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**REPORT**

# **Water Safety Planning Equity Study: Synthesis Report of Four Case Studies in Asia**

Prepared for the World Health Organization by the Institute for Sustainable Futures,  
University of Technology Sydney

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The Institute for Sustainable Futures (ISF) was established by the University of Technology Sydney to work with industry, government and the community to develop sustainable futures through research and consultancy. Our mission is to create change toward sustainable futures that protect and enhance the environment, human well-being and social equity.

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## EXECUTIVE SUMMARY

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On behalf of the World Health Organization (WHO), the Institute for Sustainable Futures, University of Technology Sydney (ISF) undertook an Equity Study (the Study) that sought to explore equity aspects of Water Safety Plan (WSP) practice. Equity is used in this study as an overarching term referring to the moral imperative to dismantle unjust differences between all groups of people, including women and girls, men and boys, and disadvantaged groups.

The study included four case studies carried out in 2013 and 2014 at two urban and two rural WSP sites in the Philippines, Bangladesh and Nepal. This report synthesizes findings from the four sites and introduces opportunities for better integration of equity into water safety planning.

Participatory action research and actor-centred monitoring and evaluation underpinned the research process, which used an indicator framework to assess the current level of equity integration in the WSP process and related outcomes and impacts. A complementary document, *Guidance for integrating equity into the Water Safety Plan process (Ross et al, 2014)*, also informed by this Study, provides specific guidance and examples for WSP coordinators and teams on how to integrate equity considerations into the water safety planning process. The Study outcomes presented in these two documents demonstrate the need, the benefit and practical ways to better consider equity in water safety planning.

Overall, the case studies revealed limited routine integration of equity considerations in WSP coordination, development and implementation, consistent with lack of coverage of such issues in current WHO WSP guidance. However, the case studies did reveal examples where equity was considered and highlight the opportunity to build on this practice in the future.

### ***Study findings including opportunities to strengthen WSP coordinator practice***

The Study found that national level WHO and government coordination provides an important framework to guide and influence WSPs. While this framework has generally not been utilised by coordinators to consider or integrate equity in water safety planning, examples of equity integration in coordinator practice were revealed through the Study. These varied across the four case study sites.

Routine integration of equity was evident in the rural case study in Rajshahi, Bangladesh as coordination was influenced by WaterAid Bangladesh's (WAB) organizational policy and practice of promoting equity. Examples of equity inclusion were found in training, site selection and budget allocations.

The Study also identified positive attitudes of WSP coordinators in all four case studies towards the importance of equity, as well as knowledge of reasons to consider equity in water safety planning. Interestingly, outside of and beyond their WSP tasks, coordinators demonstrated concern for equity in their other duties.

However, other than Rajshahi, integration of equity in WSP coordinator practice was not routine or systematic. The researchers found existing national policy and laws which mandate consideration of specific needs of women and disadvantaged groups in water, sanitation and hygiene (WASH) programs, but these were not employed in guiding WSP practice. In addition, coordinator monitoring of WSPs did not incorporate concern for ensuring equitable outcomes of a WSP.

The range of examples revealed through the Study where equity was considered provides a valuable insight for strengthening integration in future WSP coordination activities. The Study

identified practical steps coordinators can take to influence consideration of equity in water safety planning.

### **Opportunities for coordinators to integrate equity into the WSP process**

<b>1. Knowledge</b>	Seek training, knowledge and experience on equity, gender social inclusion of disadvantaged groups.
<b>2. Meaningful participation</b>	Encourage the influence of women, men and disadvantaged groups in decision making for national WSP coordination and within the water sector, recognising the broader context of gender equality in the country.
<b>3. Policy</b>	Review national laws and policy for guidance in relation to equity, equality, gender, prioritization of disadvantaged groups and the right to water. Review water and sanitation policy specifically for guidance in relation to equity. Ensure government laws and policies related to equity in water service provision are observed within WSP national guidance.
<b>4. Guidance/ training</b>	Ensure training resources for WSP teams include localised guidance on how to integrate equity considerations in the WSP process, referring to relevant laws and policies as appropriate. Ensure the equity guidance is presented in training as an integrated part of each WSP step.
<b>5. Site selection</b>	Recognising many sites may have a demonstrated need for a WSP (based on poor level of service, poor water quality or water related health issues), prioritize or select sites with a demonstrated need for a WSP <i>and</i> who are most discriminated against or marginalized in broader terms, e.g. poor, remote, etc.
<b>6. Monitoring</b>	Decide on target equity outcomes and impacts from the WSP process (informed by the specific context of the WSP, including the water system and social assessment), define appropriate indicators and assess periodically. Encourage disaggregation of data by gender and disadvantaged groups, including who participates and benefits, and who does not. Conduct trend analysis of disaggregated data across multiple sites to inform coordination activities and ensure inclusion of equity considerations.
<b>7. Budget</b>	Dedicate budget to promote equity in coordination activities (i.e. guidance and resources development, training, M&E, prioritizing improvement works for funding).

### ***Study findings including opportunities to strengthen WSP team practice***

In line with limited equity consideration in WSP coordinator practice, the Study found that equity was not routinely considered by WSP teams, though examples of consideration were revealed.

Examples of equity integration in WSP team practice varied across the four case study sites. There tended to be better consideration of equity in rural case sites than urban sites. Examples of good practice included women's representation on WSP teams, in decision-making and management roles, and as caretakers of public water stands in the implementation of the WSP in the rural case studies. Where WSP practice did consider equity, it was found to be practical within the resources and capability of the local people and beneficial to the effectiveness of the WSP. For example, in the case of the WAB coordinated rural case study site, a social assessment was undertaken by rural community members to identify and prioritise the needs of disadvantaged households in the community. This process was reported by community members to have promoted safe water for all.

The Study found that equity was routinely integrated in Rajshahi, informed by WAB coordination. In addition to the practices described above, the Rajshahi WSP team also included a representative of the most poor in community, prioritised the inclusion of the most poor in WSP initiatives, set up a system to monitor water safety at all of the households and was intentional in equipping women to participate in ongoing WSP activities.

While good examples were found and WSP team members expressed positive attitudes towards the importance of equity, the Study revealed limited knowledge on reasons to include equity in a WSP process, little to no engagement with women's groups or disadvantaged groups, and little to no specific considerations of the needs or interests of women or disadvantaged groups. There was also no indication of monitoring any equity outcomes.

