if a disabled person lives there.

for her and the grandchildren she wakes in the night to take her to use the latrine (see section 4, page 16 for more details).

Reviewers introduced and explained the Washington Group questions to interviewees and how they could usefully yield better data for effective equity and inclusion promotion (see Annex 8).

9. All WaterAid Nepal implementing partners would benefit from inclusion of programming and advocacy options in agreements with WaterAid Nepal.

In its interview, FEDO raised an issue meriting specific mention – their struggle to engage ultra-poor Dalit women in advocating for their rights on access to WASH services to local duty-bearers, without having any resources to carry out service delivery (as other WaterAid Nepal implementing partners have).

This report reflects other research findings on engaging with marginalised groups – that engaging on advocacy alone is tough with people struggling to achieve daily survival without having to have service support mechanisms in place too.¹³ It is a tricky balance to avoid dependency, but WaterAid Nepal needs to avoid increasing the domestic and economic burden as an unintended consequence of activities – otherwise its approach to equity and inclusion becomes extractive rather than empowering.

On the opposite side, interviews with key Sankhuwasabha District government staff revealed that significant opportunities had been missed by NEWAH to influence WASH service provision to be more accessible. Practical resources produced by WaterAid Nepal on accessible WASH facilities¹⁴ had not been shared with district officials (the local NEWAH staff member himself was unaware of their existence). Jane Wilbur shared some relevant resources in meetings, particularly with the Chief Divisional Engineer.

10. Some of WaterAid Nepal's partners have useful pre-existing learning and tools on equity and inclusion approaches that WaterAid Nepal could benefit from and disseminate in its network, acting as a useful 'learning hub' for its partners.

WaterAid Nepal has an interesting mix in its nine current partners. A few are long-standing though WaterAid Nepal has significantly invested in recent years to expand its partner base – partly to reflect growing interest in equity and inclusion approaches.

¹³ Coe S (April 2012) *Research report: Most Vulnerable Children – World Vision's response in Middle East and Eastern Europe Region*, World Vision, UK.

¹⁴ WaterAid (written by Sagar Prasai, 2013).

Some good partner experiences and materials came to light during interviews. Most notably, KIRDARC, which has operated since 1999 and partnered with WaterAid Nepal for two years (WaterAid Nepal accounted for 12% of KIRDARC's total income last year) shared some very interesting experiences and lessons learnt. Most memorable is its work to eradicate the practice of Chhaupadi in remote areas of Nepal. FEDO's approach to including Dalit women also had a number of noteworthy elements that WaterAid Nepal could learn from and disseminate. For instance, as a result of FEDO's awareness-raising on the right to water and sanitation, Dalit communities in the Terai (who are predominantly illiterate) demanded greater budget allocation for increasing WASH access from the district government. NEWAH shared materials it had produced ahead of WaterAid's interest in equity and inclusion a few years ago with useful content.

11. WaterAid Nepal's investment in national advocacy on equity and inclusion issues (mainly gender and disability) is yielding positive results.

A number of advocacy achievements at national level, especially on gender and disability, were reported to reviewers. Two examples were given to reviewers by advocacy staff: first, WaterAid Nepal's involvement (including a disabled consultant who added credibility by sharing her own experiences of exclusion and insights) in the Nepal Conference on Sanitation (NECOSAN) in May 2013 helped change ministerial thinking to incorporate disability issues in WASH services; and second, in 2014 Kathmandu Metropolitan City Office issued a directive-notice to owners and management committees of all Gas Stations in Kathmandu to compulsorily provide a male-, female-, child- and disability-friendly toilet in their premises – WaterAid Nepal influenced the notice content. Some high profile, good successes have been achieved, especially on disability-inclusive WASH facilities.

Positive achievements in disability advocacy work can be linked to the investment WaterAid Nepal made in employing two disabled consultants (one male, one female) for a year. Resources have also been invested in high-profile advocacy work – for example co-sponsoring a job fair (which was regarded as highly successful) for people with disabilities in December 2013 in Kathmandu.

This demonstrates that WaterAid Nepal's clear and strong investment to advocacy issues – including having staff with appropriate skills and approaches to implement them – has yielded good returns so far.

12. Advocacy and programming work on equity and inclusion are partially disconnected, posing future challenges to WaterAid Nepal if not addressed.

Significant advances were reported to have been made by WaterAid Nepal on equity and inclusion campaigns. WaterAid Nepal is proud to have championed

these issues and is becoming strongly known as the 'go to' WASH agency in Nepal on equity and inclusion issues. Reviewers found this did not seem to be matched by the pace of programming advances. Assumptions expressed by WaterAid Nepal advocacy staff on the extent of positive progress of equity and inclusion in programmes did not match reviewer findings.

A 'disconnect' between advocacy/campaigns and programming practice is not at all unusual in INGO work – NGO policy and advocacy work has historically tended to operate at an isolated distance from programming work. In this instance some reasons are suggested why this specific situation exists in WaterAid Nepal – reviewers didn't have time to fully explore and confirm them. It would be a useful exercise for WaterAid Nepal staff to further explore reasons in order to bring stronger connection between advocacy and programming:

- More human and financial resources have been invested in implementing the equity and inclusion agenda in advocacy work compared to programming work. For example, two consultants with disabilities were employed for a year to work on advocacy and campaigns.
- When the previous Country Representative left in 2014 (he was reported to cover equity and inclusion focal point work) he appointed an advocacy person to cover specific equity and inclusion campaigns – there wasn't a plan for central resourcing to support programme staff.
- Advocacy staff have had clearer understanding and focus of what they need to achieve on equity and inclusion compared to programming staff, linked to highly focused work with specific targets.
- WaterAid Nepal staff have assumed partners have more comprehensive understanding of equity and inclusion than is the reality – for example NEWAH staff are reasonably strong on gender inclusion but not disability inclusion.
- Staff have not had enough space in their workloads to understand equity and inclusion issues and implement them in their work.
- WaterAid Nepal staff reported they have worked in 'silos' from each other and there is a need for greater consistency across the organisation.
- Cost – equity and inclusion approaches are perceived as expensive. They can be perceived as a distraction from achieving demanding user number targets.