The Study highlighted many opportunities for strengthening integration in the WSP team process.

### Opportunities for WSP teams to integrate equity into the WSP stages and steps

PREPARATION	
<b>Engaging community &amp; building the WSP team:</b>	(i) Ensure opportunity for meaningful participation of men, women and disadvantaged groups in WSP development and implementation, ideally with equal representation of women and men, and proportional representation of disadvantaged groups. (ii) Organize training for WSP team members on the importance of considering equity and gender in water safety planning.
SYSTEM ASSESSMENT	
<b>Describing the system:</b>	(i) Identify and collect population data of the diverse community groups (both users and non-users). (ii) Investigate the water quality, collection point infrastructure, water practices, and opportunities for participation for all different user groups.
<b>Identifying hazards:</b>	Identify which different user groups and collection point types may be affected by different hazards and hazardous events.
<b>Assessing risk:</b>	Consider and prioritise disadvantaged groups after assessing risk of hazards and hazardous events.
<b>Improvement planning:</b>	(i) Consider systemic causes of hazards and hazardous events to ensure effective and equitable control measures. (ii) Assess proposed control measures for positive or negative equity outcomes. (iii) Ensure appropriate and equitable communication and participation in ongoing control measure implementation.
MONITORING	
<b>Operational monitoring:</b>	Monitor control measure effectiveness to ensure equitable benefit.
<b>Verifying WSP effectiveness:</b>	Ensure inclusiveness in ongoing water quality and consumer satisfaction monitoring.
MANAGEMENT AND COMMUNICATION	
<b>Developing management procedures &amp; supporting programmes</b>	Ensure emergency response plans and communication/ education programmes are inclusive of and responsive to all users.
FEEDBACK AND IMPROVEMENT	
<b>Reviewing the WSP:</b>	Confirm appropriate equity integration during ongoing reviews of the WSP.

***Study findings including opportunities to strengthen equity impacts***

The Study also sought to identify equity impacts of the WSP process for households and communities. The Study revealed examples of positive impact, though positive equity impacts were not routinely experienced through the WSP process. Positive impacts for women were revealed in both rural case studies and additional equity impacts were achieved in the case of Rajshahi where the needs of the most disadvantaged were prioritized in the development of the WSP. Examples of equity impacts highlight the benefit of considering equity in promoting sustained and effective WSPs. Experiences of inequity were also revealed through the Study and highlight the need for routine consideration of equity in the development and implementation of a WSP. The Study highlighted that in order to realise the human right to water for all there is a need to recognise that different needs and interests may exist in a community. Moreover, these need to be taken into account and responded to in order to ensure *all* people experience equitable outcomes from the WSP.



# 1 INTRODUCTION

This document presents a synthesis of four case studies conducted in the Philippines, Bangladesh and Nepal during 2013 and 2014. These were undertaken as part of a research study that sought to explore equity aspects of Water Safety Plan (WSP) practice. This report is complemented by a separate document which provides detailed recommendations on better integrating equity into water safety planning practice for WSP coordinators and urban and rural WSP teams. The Institute for Sustainable Futures, University of Technology Sydney (ISF) undertook this study on behalf of the World Health Organization (WHO).

## 1.1 EQUITY STUDY: BACKGROUND AND OBJECTIVES

WHO promotes the use of WSPs as an approach to ensuring safe drinking water, which is recognised as a human right (UN, 2010). Since 2005, WHO and the Australian aid program have partnered to support the sustainable development and implementation of WSPs in WHO's South-East Asia and Western Pacific regions. Their Water Quality Partnership (the Partnership) is currently in its third phase and is actively supporting WSP capacity building and institutionalization in 15 countries.

**Definition of Water Safety Plan (WSP):** A WSP is a 'comprehensive risk assessment and risk management approach that encompasses all steps in water supply from catchment to consumer. The aim of a WSP is to consistently ensure the safety and acceptability of a drinking-water supply by identifying deficiencies and where improvements are most needed at each critical step of the water supply process' (WHO, 2012).

In recognition of the critical importance of equity in the water safety planning process, the Partnership commissioned an Equity Study (the Study) to understand and strengthen equity-related practices, outcomes and impacts of water safety planning. The Study included two stages. Stage 1 sought to answer the question: "*What needs to be measured to track equity practice, outcomes and impacts of WSPs?*" To answer this question, a set of indicators was developed in consultation with Partnership country focal points (see Annex 1). These indicators covered equity practices, outcomes and impacts of water safety planning. Stage 2 involved conducting four case studies in Partnership project countries:

1. Philippines (urban): Dasmariñas Water District (DWD), August 2013
2. Bangladesh (urban): Chandpur Pourashava, October 2013
3. Bangladesh (rural): Rajshahi, November 2013
4. Nepal (rural): Deurali, February 2014

The purpose of the case studies was to establish a baseline assessment of current equity inclusion against the indicators and learn from WSP experiences to develop practical guidance to promote positive equity impacts in the future.

Better integration of equity considerations in the WSP process is expected to enhance the effectiveness and sustainability of WSP outcomes and contribute to the realization of the Human Right to Water and Sanitation (HRWS) without discrimination. There is well-established evidence in the water, sanitation and hygiene (WASH) sector that focusing on equity leads to more effective programs with more sustainable outcomes (Carrard et al, 2013; Fisher, 2010; O'Reilly, 2010; Van Wijk-Sijbesma, 1998; Willetts et al, 2010). Moreover, since every development activity has equity impacts, whether intended or not, it is important to ensure that the WSP process includes targeted action to achieve equitable outcomes and further realize safe water for all.



## 2 CASE STUDY RESEARCH AND APPROACH

### 2.1 RESEARCH APPROACH

The research specifically explored equity in the WSP process, recognising the gendered nature of water provision and the different needs and interests of various groups in a community. The research framework was designed to ensure that the needs and interests of women and disadvantaged groups were intentionally examined as part of a broader assessment of equity issues (Box 1). Within this document, the term ‘equity’ is used as an overarching term referring to the moral imperative to dismantle unjust differences between all groups of people, including women and girls, men and boys, and disadvantaged groups. ‘Equity’ as used in this document also encompasses gender equality.