Reviewers were particularly curious as to why the presence of two disabled consultants to work on national disability campaigns at WaterAid Nepal for a year did not have more tangible impact on disability-inclusive programming work or staff conceptualisation on rights-based approaches to disability inclusion. Lack of time and opportunity prevented us interviewing the two consultants (no longer working with WaterAid Nepal but still in communication

with the organisation). We encourage WaterAid Nepal to ask for their views on this issue as part of understanding this finding in more depth.

If this disconnect continues and grows there will be significant reputational risk to WaterAid Nepal. The more WaterAid Nepal advocates in high-profile forums for equity and inclusion and becomes known for the issue (and a key ‘voice’ on it), the more important it is to ensure its programmes are living out this reality. More importantly, **programming work should be providing evidence as the basis for all advocacy work** to influence duty-bearers and decision-makers on their responsibilities to fulfil the rights of all marginalised people to WASH service access.

13. Greater consistency, coordination and intentionality of equity and inclusion approaches across WaterAid Nepal could yield efficient, substantial progress.

Excellent opportunities exist for significant progress to be made on equity and inclusion approaches in WaterAid Nepal if greater consistency, coordination and intentionality are applied. There are timely opportunities in 2015 to be taken advantage of in order to push the equity and inclusion agenda forward in WaterAid Nepal.

Some of the newer WaterAid Nepal partners (for example KIRDARC and FEDO) have good existing learning to share. The current WaterAid Nepal staff mixture of longer-serving staff with newer staff (for example the new female Country Representative from a rights-based background and the first Human Resources Manager post-holder) could provide substantial progress efficiently and quickly.

WaterAid Nepal is due to write a new five-year country strategy this year, within the framework of the new global five-year strategy. It is also planning to write an equity and inclusion strategy/approach paper that will support the country programme strategy. It is an excellent opportunity to reflect on equity and inclusion approaches and strengthen practice going forward.

The other major development that will dominate WaterAid Nepal considerations since the review visit is the devastating earthquakes in Nepal on 25 April and 12 May 2015. As well as people who died, there will be tens of thousands of newly impaired children and adults (a feature of all humanitarian crises, especially linked to natural disasters). The equity and inclusion agenda of WaterAid Nepal in WASH services has heightened importance as a direct consequence of this terrible event. Adopting points under finding 4 (page 16) on ensuring WASH facilities addresses life-cycle needs will be especially important in the post-earthquake context.

In order to make the most of these opportunities, staff must be equipped to deliver equity and inclusion approaches. Training should be based on

appropriate resources. Programming/monitoring and evaluation staff need good quality, relevant tools to roll out with partners in their work.

Equity and inclusion focal point

The previous Country Representative (who left in 2014) was reported to have covered the equity and inclusion focal point work as part of his remit, vision and responsibilities. When he left WaterAid Nepal, he appointed an advocacy staff member as the equity and inclusion focal point. Her responsibilities were specifically to continue targeted campaigns on disability at national level. This is only part of a fuller equity and inclusion focal point brief. It was reported that staff expect her to support cross-organisational equity and inclusion work, even though she was specifically tasked to cover limited advocacy activities only. This is not a sustainable arrangement.

The new (female) Country Representative has good knowledge on equity and inclusion issues from previous professional experiences while the Research and Advocacy Manager has brought a strong track record on gender to WaterAid Nepal. Reviewers were also impressed by the commitment and creative ideas expressed by the new People/OD/Admin Manager in his interview. Senior support from the Country Representative post-holder has been important in WaterAid Nepal in achievements on equity and inclusion to date. Support from other senior post-holders is important to continue a strong mandate for equity and inclusion in the organisation. This should continue.

In addition, senior support staff require practical, sustained input to deliver consistent equity and inclusion approaches across the full organisational portfolio. Support should be based on clearly defined and consistently implemented equity and inclusion principles. Having an equity and inclusion focal point that has remit and resources to do this should be considered an important part of WaterAid Nepal's plan to achieve this.

14. Human resources – building on previous equity and inclusion investment will strengthen WaterAid Nepal's performance on equity and inclusion, plus demonstrate credibility and commitment by WaterAid Nepal.

WaterAid Nepal appointed its first full-time Human Resource manager towards the end of 2014. He is interested and enthusiastic to explore inclusive recruitment processes, policies and practices. WaterAid Nepal modelled some interesting recruitment practices through its employment of two disabled people as advocacy consultants – though both have now left WaterAid and were consultants rather than staff. One change their employment directly brought about was the construction of an accessible toilet at the office. WaterAid Nepal is now looking to move to premises and accessibility of facilities will be one criterion for building selection.

Other recent significant developments are the appointment of WaterAid Nepal's first two female Senior Management Team members – one as Country Representative, the other as Research and Advocacy Manager. This development was proudly described to reviewers by a number of WaterAid Nepal staff. Their professional backgrounds and experience in gender work should also help WaterAid Nepal consolidate and advance gains already made on gender inclusion.

Taking these factors into account, reviewers believe that **now is an excellent time for WaterAid Nepal to review its human resource policies and practices for equity and inclusion approaches.**

In interviews, staff reported favourable improvements towards female staff but there are still challenges – for example WaterAid Nepal promotes exclusive breastfeeding for the first six months of a baby's life in its programming work but the organisational maternity policy prevents female WaterAid Nepal mothers on staff from putting this into practice themselves, as allowable maternity leave is three months.

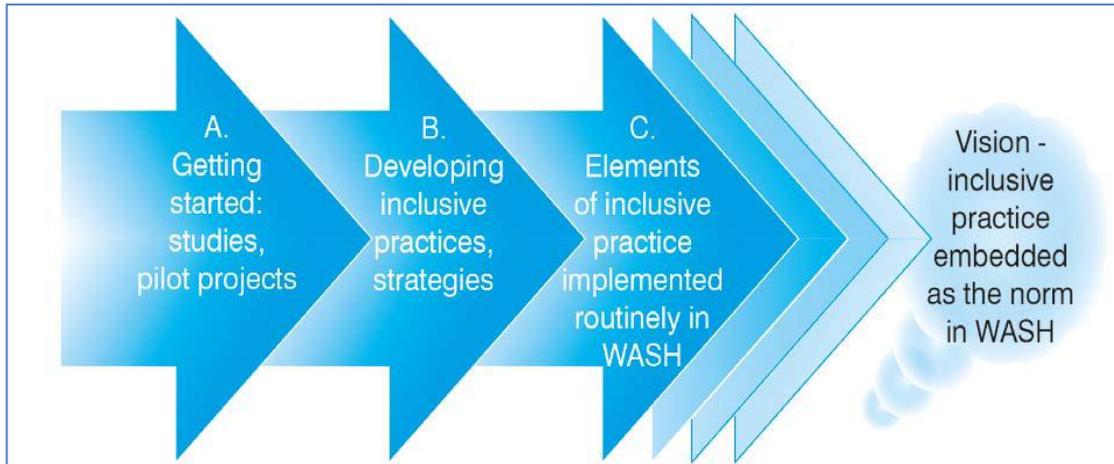
Only one or two disabled people have ever applied for a staff post at WaterAid Nepal – despite pro-active efforts to advertise posts in places they would see the jobs advertised. Some roles when advertised received 500-600 applicants so this is a very low number. The Human Resources manager is keen to further understand and explore why this is. He expressed interesting inclusive recruitment ideas in his interview – for example promoting job adverts directly to National Federation of Disabled People members, building on the disability jobs fair that WaterAid Nepal supported last year.

Some practical ideas were discussed in the Human Resources manager's interview on how to make WaterAid Nepal more inclusive. These included job structure considerations, recruitment policies, induction for all staff and training packages. A number of specific recommendations, discussed in the interview with him, are listed in the next section.

Recommendations from review findings

The following recommendations have been drawn from experiences in Nepal but are also consistent with many of the findings from phase one of the global equity and inclusion review from July 2014. Subsequently, the new global strategy has defined reducing inequalities in access to WASH as one of four key aims for the next five years, heightening the significance of these recommendations to WaterAid Nepal.

All these recommendations, if applied, should enable WaterAid Nepal to make significant progress along the mainstreaming continuum of equity and inclusion. That is, to help it move from Stage B – developing institutional approaches to inclusion; to Stage C – establishing institutional commitment and practice.



Stages on a continuum towards mainstreaming in disability and ageing (WEDC 2013), used in the Phase 1 global equity and inclusion review report (Coe, July 2014).

Stage A – getting started – is characterised by studies and situation analyses, small pilot projects and advocacy documents.

Stage B – developing institutional approaches to inclusion – is characterised by strategic planning/roadmaps, awareness raising/advocacy activities, training materials, advice and guidance about mainstreaming in WASH services, piloting inclusive WASH activities within a wider WASH programme and developing inclusively designed facilities.

Stage C – establishing institutional commitment and practice – means a range of inclusive practice elements are routinely implemented as the norm in people’s work and within the organisation itself. A ‘routine’ mind-set for inclusive principles and practice to address inequity issues is applied in a range of areas including staff recruitment, staff induction, analysis, capacity building (with partners and in communities), implementation of fully accessible WASH designs and services, consultation procedures in countries/communities, establishing partnerships with a range of groups of marginalised people. The organisation routinely understands short- and long-term implications of each and every step in policies, processes, procedures and practices and their outcomes/impacts.

Long-term goal: Embedding inclusive practices – all policies, practices and procedures and embedded as standard in all aspects of WASH programmes and services. **NB** There is no evidence this has yet been achieved by any WASH implementers, anywhere in the world.

WaterAid Nepal

Organisational level

1. Definitions

- Equity and inclusion terms need a clear, consistent, rights-based definition and reference in all WaterAid Nepal and partner documents. These should be translated into local languages where appropriate.
- Access and participation definition should encompass **all** barriers (attitudinal and institutional – not just environmental) for **all** marginalised people facing exclusion from WASH services, not just some (such as women and Dalits). Participation should include partnering with groups of marginalised people, partly to support their self-determination and empowerment.
- Disability needs re-conceptualising for WaterAid Nepal staff and partner staff as a rights-based issue. Definition should be within the framework of the UN Convention on the Rights for Persons with Disabilities (CRPD) which the Government of Nepal has ratified. This should be disseminated across all WaterAid Nepal staff, partners and communities that partners work in.
- All definitions on equity and inclusion terms should be consistent and consistently implemented across every element of WaterAid Nepal work.

2. To clarify understanding, achieve consistency and comprehensive reach across WaterAid Nepal, the team should adopt a two stage in-country situational analysis to identify equity and inclusion issues:

- Stage one – **macro level** analysis – **identify generic geographic and socially excluded groups**, for example, hard-to-reach, rural ex-bonded labourers, Dalits;
- Stage two – **micro level** analysis – **adopt as minimum standards the JMP checklist¹⁵ descriptions of individual inequality factors** – gender, disability, age (older people and children), chronic illness – **across all communities identified in the macro analysis process**. It is recommended WaterAid **uses the barrier analysis tool to identify the full range of barriers to participation** in WASH services according to each individual inequality factor.

3. All future tools and publications should have a clear audience and comprehensive user-friendly design to maximise use and impact. WaterAid Nepal should plan for and resource all publications and tools being translated into local languages.

¹⁵ See the Equality Checklist for JMP on page 25 of WaterAid's *Equity and Inclusion phase two report*. Also see the twin track approach, explained on page 28 and in annex 5 of the same report.