#### Box 1: Key definitions for Equity Study

**GENDER EQUALITY:** Equal rights, responsibilities and opportunities of women and men and girls and boys. Equality does not mean that women and men will become the same but that women’s and men’s rights, responsibilities and opportunities will not depend on whether they are born male or female. Gender equality implies that the interests, needs and priorities of both women and men are taken into consideration, recognizing the diversity of different groups of women and men. Gender equality is not a women’s issue but should concern and fully engage men as well as women (UN, 2013). ‘Gender equality’ and ‘gender’ are used interchangeably in this report.

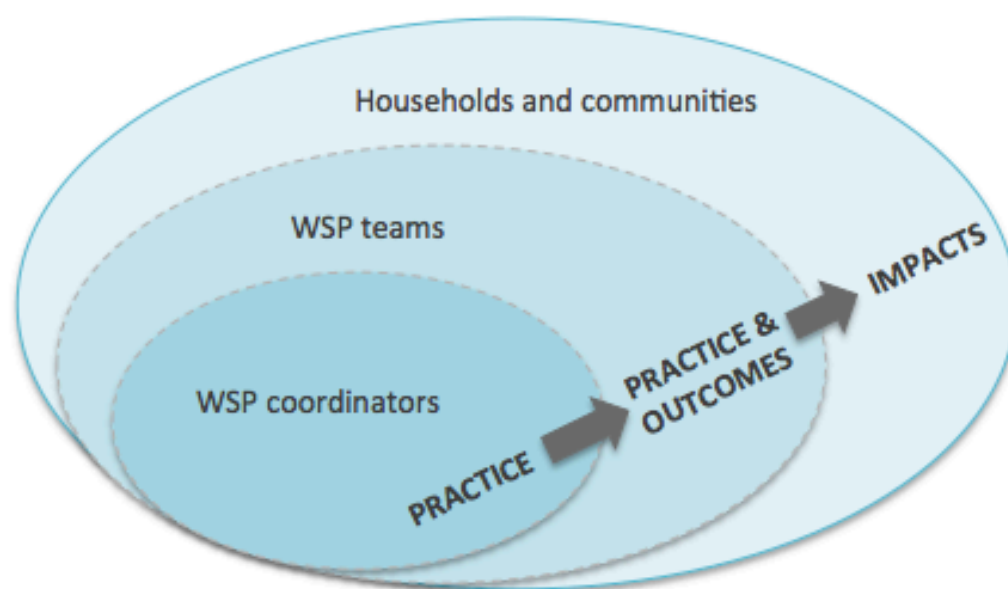
**EQUITY:** The moral imperative to dismantle unjust differences. In the Water, Sanitation and Hygiene context, equity requires a focus on marginalised groups, especially the poorest of the poor (JMP, 2012). Equity is the absence of avoidable or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, or geographically (WHO, 2013).

**VULNERABLE, MARGINALISED AND DISADVANTAGED GROUPS:** The terms vulnerable, marginalised and disadvantaged are often used interchangeably and in many cases, they do overlap. Yet there is an important distinction: vulnerable refers to a trait or characteristic of a person which makes that person at risk to harm or injury (physical and/or emotional), for example, to microbial pathogens. In the case of water safety planning, vulnerable groups would typically include children and people living with chronic diseases. Marginalised refers to those people who lack access to services, such as water and sanitation due to poverty, tenure status, lack of attention to remote areas or for reasons of discrimination. Both vulnerability and marginalisation can result in disadvantage.

The research design was informed by two approaches: Participatory Action Research (PAR) and actor-centred monitoring and evaluation. PAR is an approach in which researchers actively and explicitly work together with participants to create positive change (Reason & Bradbury, 2008), in this case working towards systematic inclusion of equity in water safety planning. Actor-centred approaches to monitoring and evaluation focus on the role and experiences of human actors involved in a development process, acknowledging that social change involves action by, and interaction between, human actors (Crawford et al, 2007; Earl et al, 2001). The three main actor groups for water safety planning are WSP coordinators, WSP teams and communities (Table 1). Their relationship and roles in the WSP process are shown in Table 1 and Figure 1.

**Table 1: Definition of three main actor groups of the WSP case studies**

WSP coordinators:	WSP teams:	Households and communities:
Oversee and facilitate WSP activities within a country; typically able to control high-level aspects of WSP activities, i.e. setting overall national direction, framing guidance and training activities and selecting locations for implementing WSPs. Could include government representatives, consultants and WHO focal points.	Undertake the development and implementation of a WSP. Includes utility staff members, community-based committees and other stakeholders.	Communities are the ultimate beneficiaries, and they often have a role to play in catchment/source protection and household-level risk management.

**Figure 1: Actor groups in the WSP process**

The case study process engaged with these three actor groups to provide insight into the following questions:

- I. “How do current *WSP practices* incorporate gender and equity considerations?”
- II. “What are the equity *outcomes* and *impacts* of a WSP process?”
- III. “What changes are needed to *WSP guidance* to strengthen how gender and equity considerations are incorporated and measured?”

## 2.2 RESEARCH FRAMEWORK

The draft set of indicators developed in Stage 1 provided the Study research framework. The indicators were used to assess the current level of equity integration in the WSP process and related outcomes and impacts. Research question guides and surveys for each actor group were informed by the indicator framework. Table 2 provides a summary of indicator areas, and the complete set of indicators is provided in Annex 1.

**Table 2: Actor groups and types of indicators within research framework**

Actor group	Indicator areas
WSP coordinators	<ul style="list-style-type: none"> <li>WSP training material provides sufficient guidance on integrating equity considerations</li> <li>The knowledge and attitudes of WSP coordinators and stakeholders reflect the value of integrating equity in their work</li> <li>WSP coordinators and stakeholders integrate equity considerations within their practice</li> <li>WSP coordinators and stakeholders include representation from women and disadvantaged groups</li> </ul>
WSP teams	<ul style="list-style-type: none"> <li>WSP teams are supported in integrating equity into their practice</li> <li>The knowledge and attitudes of WSP teams reflect the value of integrating into their practice</li> <li>WSP teams integrate equity considerations within their practice</li> <li>The WSP team includes representation from women</li> <li>WSPs identify important equity considerations</li> </ul>
Households and communities	<ul style="list-style-type: none"> <li>Disadvantaged groups in the WSP target area benefit from safer water</li> <li>WSP processes achieve equity impacts for women and men</li> <li>WSP processes achieve equity impacts for disadvantaged groups</li> </ul>

## 2.3 STUDY SCOPE AND LIMITATIONS

In terms of research scope, the research was designed to provide a systematic assessment of the degree to which WSP coordinators and WSP teams included equity considerations into the WSP process and provide qualitative illustrations of the types of impacts the community may have experienced as a result of how equity considerations had been addressed. It was beyond the scope of this research to undertake a systematic assessment of the impacts of including, or not including, equity considerations in the WSP process. This would have required a different framework and methodology, extensive engagement at the community level and significantly more time. Instead, the sample size for surveyed households was limited to under 20 households for each case study.

## 2.4 DATA COLLECTION AND CASE STUDY SCHEDULES

Both qualitative and quantitative data collection methods were used in the case study process. Semi-structured interview question guides were prepared for the three main actor groups. In addition, short questionnaires were prepared and provided to gather individual responses from (i) WHO, national government and local coordinators, (ii) WSP team members and (iii) households. Secondary data was reviewed on local WSP processes, water quality, and gender and social inclusion within the national contexts.

In-country activities included national and community level consultations. Entry and debrief meetings were conducted with WHO WSP coordinators and national government representatives. Key processes with communities included consultations with individuals

responsible for development and implementation of WSPs, household surveys, and participatory workshops with WSP teams on proposed guidance for equity integration<sup>1</sup>.

## 2.5 CASE STUDY LOCATIONS

The Study included two urban and two rural WSP sites in Nepal, Bangladesh and the Philippines.

**Figure 2: Map of case study locations**



### URBAN CASE STUDY 1: Dasmariñas Water District (DWD), Philippines

**Location:** Dasmariñas is located approximately 27 kilometers south of the capital city of Manila.

**Population and water supply:** DWD is the 3<sup>rd</sup> largest water district in the Philippines with a population of about 575,000 people and more than 110,000 connections. DWD has installed 144 public water stands in informal settlements, serving an estimated population of 17,000.

**WSP implementation:** Staff from across eight DWD departments, together with the Municipal Health Officer, make up the WSP team. DWD was responsible for WSP development first in August 2009, with revisions completed in May 2011 and October 2012. The WSP is coordinated through DWD management and a five-person Board, as defined in local law, representing business, civic, professional, education and women sectors in the community.

**WSP coordination:** WHO works with a national, multi-stakeholder Steering Committee led by the Department of Health to coordinate the WSP programme in the Philippines. Steering Committee members also include representatives from the Local Water Utilities Administration (LWUA) and the Philippines Waterworks Association (PWWA), who provide training and support to WSP implementers. The WHO WSP manual (Bartram et al, 2009) is used to guide WSP development and implementation.

### URBAN CASE STUDY 2: Chandpur Pourashava, Bangladesh

**Location:** Chandpur is situated in Chittagong Division, approximately 60km from the capital city of Dhaka.

<sup>1</sup> In Bangladesh, the planned case study process was slightly shortened due to nationwide general strikes, however both national and community level consultation were still carried out.

**Population and water supply:** About 60,000 people, serviced through 1,300 household connections and 200 tariff free public water stands, are included in the WSP, covering a quarter of Chandpur Pourashava's total population.

**WSP implementation:** The WSP covers the southern part of the Pourashava, which has the oldest infrastructure and where the poorest in the community reside. WHO Bangladesh contracted DevCon, a Bangladeshi consulting company, to support the Pourashava in developing the WSP over a nine month period during 2010-2011. Staff from the water supply division of the Pourashava, together with local health staff, make up the WSP team. The WSP is endorsed by the Pourashava Mayor who provides oversight and coordination of the WSP.

**WSP coordination:** The Department of Public Health Engineering (DPHE) leads water safety planning in Bangladesh and is guided by a national Water Safety Framework (GoB 2011) which requires WSPs in all government, donor and NGO programs. A national level Steering Committee chaired by DPHE and including government and donor agency representatives supports the scale up of WSPs in Bangladesh.

### **RURAL CASE STUDY 1: Rajshahi District, Bangladesh**

**Location:** Rajshahi is approximately an eight hour drive from the capital city of Dhaka.

**Population and water supply:** The WSP was piloted in three unions within Rajshahi, with a total population near 72,000. Water is provided through communal tube wells.

**WSP implementation:** The WSP was developed during January-June 2011. A community based organization (CBO) leading WASH activities was employed as the WSP team responsible for development and ongoing implementation of the WSP. WAB and their local partner VERC (Village Education Resource Centre) were responsible for local coordination. WAB's WASH programming approach heavily influenced the WSP processes in Rajshahi, including the use of a Community Situation Analysis to inform a Community Action Plan and develop the WSP. Community education and hygiene promotion which focused on five key messages (water source clean and safe; safe collection; transport; storage and use) was a key feature of WSP implementation supported by a range of IEC (information, education and communication) materials prepared for specific groups in the community (men, women, children).

**WSP coordination:** WAB was contracted by WHO to coordinate some of the rural WSPs in partnership with local organizations. WAB, VERC and DPHE staff provided WSP coordination in Rajshahi.

### **RURAL CASE STUDY 2: Deurali Village, Nepal**

**Location:** Deurali is situated within Kaski District, Western Development Region, 200km from the capital city of Kathmandu.

**Population and water supply:** Approximately 1,500 people live in Deurali, where water is provided through 30 functioning public tap stands.

**WSP implementation:** Deurali has a well-functioning Water User and Sanitation Committee (WUSC) that is responsible for management of the water supply. Volunteer caretakers (mostly women) are responsible for ensuring sanitary standards and maintenance of public stands, and they contact Base Maintenance Workers (BMWs, mostly men) in case of repair. WSP team members represent different community based groups, including Mothers Group, forest workers and teachers. WSP team membership is linked to the WUSC, with the chair of the WSP team also being a member of the WUSC. WSP team members are responsible for monitoring water source infrastructure and public water stands.