4. Resources (human and financial) investment in equity and inclusion needs to be balanced across the organisation – not just focused in advocacy and campaigns.
5. Equity and inclusion focal point support needs to have the remit and be equipped to cover programming and advocacy work – the current arrangements of supporting specific advocacy activities is not sufficient.
6. Equity and inclusion approaches need a designated senior ‘champion’ (the Country Representative or a member of the Senior Management Team) to support and ‘own’ the agenda within WaterAid Nepal.
7. WaterAid Nepal should explore further why the advocacy/programming disconnect exists in WaterAid Nepal, including asking the two former consultants with disabilities.

Programmes

8. Washington Group Short Set of Questions on Disability should be introduced to community survey work with partners, and built into data collection, monitoring and reporting tools (see Annex 8).
9. Programming/monitoring and evaluation of staff need appropriate, useful tools to implement with partners – for example the ‘participation ladder’ (see Annex 7) and the accessibility and safety audits (see Annex 3).
10. Adapt the new WaterAid/WEDC compendium on accessible technologies with local accessible designs to produce a photo-heavy, text-light Nepal version (the current Nepal version is text-heavy and photo-light so less user-friendly).

Advocacy

11. WaterAid Nepal should partner directly with groups of marginalised people for all its advocacy work on equity and inclusion – rights-based approaches to advocacy work should be ‘with’ or ‘enabling to’, rather than ‘for’.
12. Groups of marginalised people are likely to have high capacity-building needs though – a strategy needs to be in place to address this.
13. WaterAid Nepal should pro-actively cross-fertilise advocacy and programming work, moving towards a culture of advocacy being systematically driven by programming evidence.

Human resources

14. Equity and inclusion should be put into all staff job descriptions – generically (linked to organisational values) and specifically (on how the post can help implement equity and inclusion approaches).
15. Equip staff to deliver equity and inclusion approaches in their work through a clear training and support plan. Training should be based on relevant resources fitting with core equity and inclusion definitions.
16. All staff should be held accountable on equity and inclusion approach items in their jobs as part of performance appraisals.
17. Job structures should be considered to ensure they are not excluding applicants from marginalised groups. Adaptation should be considered to allow staff from marginalised groups (for example people with disabilities) to work successfully in them.
18. WaterAid Nepal's organisational culture should be developed so equity and inclusion is not seen as an 'add-on' to WaterAid Nepal's work, but part of its core.
19. Conduct a full review of HR policies and practices for equity and inclusion.

Partners

20. NEWAH should review and update its documents to refer to disability as a rights-based and social inclusion issue, and inform staff on this definition to add to existing gender and social inclusion knowledge and practice.
21. A clear pathway of activities – starting with definitions, policies and training materials – should be defined for disability inclusion to mirror/complement NEWAH's existing gender inclusion pathway, to strengthen NEWAH's overall equity and inclusion practice.
22. Partners should be encouraged/required to partner with groups of marginalised people in communities as part of their equity and inclusion approach supported by WaterAid Nepal. These groups are likely to have high capacity-building needs though – a strategy needs to be in place to address this.
23. To avoid the unintended consequence of increasing domestic and economic burden as a result of WaterAid funded activities, WaterAid Nepal should ensure that both programming **and** advocacy options are available to all partners.

24. WaterAid Nepal should seek positive learning from partners on equity and inclusion approaches for WaterAid Nepal organisational learning, plus to disseminate it through its partner network.
25. WaterAid Nepal to organise and facilitate cross-partner learning on equity and inclusion approaches (for example FEDO's experiences on Dalit women inclusion in WASH to support other partners in their approaches to caste inclusion).

Community level

26. Make more use of the participation ladder tool (see Annex 7) and the accessibility and safety audit (see Annex 3) to enable and monitor inputs by project stakeholders, especially marginalised people.

WaterAid Programme Support Unit

27. All future tools and publications should have a clear audience and comprehensive user-friendly design to maximise use and impact.
28. Provide support to WaterAid Nepal through helping work on definitions as outlined in recommendations.

Annex 1: Schedule of WaterAid Nepal's Equity and Inclusion review

Date	Time	Location/travel	Itinerary
14/03 (Sat)	15:10	Kathmandu Airport	Jane and Sue land in Kathmandu Flight number: Qatar Air QR 646.
15/03 (Sun)		Rest day	Rest day
16/03 (Mon)	9:30-11:00	WAN	Introductory meeting with Shikha and Smritee
16/03 (Mon)	11:00-13:00	WAN	Extended Monday meeting with available WAN staff (6 people) and focused discussion on equity and inclusion approaches
16/03 (Mon)	15:00-16:15	NEWAH Office	Meeting at NEWAH Head Office
17/03 (Tues)	AM	Depart to NEWAH project site	Buddha air flight to Tumlingtar airport, Sankhawasabha District
17/03 (Tues)	PM	Meetings with govt. officials in Khandbari, Sankhawasabha District	<ul style="list-style-type: none"> • Women's Development Officer • Chief Divisional Engineer • Programme Officer, District Development Office
18/03 (Wed)		Visit to Matshapokhani community	<ul style="list-style-type: none"> • NEWAH project staff • Greet Water User Committee • Women's focus group of various Water User Committee members • Visits to primary school and individual household for accessibility audit
19/03 (Thu)	AM	Depart to K'm'du	Buddha air flight
19/03 (Thu)	13:00-14:15	Hotel	Interview with Samira, equity and inclusion focal point
19/03 (Thu)	15:00-16:00	WAN office	Interview with Tripti, Country Representative (CR)
19/03 (Thu)	16:15-17:00	WAN office	Interview with Shreejan, Human Resources manager
20/03 (Fri)	9:00-10:30	KIRDARC office	Meeting with Rural Partner: KIRDARC
20/03 (Fri)	11:00-12:30	WAN Office	Meetings with Urban Partners: Lumanti and UEMS
20/03 (Fri)	14:00-15:30	FEDO Office	Meeting with Advocacy partner FEDO
20/03 (Fri)	16:00-17:00	WAN	WAN Debrief: Meeting with CR, Shikha, Shreejan, and other available team members
20/03 (Fri)	20:55	Kathmandu Airport	Jane and Sue's return flight Flight number: QR 651