**WSP coordination:** WHO worked in partnership with the Department of Water Supply and Sewerage (DWSS) to coordinate the WSP in Deurali. Local DWSS staff were responsible for leading local coordination. At the national level, water safety planning is coordinated through the



DWSS. The Government of Nepal has prepared local WSP guidance (GoN, 2013) based on the WHO WSP manual (Bartram et al, 2009). The WSP approach is employed by NGOs and other donors and is situated within broader policies and strategies on WASH, including the Rural Water Supply and Sanitation National Policy (GoN, 2004) and the campaign for total sanitation which defines water safety as a key component of total sanitation (GoN 2011).

## 3 FINDINGS

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The case studies provided a range of examples where equity had been considered and highlight the opportunity to build on this practice in the future. However, overall, the case studies revealed limited routine integration of equity considerations in WSP coordination, development and implementation, consistent with lack of coverage of such issues in current WHO Water WSP guidance. The Study revealed that whilst some equity outcomes were achieved, these were not consistent across the case studies and there is a need to better consider the different needs and interests in a community to ensure *all* people experience equitable outcomes from the WSP.

This section presents detailed findings on the integration of equity by WSP coordinators (Section 3.1) and local WSP teams (Section 3.2) into the WSP process, as well as the impacts on community beneficiaries (Section 3.3) according to the indicator framework. Within these three areas, this section also highlights additional findings revealed through the case studies related to equity in WSPs which are beyond the indicator framework.

### 3.1 ASSESSMENT OF WSP COORDINATOR PRACTICE

Examples of ways in which WSP coordinators integrated equity in water safety planning are described first, followed by areas of missed opportunity. Finally, opportunities to strengthen future integration of equity in water safety planning coordination activities are described.

#### Examples of equity integration in WSP coordinator practice

A consistent finding in all four case studies was that WSP coordinators had positive attitudes towards the importance of equity, as well as knowledge of reasons to consider equity in water safety planning. WSP coordinators self-reported that they and their organizations valued the importance of gender considerations and taking the needs and interests of disadvantaged groups into account in water safety planning. They also demonstrated knowledge of reasons to address equity, and shared insights and practical suggestions concerning how equity could be better considered in WSP development and implementation. Responses from individual surveys included:

*“Women have more exposure to water hazards so we need to hear their views and have their involvement in policy development and identifying appropriate control measures”* (Philippines national coordinator).

*“It’s important to meet the needs of disadvantaged groups in water safety planning because they are vulnerable to negative outcomes of poor WSP implementation”* (Philippines national coordinator).

*“The reason to address equity is to maximize the benefit of WSP; everyone is involved with WSP some way or other, so it is important to engage each, utilizing his/her potential, scope and opportunity”* (Bangladesh national coordinator).

The positive attitudes and knowledge related to the value of equity provide a valuable basis for strengthening equity integration within water safety planning in the future.

Other examples of equity integration in WSP coordinator practice varied against the indicator framework and across the four case study sites. The rural case study in Rajshahi, Bangladesh, was exceptional in that it demonstrated some level of systematic inclusion of equity considerations in a way that was not visible in the other case studies. This arose because WHO Bangladesh specifically chose WAB as a partner, recognizing their organizational mandate to



work with the most disadvantaged, ensuring that disadvantaged communities benefited from increased access to safe water. Therefore, local coordination was influenced by WAB's organizational policy and practice of promoting equity, informed by the *WaterAid Equity and Inclusion Framework* (2010).

*"The reason why we prefer WaterAid is because they have specific policy on equity, gender and pro-poor. So we think if we get this work done through WaterAid, our purpose will be served and these issues will be well-addressed"* (WHO WSP coordinators, Bangladesh).

In the case of Rajshahi, equity concerns, including attention to needs and interests of women and disadvantaged groups, were integrated in WSP coordinator practice in the areas of training, site selection, and budget allocations. WAB's 'foundational training' with VERC, its local partner, included a focus on promoting gender equality and serving the interests of the most disadvantaged in WASH programs. WAB also influenced minimum standards in gender balance of men and women WSP coordinators being set and achieved through their recruitment policy which prioritizes gender equality. The inclusion of equity concerns in WAB's training strongly influenced the WSP development and implementation by the WSP team in Rajshahi and highlights the relative ease through which training and guidance to ensure equity concerns can be operationalised in WSP practice.

*"Gender is a cross-cutting issue, as is exclusion, so they have had training on gender, equity inclusion, learning, governance and participation"* (WaterAid WSP coordinator).

In Rajshahi, site selection also incorporated equity concerns. People in this community were more disadvantaged than national average statistics. This example demonstrates that equity considerations can be practically included in criteria for site selection. Additionally, action plans and budgets for the WSP in Rajshahi prioritized the needs of the most disadvantaged. For example, control measures such as tap stand upgrades were prioritized for the most poor.

*"The guidance to the Community Situation Assessment includes the need to mention within this area, find people who have ethnic, disability. So when the plan is developed, it considers their needs"* (WaterAid coordinator, Bangladesh).

*"Marginalized people [benefit from the Community Action Plan]— poor and hard-core poor and marginalized - they get priority"* (VERC, Bangladesh).

Equity integration was also evident in the site selection in the urban case study in Bangladesh. In Chandpur, the southern part of the Pourashava (municipality) was selected for the WSP recognizing the age of water supply infrastructure and poor communities who lived in this area.

Another example of equity integration was in Nepal in relation to budget allocation for rural WSPs. Recognizing rural communities' limited resources to upgrade water facilities as identified within a WSP and recognizing the barrier that this may cause to benefits realized from a WSP, the WHO WSP national coordinator championed the need for additional allocation of funds for each rural WSP to support communities in rehabilitation work to ensure safe water.

Another important finding consistent across the four case studies, though beyond the scope of the indicator framework itself, was that equity was often included in the WSP coordinators' organizational policy and practice beyond the specific process of water safety planning. For example, in the Philippines, the DWD considered equity as part of its overall operations and strived to provide safe water for all. Similarly in Chandpur, municipal staff spoke of their mandate to ensure access to clean, safe water, irrespective of households' capacity to pay.

*"Water is a basic right, so we give the illegal settlers access. We are not required by law to do that. Actually we are not supposed to give that service, but we put up a public faucet for them. The*

*barangays wrote us a letter asking for services and the LGU gave consent for providing the water” (DWD management).*

*“We provide free water, we ensure equal opportunity in terms of services in our Pourashava, it doesn’t matter who you are” (Chandpur Pourashava staff member).*

These existing agendas within broader WSP coordinator practice could be built on to better integrate equity within the remit of water safety planning.

### **Missed opportunities for equity integration in WSP coordinator practice**

The Study revealed limited efforts to address equity considerations across a number of important areas. These point to key opportunities for changes to improve practice and outcomes.

According to WSP coordinators, organizational concern for equity did not translate into organizational support for gender or meeting the needs of disadvantaged groups in water safety planning, except in the case of Rajshahi. This finding highlights the need for global, regional and national commitments by WHO and its partners to influence and support consideration of gender and meeting the needs of disadvantaged groups in water safety planning.

Another indicator assessed through the Study was the level of participation of men and women in roles of WSP coordination, which was found to mirror organizational and national contexts, rather than be influenced by proactive promotion of gender equality. Consistent with high rates of women’s participation in the paid work force in Philippines, gender equality was high in Dasmariñas. It was also high in Rajshahi as a result of WaterAid policy. However, in the case of Chandpur and Deurali, WSP coordinators were men only, consistent with low levels of women’s participation in the paid workforce in Bangladesh and Nepal. There is an opportunity through the WSP coordination process to intentionally encourage both men and women’s influence in decision making and to prioritize and value the contribution of water safety planning as a catalyst for promoting gender equality within the broader country context.

A review of WSP documents revealed that only in the case of Rajshahi was concern for equity documented. This documentation provided gender disaggregated data on participation, included vulnerable groups in WSP monitoring indicators and noted prioritization of the needs of the poor in development and implementation of the WSP. The documentation did not, however, demonstrate how the WSP relates to these different types of groups. For example, the final project evaluation report does not include assessment of how different groups in the community, including disadvantaged groups and women, were impacted by the WSP.

Across all four case studies there was a missed opportunity to build on equity considerations described in national level government policy to guide WSP coordination. A review of national laws, policies and plans revealed that the legal and policy framework of all three countries could serve as a driver for integrating equity in water safety planning. For example:

- constitutions that enshrine equity as a principle (Philippines)
- policies that implicitly recognize the human right to water and call for meaningful participation of women and disadvantaged groups in all stages of a water supply initiative (Bangladesh and Nepal)
- government agencies to allocate 5% of their budget for gender and development (GAD) and create a GAD focal point (Philippines)
- participation of women on water district boards (Philippines) and representatives of women and disadvantaged groups in management of community-based water supply projects (Nepal)

- guidance to provide service to ‘hard to reach’ areas and to include the needs of vulnerable groups in water service provision (Bangladesh)
- guidance to promote equity inclusion in provision of rural water supply, including site selection; budget allocation; monitoring and evaluation; and ways to include the needs and interests of disadvantaged groups (Nepal)

However, these national government policy directives for equity integration were not reflected in WSP coordinator practice in the four case studies. While most stakeholders were aware of national government water supply policies in a general sense, they did not mention the more detailed equity guidance within the policies, and such guidance did not appear to have informed coordination of the WSPs. Recognizing the general lack of awareness and implementation of national level policies at the community level, a WSP process offers the opportunity for coordinators to operationalize government mandates for ensuring equity inclusion in water supply provision.

Whilst equity integration was evident in site selection in Bangladesh in both urban and rural case studies it was not evident in site selection in Nepal or the Philippines. Comparison of equity statistics of the case study sites and the national average revealed that the Philippines and Nepal case study sites performed at or better than the national level and that water was already safer than the national average. In the case of Nepal, WHO and DWSS chose WSP sites on the basis of ensuring equal reach across all regions in the country, maximizing total number of populations reached rather than focusing on those most in need.

Lastly, there was an opportunity missed to consider equity in monitoring. Coordinator monitoring of WSPs did not take into account equity considerations. Whilst the Philippines and Nepal guidance recommended regular monitoring of customer satisfaction, including perception of water quality and incidence of water borne disease, there was no mention of guidance to disaggregate survey results and customer complaints to assess customer satisfaction across different groups in the community to include the experience of those marginalized. The Study identified good practice of WSP monitoring including customer satisfaction surveys, impact assessments and water quality testing that that could be augmented to include consideration of equity.

### **Opportunities to strengthen future equity integration in WSP coordinator practice**

The case studies revealed opportunities for strengthening WSP coordinator practice to ensure integration of equity in water safety planning across a range of areas as detailed in Box 2 below. Consultations with national coordinators during the research process highlighted that once considered, equity integration was recognized as being easy and practical to do as part of the WSP process, and routine consideration of equity was appreciated as a valuable contribution to ensuring effective and sustainable WSP implementation. Coordinators were able to come up with context-specific ideas suited to their situation that built on the types of opportunities proposed below. Further details and examples to support good practice are provided in a complementary document to this synthesis report: *Guidance for integrating equity into the Water Safety Plan process*.

**Box 2: Opportunities for WSP coordinators to integrate equity into the WSP process.**

<b>1. Knowledge</b>	Seek training, knowledge and experience on equity, gender and social inclusion of disadvantaged groups.
<b>2. Meaningful participation</b>	Encourage the influence of women, men and disadvantaged groups in decision making for national WSP coordination and within the water sector, recognising the broader context of gender equality in the country.
<b>3. Policy</b>	Review national laws and policy for guidance in relation to equity, equality, gender, prioritization of disadvantaged groups and the right to water. Review water and sanitation policy specifically for guidance in relation to equity. Ensure government laws and policies related to equity in water service provision are observed within WSP national guidance.
<b>4. Guidance/ training</b>	Ensure training resources for WSP teams include localised guidance on how to integrate equity considerations in the WSP process, referring to relevant laws and policies as appropriate. Ensure the equity guidance is presented in training as an integrated part of each WSP step.
<b>5. Site selection</b>	Recognising many sites may have a demonstrated need for a WSP (based on poor level of service, poor water quality or water related health issues), prioritize or select sites with a demonstrated need for a WSP <i>and</i> who are most discriminated against or marginalized in broader terms, e.g. poor, remote, etc.
<b>6. Monitoring</b>	Decide on target equity outcomes and impacts from the WSP process (informed by the specific context of the WSP, including the water system and social assessment), define appropriate indicators and assess periodically. Encourage disaggregation of data by gender and disadvantaged groups, including who participates and benefits, and who does not. Conduct trend analysis of disaggregated data across multiple sites to inform coordination activities and ensure inclusion of equity considerations.
<b>7. Budget</b>	Dedicate budget to promote equity in coordination activities (i.e. guidance and resources development, training, M&E, prioritizing improvement works for funding).