Annex 2: People interviewed and documents reviewed

WA Nepal E&I review - meeting participants		
Name	Organisation	Job title
Shikha Shrestha (female)	WaterAid	Research & Advocacy manager
Smritee Bajracharya (female)	WaterAid	M&E Officer
Ram Bahadur Ghimire (male)	WaterAid	Urban Programme Officer
Richa Koirala (female)	WaterAid	M&E Officer
Paras Pokhrel (male)	WaterAid	Programme Officer
Shreejan Kayestha (male)	WaterAid	People, OD, Admin Manager
Ava Parajuli	WaterAid	Administration Officer
Samira Shakya (female)	WaterAid	Advocacy and Campaign Officer/ equity and inclusion focal point
Tripti Rai (female)	WaterAid	Country Representative
Himalaya Panthi (male)	NEWAH	Social Development Manager
Paras Thakuri (male)	NEWAH	PME Manager
Bibek Prasad Dahal (male)	NEWAH	Assistant Project Supervisor
Uma Kanta Phuyal (female)	NEWAH	PME
Maheshwari Khadka (male)	NEWAH	Assistant Project Supervisor - Senior Health and Sanitation Facilitator
Jitendra Rai (male)	NEWAH	Senior Health and Sanitation Facilitator
Sunidarai	NEWAH	Project Coordinator
Mina Poudel (female)	Government of Nepal	Women's Development Officer
Rajendra Sapkota (male)	Government of Nepal	Chief Divisional Engineer
Subash Chandra Kuikel (male)	Government of Nepal	Programme Officer, District Development
Reyna (female)	WASH User committee	Chairperson
Padam Kumari (female)	WASH User committee	Member, Ward coordinator
Tana (female)	WASH User committee	Member
Chandai guru (female)	WASH User committee	Member
Meena (female)	VRCC	Member
Mandira Gurung (15 yrs)	School	Students
Sita Maya Gurung (9 yrs)	School	Students

Sita Maya Gurung (9 yrs)	In her home	Community Member
Rishi Adhikari (male)	Kirdarc	GESHI theme leader
Sakun Shrestha (male)	Kirdarc	Human Resource and General System Management Officer
Shree Ram Bajagain (male)	Kirdarc	Policy, Planning and Quality Assurance coordinator
Geeta Pandey (female)	Kirdarc	Advocacy and Knowledge Management Coordinator
Rabindra Shrestha (male)	Kirdarc	Finance Coordinator
Gobinda Shahi (male)	Kirdarc	Programme Manager
Prajwol Shrestha (male)	UEMS	Documentation and Monitoring Officer
Kamari Shobha Tandukar (female)	Lumanti	HIH Coordinator
Umesh Rupakheti (male)	Lumanti	Technical Coordinator
Kala Swarnakar (female)	FEDO	General Secretary
Bhim Bdr. Bik (male)	FEDO	Executive Director
Raj Kumar BK (male)	FEDO	Finance Officer
Man Bdr Sirpali (male)	FEDO	Project Coordinator

List of documents reviewed for equity and inclusion review

1. WaterAid Nepal Country Strategy 2010 – 2015
2. WaterAid Nepal Multi-Year Planning and Budgeting: 2014/15 – 2016/17
3. WaterAid Nepal Annual Country Report: 2013 – 14
4. Women in Nepal: Leading communities, changing lives: WaterAid Nepal, March 2015
5. Final evaluation report from South Asia Child Rights and WASH programme, May 2014
6. NEWAH: 18 documents supporting their Gender and Social Inclusion (GESI) work (training timetables, organisational policies, powerpoint presentation on gender and social inclusion)
7. NEWAH: Annual report July 2013–June 2014
8. Feminist Dalit Organization (FEDO): Study report on Dalit Women's WASH Rights and Access in Nepal, November 2014

(25 documents in total)

Annex 3: Accessibility and safety audit – latrine¹⁶

The purpose is to examine a sanitation facility, and

- a) Find out if a physically vulnerable person¹⁷ is able to use the facility independently;
- b) Identify which features make it easy to use, and which features make it difficult to use by a physically vulnerable person;
- c) Find out if there are any safety concerns around using the facility, particularly for adolescent girls, women and children of different ages;
- d) Identify if there are any changes that can be made to the facility or its surrounds to reduce safety risks identified;
- e) Make suggestions for changes/improvements;
- f) Involve users in the design of facilities.

Accessibility and safety

Different users now attempt to get into and show how they can/cannot use the toilet. Make a note of who can use it and who cannot, and what features make it difficult to use. Use the attached checklist to remind you of the kind of features to look for – ignore any that are not relevant, and add things that are missing.

1. Getting there and suggested changes

Checklist

- Distance from house to latrine.
- What is the path/access route made of?
- Is the path wide enough for all disabled users (recommended min width 90cm)?
- Is the path level and firm, with nothing to trip up? Is the path surface slippery when either dry or wet? Are there obstacles that block the path, or make it easy to trip especially for visually impaired people (up to 2m above floor level)? Is the path clear of branches of trees and bushes?
- Can a blind person follow the path? E.g. clear surface texture, landmarks or guide rail?
- Are slopes too steep? (Recommended max 1 in 10). Is the surface of the slope slippery or non-slip?
- If used at night, is the path lit?
- Are there any parts of the path that make adolescent girls, women or children feel unsafe when using it? If so why?

¹⁶ Adapted from *Accessibility and Safety Audit: Latrines* (WEDC/WaterAid 2014), available at http://wedc.lboro.ac.uk/resources/learning/Accessibility_safety_audit_latrine_2013.doc.

¹⁷ This might be a frail older woman or man, a small child, a heavily pregnant woman, a wheelchair user or person who walks with a stick or crutches, someone who is visually impaired, with weak grip, a broken leg, a limb amputation etc.

2. Getting in/on/out and suggested changes

Checklist

Steps:

- Are they even or uneven, firm or broken, non-slip or slippery?
- Are they suitable height? (Recommended max 15-17 cm each step)
- Is there a hand-rail for support?

Entrance:

- Is there a flat platform in front of the door? Is it wide enough for a wheelchair user to enter? (Recommended min width 80cm)
- Is the difference in height between inside and outside level more than 17cm?
- Is the door easy to open by someone with weak hands?
- Does door open inwards or outwards?
- Can the user close the door easily from inside?
- Is the door easy to lock and unlock?
- If someone faced harassment or other safety risks when using the facility would they be able to safely get away from the facility?

3. Safety of use

Checklist

Feeling safe when using the latrine:

- Do all groups of people feel safe when using the latrine? Particularly ask adolescent girls, women and children of different ages.
- Are there any particular times or day or night when adolescent girls, women or children feel less safe?
- Is there any way that men or boys can easily see inside the women's / girls' latrines?
- How far is the women's latrine located from the men's latrine? Do men and boys hang around outside the women's latrine?

Management and maintenance:

- If there is a caretaker or cleaner do they make adolescent girls, women and children feel safe when they use the latrine by the way they behave?

Improvements:

- How would the users suggest the facility design or management could be improved to make it feel safer to use?

4. Inside (draw a plan on a separate page to show dimensions and layout viewed from above) suggested changes

Checklist

Space inside:

- Total internal dimensions (width, length)
- Distance from door to front of toilet pan/hole
- Width and height of toilet pan

- Distance on each side of toilet pan to each side wall
- Does the layout of the toilet allow space for a wheelchair/crutch user or a user and helper? (Draw the layout on a plan diagram)

Floor:

- What is it made of? Is it even, or uneven, firm or unstable, slippery or non-slip? Does it appear to be easy to clean?

Light:

- When the door is closed is there enough light to see the toilet hole and footplates?

Windows and roof:

- Do these provide adequate privacy for women and girls using the latrine? Can anyone see inside when standing on neighbouring roofs?

5. Support structures and suggested changes / improvements

Checklist

Describe:

- Is it a squatting or sitting latrine?
- If squatting: is there something to hold onto when squatting? Rails/rope etc. materials, finish, position, height, etc. (Draw their position on a plan.)

Seat (if there is one):

- Describe materials, finish, dimensions, fixed/moveable, size of hole.
- Is it easy to use, easy to clean? Why? Why not?

6. Water/anal cleansing materials (availability) and suggested changes / improvements

Checklist

- Is there an internal water point? Describe.
- Can it be reached from squatting/sitting? If not, what is the source and how far is it from the latrine?
- Are anal cleansing materials easily available?
- Are there disposal facilities for anal cleansing materials?

7. Disposal facilities for sanitary protection materials (availability and functioning)

Checklist

- Is there a system for discrete disposal of sanitary protection wastes?
- Is there a container with a close fitting lid for used materials to be put into?
- Are the containers used?
- Are the containers emptied regularly? Is someone responsible for emptying and cleaning the containers?
- Is there an agreed and safe location for the final disposal of the wastes (for example incineration, burying or disposal into municipal waste collection systems)?

8. Handwashing and suggested changes/improvements

Checklist

- Is water available for handwashing?
- Is soap or ash available?
- Can it be easily reached by all users – including small children?
- Is there somewhere for the water to be disposed of that keeps the surroundings hygienic and from becoming slippery?
- Are the boys and girls handwashing facilities separate and away from each other (to allow privacy for girls managing their menses)?

Annex 4: Interview question template

Key informant interviews, WaterAid Nepal staff – interview question list

1. Role in WaterAid (WA) Nepal and previous experience

- What is your role in WaterAid, how long have you worked for WA?
- What is your background prior to working for WA?

2. Understanding of concepts and terms

- What do you understand by the term ‘equity and inclusion’?
- In relation to your work in WA?
- What do you think WA is trying to achieve as an organisation by making this a central part of the organisation’s strategy?
- What do you think WA’s partners in Nepal believe ‘full inclusion’ means?
- What do you think the communities with which WA partners work believe ‘full inclusion’ means?
- How does i. WA Nepal and ii. its partners assess and decide what to do to ensure equity and inclusion principles are applied?
 - what do they ask
 - who do they involve
 - what decisions have they made on how to respond?

(This will include looking at analysis tools, staff understanding of concepts, vulnerability/planning assessment processes.)

3. Positive progress experienced

- What work in equity and inclusion has gone well that you have been involved with or have seen?
- Why?

4. Challenges encountered

- What has been challenging?
- Why?

5. Equity and inclusion framework and current minimum standards

- What do you know about the ‘equity and inclusion’ framework?
- Do you use it in your work?
- What is useful/not useful? What is good about it? What is missing?
- Do you use the minimum standards (4 strategic aims, 19 minimum standards, 59 indicators) in the ‘equity and inclusion’ framework to guide your work in the area of what you want to achieve? Which ones?

6. Gender issues in equity and inclusion work

- What is the situation in the Nepal country programme re: gender in its work and practices?
- If gender issues are not being systematically addressed, why do you think this is?