## 3.2 ASSESSMENT OF WSP TEAM PRACTICE AND OUTCOMES

In line with limited equity consideration in WSP coordinator practice, the Study found that equity was not routinely considered in WSP practice, though examples of consideration were revealed. The Study found that equity was only routinely integrated in Rajshahi, informed by WAB coordination.

This section first provides examples of WSP team integration of equity in water safety planning, then describes missed opportunities, and finally describes opportunities to strengthen future integration of equity into WSPs.

### Examples of equity integration in WSP team practice and outcomes

Consistent with findings for WSP coordinators, positive attitudes of WSP team members towards equity were observed across all four case studies. However, WSP team members rated their knowledge of reasons to address equity within WSP processes lower than their attitude, demonstrating the need for strengthened training and support. WSP team members self-reported that they valued consideration of equity. They felt their organizations also valued equity and enabled meeting the needs of women and disadvantaged groups in water safety planning. The positive attitudes towards equity by WSP teams provides a valuable basis for strengthening equity integration within water safety planning in the future.

*“When we form a committee we also ask people living with disabilities, he may have a problem with his leg, but he can contribute with his mind”* (WSP team member, Rajshahi).

*“Men and women have different needs, we have to address their needs separately”* (WSP team leader, Dasmariñas).

*“I believe that all people deserve the best service and best quality of water regardless of their class or living. We have to eradicate the issue of discrimination in all aspect of human life.”* (WSP team leader, Dasmariñas).

The Study revealed examples of good practice of women’s representation on the WSP team in three of the case studies. The rural case studies and Dasmariñas demonstrated excellent representation of women on the WSP teams, influenced by a variety of factors including WHO and WAB national level coordination as well as national policy which mandated women representation. In Dasmariñas, the WSP team had an equal balance of female and male representatives, which reflects the strong women’s participation in the paid workforce in the Philippines. Similarly, lack of female representation on the WSP team in Chandpur aligns with low participation rates of Bangladeshi women in the paid workforce consistent with findings for WSP coordinators.

The Study revealed WSP team engagement with women in development and implementation of the WSP and consideration of gendered aspects of water management within three case studies in both urban and rural contexts. For example, efforts were made in Deurali to engage with women’s groups in development and implementation of the WSP via women’s representation on the WSP team, women caretakers of public water stands and promotion of the WSP at Mothers Group meetings. Similarly, in Chandpur, women councilors were involved in development of the WSP and women were used as hygiene promoters in the community. In Rajshahi and Deurali, women caretakers of public water stands offered positive gender impacts including improved status in the community. (It should be noted, however that potential positive outcomes need to be balanced with ensuring that women’s burden of responsibility is not unjustly increased, recognizing their primary role in the community.)

*Referring to a WSP team member - “She is a leader in the Mothers Group and volunteers for women health workers and she has lots of knowledge about health issues, and she runs many meetings with mothers to educate about health to ensure healthy children” (WSP Team Leader, Deurali).*

The rural case studies offer insights into how gendered aspects of water might be better considered in urban contexts, such as recognizing the primary role of women in water management, especially where water is provided outside the home and water management (collection, transport, treatment, storage and use) is primarily the responsibility of a woman. Prioritizing the active participation of women in development and ongoing implementation of WSPs is an important contribution to ensuring gender equality.

Only in Rajshahi did specific needs and interests of disadvantaged groups inform the development and implementation of the WSP. In this case study, the WSP team, together with engagement of both women’s groups and representatives of disadvantaged groups, carried out a local context analysis of equity issues to ensure that needs and interests of disadvantaged groups were prioritized in development and implementation of the WSP. For example, a survey was conducted with tea stall owners to find the most disadvantaged owners to prioritize their engagement with the WSP behavior change communication. By including the most disadvantaged owners in the WSP community engagement, the WSP avoided further discriminating against these owners through exclusion. In other words, the WSP team sought to reduce existing disadvantage in the community by proactively including disadvantaged tea stall owners. The WSP team also attempted to achieve equity outcomes (addressing unjust differences) by providing specific assistance to disadvantaged groups in order to benefit the whole community.

*“Decisions are based on the situational analysis done in community by VERC; for poorer and hard-core poor they (VERC) provide tube wells, others they help with sanitation or provide monetary assistance” (Rajshahi community member).*

*"Their income and wealth and health increases, and if certain groups have more income, the overall situation of the community will improve" (Rajshahi community member).*

In the case of urban WSPs, the Study revealed a variety of practices which could be adapted to ensure needs and interests of disadvantaged groups are taken into account to inform development and implementation of a WSP. For example, water testing across all parts of community, especially including marginalised or disadvantaged households, or disaggregated analysis of user satisfaction surveys could be used to ensure benefit to vulnerable or marginalized groups including, women, children, remote populations or the poorest in the community.

### **Missed opportunities for equity integration in WSP team practice and outcomes**

The Study highlighted differences across the four WSP teams surveyed in knowledge of reasons to integrate equity in water safety planning, ranging along a scale from excellent to poor. Knowledge of reasons to address equity were self-reported higher than reasons to consider gender. The case study findings illustrate the need to specifically promote gender equality recognizing that needs and priorities of women who often have a primary role in water management may be ignored as part of broader efforts to improve equity outcomes in water safety planning.

WSP teams in all case studies except Rajshahi reported that they did not feel adequately supported by their organizations to integrate equity considerations in WSP processes. This finding is consistent with lack of guidance on equity considerations in current WHO WSP guidance, but the Rajshahi case study offers insights into how support can be provided in the future.

Whilst the Study revealed varied examples of equity integration across the four case studies, these practices were generally not routine or systematic. Overall, the needs and interests of different user groups, especially disadvantaged groups, were not taken into account in the development and implementation of WSPs. The Study findings demonstrate the need for improved practice to intentionally ensure equity outcomes are achieved through the WSP process.