- Are there other reasons accounting for lack of attention to gender issues you think might need addressing?
- Do you think WA should introduce minimum inclusion standards of the **individual** exclusion factors of gender, disability, age (older and children) and chronic illness in its work?¹⁸

7. WA Nepal's partners in country:

- Who are they?
- What category of partner (three types – traditional service delivery; strategic support; groups of marginalised people) is each one as per phase one report definitions?¹⁹
- How are they i. selected and ii. supported on equity and inclusion approaches by WA's country programme staff?
- What is their understanding of key concepts such as rights, inclusion, participation, vulnerability, disability etc? How confident are they at delivering participatory programmes? What is their relationship like with communities? Is WA aware of their capacity?
- Type 1: traditional service delivery partners – what factors lead them to apply equity and inclusion principles – or not?
- Type 2: strategic support partners – which organisations/groups does WA Nepal ask to support them in delivering equity and inclusion principles in its work? How much does their work help WaterAid strengthen its equity and inclusion work?
- Type 3: groups of marginalised peoples – who are WA Nepal (directly) and WA Nepal's service delivery partners (type 1) partnering with from type 3 partners? How well are these partnerships working? Why/why not?

8. Participation of marginalised people in WA Nepal work

- Who defines the marginalised groups/people WA should work with in the country programme – what process was used to define this?
- What do you think the current situation of the direct involvement and participation of marginalised people in WA is – how much do you think they are participating? Can you give examples of where they are/are not participating?
- How can WA Nepal improve the participation of marginalised people in defining its work?

¹⁸ Through its work on the Working Group on Equity and Non-Discrimination under the Joint Monitoring Programme Process (JMP) for drinking water and sanitation, WaterAid is advocating internationally on post-2015 global monitoring of WASH in UNICEF and WHO, http://www.wssinfo.org/fileadmin/user_upload/resources/JMP-END-WG-Summary-2-pager.pdf.

¹⁹ See p28-30 of phase one report – Type 1 (traditional service delivery), Type 2 (strategic support), Type 3 (groups of marginalised people).

- What methods does WA Nepal use to measure participation by people in communities in its work? How is participation monitored and recorded?

9. Equity and inclusion focal points:

- Do/did you have one? How do/did they operate in practice? Did they have authority to influence programme/organisational work?
- Are they seen in the country programme as a necessary resource to deliver equity and inclusion approaches?
- Are the focal points expected to deliver the equity and inclusion approach – i.e. are staff delegating all responsibility for equity and inclusion to them? Or are they seen as equipping/support/resource points?
- How are focal points managed? Who do they report to? Is the role formalised in their contract? How is their equity and inclusion role monitored?
- Phase one reported that countries without focal points wanted them, but that most staff in the country programmes who had focal points tended to delegate all responsibilities to the individual focal point to deliver. What do you think the situation in WaterAid Nepal is? What would a balanced approach look like?

10. In-country advocacy work:

- What does WaterAid Nepal do in its advocacy work on equity and inclusion?
- How does it link its advocacy work on equity and inclusion to its programming?
- At what levels – district, regional, national?
- Who does WaterAid Nepal partner with to implement in-country advocacy work?

11. Documents and toolkits provided by the Programme Support Unit, WaterAid UK:

- What is used that has been provided by PSU in WaterAid, London?
- What has been modified/developed in-country? How? Why?
- What is most useful?
- What needs to be provided to support better programming work? Are there gaps in current toolkits? Any need for new toolkits?

12. Human Resources (HR):

- How inclusive are WaterAid Nepal's in-country HR practices?
- Are jobs structured so everyone can apply?
- How are staff recruited? What channels – are they inclusive?
- Who applies? Are records kept on who applies? How many staff from marginalised groups? If a low number – why?

- How are WaterAid Nepal staff (both those from marginalised groups and those who are not) inducted/supported to ensure the staff from marginalised groups can perform properly in their WaterAid staff roles?
- What measures are in place to ensure the needs of all staff (for example people with different disabilities) are accommodated?

Annex 5: Questions asked in extended WaterAid Nepal Monday all-staff meeting

Questions written down individually.

Q1: Name; length of service at WaterAid Nepal and previous work experience.

Q2: What do you understand by the terms 'equity and inclusion' (E&I)? How is E&I relevant for your work in WaterAid Nepal?

Q3: What do you understand the terms 'disability' and 'disabled people/person with disability' to mean?

Q4: In your opinion what has gone well in E&I work in WaterAid Nepal? Why?

Q5: In your opinion what has been challenging in implementing E&I work? Why?

In groups, these questions were discussed:

Q1: What should WaterAid Nepal do more of (that it already does) to achieve better E&I outcomes in your work?

Q2: What should WaterAid Nepal start doing (that it doesn't do at the moment) to achieve better E&I outcomes in your work?

Group 1 responses

Q1:

- E&I-focused knowledge series should be continued
- Continue expanding partnership with diverse CSOs to deal with different dimensions of E&I., e.g. Dalit women: FEDO, Karnali, KIRDARC; ex-bonded: BASF; slums and squatters: Lumanti
- Continue compendium of inclusive technical designs, the one we started with persons of disabilities
- Continue campaigning endeavours like job fair for PWD for influencing national and regional policy discourse (SACOSAN)
- Encourage disadvantaged groups and women for employment opportunities – highlighting in adverts
- Persons with disabled person-friendly office space (ground floor) and accessible toilet
- WaterAid frameworks, including the E&I framework, as part of partnership agreements
- Sex, caste, age, person with disability disaggregated data and reporting
- SMT being more inclusive

Q2:

- E&I separate wing with dedicated person from SMT, preferably CR
- E&I as programmatic approach replacing fragmented efforts
- Capacity enhancement of E&I – both for WaterAid Nepal and partners to increase responsiveness
- WaterAid Nepal E&I mainstreaming strategy based on global E&I framework (this should be revised)
- E&I-targeted research and analysis and documentation for informed strategic directions
- Expand partnership mainly for organisations working with persons with disabilities
- E&I monitoring frameworks

Group 2 responses

Q1:

- Continue advocacy on E&I issues (SACOSAN, national level, local level campaign)
- Continue E&I component in-service delivery projects (school WASH MHM, gender-friendly infrastructure, disability friendly)
- Inclusive user committee (women, Dalit, *jaryati* etc)
- Opportunity (job, encourage persons with disability)
- Accessibility for people with a disability (office space)

Q2:

- Inclusive leadership
- New E&I committee formed
- Empowerment
- Try to attract people with various forms of disability
- Research and collect data on E&I to make informed decisions
- To create opportunity for all

Annex 6: Definitions of barriers to inclusion under rights-based approaches²⁰

Environmental barriers:

Physical barriers in the natural environment such as distance to water sources, difficult parts to latrines; built infrastructure; and artificial barriers such as toilets too small for a wheelchair user to enter and turn inside or well with sides too high of pump handles too heavy for individuals who have difficulty moving or lifting. Also barriers to communication imposed on people with visual impairments, hearing impairments and intellectual impairments through lack of accessible formats and language.

Attitudinal barriers:

Prejudice, discrimination and stigma based on false assumptions on impairments, their causes and their consequences – including being incapable/inadequate, low intelligence, in need of a 'cure', cursed/punished, carrying 'bad luck' for other community members if they associate with them. People who make these judgements treat the person with a disability as superfluous or superhuman and often respond to disabled people with fear, pity, repulsion, or a sense of superiority.

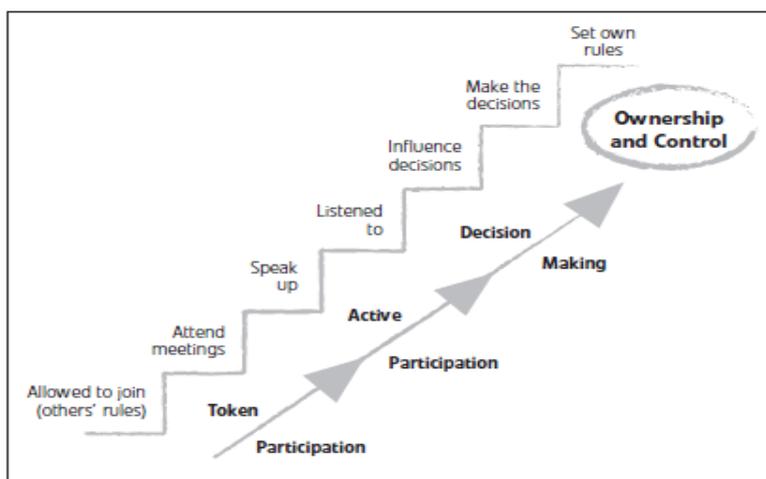
Institutional barriers:

These are policies, laws and systems that exclude or segregate disabled people, examples include legal systems, employment laws, electoral systems, education policies, health service provisions, social services, belief systems and religion, humanitarian/development agency policies.

²⁰ Taken from WaterAid equity and inclusion materials, plus Coe S and Wapling L, op.cit.

Annex 7: 'Participation ladder' tool

Title: Tool 3 Participation Ladder
Aim: To monitor how effectively various groups feel they are participating, and how involved in decision-making. The visual aid illustrates the different levels of participation. The diagram is to help the person carrying out the interview to assess where the person is on the participation ladder.
Who: WaterAid CP
Frequency: Quarterly, select a few households
When: Information will be collected by carrying out a series of qualitative questions at the household level with the sample identified in each quarter.



Levels
 Level 0: Token participation
 Level 1: Active participation
 Level 2: Decision-making
 Level 3: Ownership and control

- Definitions:**
- **Allowed to join:** The respondent received an invite to the community meeting
 - **Attend meetings:** The respondent physically attended the meeting, training or consultation
 - **Speak up:** The respondent raised issues/concerns/questions if they had any
 - **Listened to:** The respondent feels that he/she was listened with attention by the rest of the participants and that her/his issue/concern/question was understood.
 - **Influence decisions:** A decision was made that addressed or responded to a issue/concern/question of the respondent
 - **Make decisions:** The respondent was able to make a decision him/herself or vote to approve or reject a group decisions

A1 Date:	Vulnerability class	L1 District /L2 sub-county or Ward / L3 Village (state all):
P1 Gender	P2 Disabled <input type="checkbox"/>	
	P3 Chronically ill <input type="checkbox"/>	
	P3 Older <input type="checkbox"/>	
	P4 Child (≤ 18) <input type="checkbox"/>	
	P5 No vulnerability <input type="checkbox"/>	

Q1 Response to question 1: Are you always invited to participate in community meetings?

Q2 Response to question 2: How do you feel about your participation during the community meetings?
Q3 Response to question 3: Are you given the chance to express yourself in the meeting?
Q4 Response to question 4: If yes, do you feel your ideas, opinions are considered?
Q5 Response to question 5: What results or actions can you attribute to your input during the village meetings?
PL1 Using the participation ladder, describe which level of participation matches your experiences in community activities
PL2 What activities have you take part in recently?
PL3 Using the participation ladder describe which level of participation matches your experiences for participation in household-level WASH activities
PL4 What WASH activities have you take part in recently?

Notes on completing the form

- You do not need to record the impairment type (e.g. blindness, deafness, wheelchair user). You only need to tick if the person is disabled.
- Definition of chronically illness: a chronic condition is a health condition or disease that is persistent, lasting more than three months. Common chronic diseases include arthritis, asthma, cancer, lung disease, diabetes and HIV and AIDS.

Annex 8: Washington Group questions on disability

Core questions:

- 1. Do you have difficulty seeing, even if wearing glasses?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot see at all

- 2. Do you have difficulty hearing, even if using a hearing aid?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot hear at all

- 3. Do you have difficulty walking or climbing steps?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot do this at all

- 4. Do you have difficulty remembering or concentrating?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot do this at all

Additional questions:

- 5. Do you have difficulty (with self-care such as) washing all over or dressing?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot do this at all

- 6. Using your usual (customary) language, do you have difficulty communicating, for example understanding or being understood?**
 - a. No – no difficulty
 - b. Yes – some difficulty
 - c. Yes – a lot of difficulty
 - d. Cannot understand or be understood at all

Annex 9: WaterAid Nepal organogram