### **Opportunities to strengthen future equity integration in WSP team practice and outcomes**

The case studies revealed opportunities for strengthening WSP team practice to ensure systematic integration of equity in the WSP process as detailed in Box 3 below. Participatory processes carried out as part of the case studies demonstrated that with a little guidance, time and group facilitation, WSP teams were able to easily identify practical steps to integrate equity considerations in their WSPs by understanding the local situation, recognizing potential for disadvantage and recognizing opportunities for equity outcomes.

The following recommendations for WSP teams are aligned with WSP stages and steps (modules and tasks) for urban and rural water supply systems as defined in current WHO WSP manuals. Further details and examples to support the integration of these recommendations into the WSP process are provided in the complementary document to this synthesis report: *Guidance for integrating equity into the Water Safety Plan process*.



## Box 3: Opportunities for WSP teams to integrate equity into the WSP stages and steps.

<b>PREPARATION</b>	
<b>Engaging community &amp; building the WSP team:</b>	<p>(i) Ensure opportunity for meaningful participation of men, women and disadvantaged groups in WSP development and implementation, ideally with equal representation of women and men, and proportional representation of disadvantaged groups.</p> <p>(ii) Organize training for WSP team members on the importance of considering equity and gender in water safety planning.</p>
<b>SYSTEM ASSESSMENT</b>	
<b>Describing the system:</b>	<p>(i) Identify and collect population data of the diverse community groups (both users and non-users).</p> <p>(ii) Investigate the water quality, collection point infrastructure, water practices, and opportunities for participation for all different user groups.</p>
<b>Identifying hazards:</b>	Identify which different user groups and collection point types may be affected by different hazards and hazardous events.
<b>Assessing risk:</b>	Consider and prioritise disadvantaged groups after assessing risk of hazards and hazardous events.
<b>Improvement planning:</b>	<p>(i) Consider systemic causes of hazards and hazardous events to ensure effective and equitable control measures.</p> <p>(ii) Assess proposed control measures for positive or negative equity outcomes.</p> <p>(iii) Ensure appropriate and equitable communication and participation in ongoing control measure implementation.</p>
<b>MONITORING</b>	
<b>Operational monitoring:</b>	Monitor control measure effectiveness to ensure equitable benefit.
<b>Verifying WSP effectiveness:</b>	Ensure inclusiveness in ongoing water quality and consumer satisfaction monitoring.
<b>MANAGEMENT AND COMMUNICATION</b>	
<b>Developing management procedures &amp; supporting programmes</b>	Ensure emergency response plans and communication/ education programmes are inclusive of and responsive to all users.
<b>FEEDBACK AND IMPROVEMENT</b>	
<b>Reviewing the WSP:</b>	Confirm appropriate equity integration during ongoing reviews of the WSP.

### 3.3 IMPACTS AT HOUSEHOLD LEVEL

The Study sought to qualitatively identify the types of equity impacts that can result from a WSP process. Whilst the scope of the study at this level was limited, the research revealed examples of positive impact and highlighted potential risks if equity is not routinely incorporated into the WSP process.

#### **Examples of positive equity impact of water safety planning**

A positive example of an equitable outcome was community-level awareness of safe water management practices. In the case of Rajshahi, an extensive campaign was carried out targeting different community segments with the same five messages. Three years following the WSP process, community members interviewed were still able to cite the safe water campaign messages. Householders interviewed in other case studies were also aware of safe water management practices and could cite a variety of practices. In the rural case studies, householders cited the WSP process as their source of learning about safe water management. However, in the urban case studies, there was little to no community engagement as part of the WSP process and hence attribution cannot be made to the WSP.

The Study also revealed positive gender impacts for women in the rural case studies. A few women surveyed described positive personal benefit derived from their role in implementation of the WSPs. Several women who were responsible as tap stand caretakers, ensuring proper sanitation and maintenance of public water facilities, described increased self-esteem and appreciation by others in the community as a result of their role.

Positive equity impact was also demonstrated through identifying and targeting disadvantaged groups. In the case of Rajshahi, householders consistently expressed recognition of disadvantaged groups and the view that such groups should definitely benefit from the WSP. Consequently, people living with disability and the poorest in the community felt that their issues and needs were taken into account in the development and implementation of the WSP. The experiences in Rajshahi demonstrated both the practicality and the benefit of taking the needs and interests of disadvantaged groups into account to ensure an effective WSP and safe water for all. However similar practice was not observed in the other case studies.

Another example of equitable impact was demonstrated in that most householders that participated in this Study were aware of ways to get support for maintenance and repairs of their water supply. Households generally understood the various avenues to contact urban water suppliers or, in rural contexts, to contact the caretakers or access skilled mechanics. An exception was Dasmariñas, described further below under 'risks'.

Finally, the household survey in Dasmariñas revealed that those water users in the poor informal settlement area were generally satisfied with water services and there was little difference in knowledge or levels of service satisfaction between women, men, old, young or disadvantaged groups. This finding is positive. However, as described below, there were in fact inequities in the service conditions for people in informal settlements as compared with other customers.

## Risks to achieving positive equity impacts of water safety planning

Where equity considerations were missing from WSP practice, the study revealed potential for inequities to result. This is not surprising, since it is well established in the literature that when working in contexts where structural inequities exist, lack of proactive consideration of these is likely to perpetuate such inequities<sup>2</sup>. It is unrealistic to expect that a WSP will always 'benefit all' unless equity is given consideration. Examples below include inequitable connection fees, inequitable distribution of responsibility, and the risks of a lack of quality community engagement processes and feedback mechanisms around WSP practice.

The Study revealed that some people in the informal settlement experienced an inequitable burden and risk for household connections. In Dasmariñas, the water supplier is responsible for piping only up to the point of the meter; piping beyond this is the responsibility of householders. In the informal settlement area, the distance between the meter and the tap is around 100m or greater, whereas in the more affluent urban areas the distance is closer to 3m. Households in the informal settlement therefore experienced inequity in terms of the greater length of piping they were responsible for installing and maintaining, creating an inequitable financial burden for this disadvantaged group. In addition, people in informal settlements were found to be using unsafe materials for the piping from the meter to the tap as they did not have sufficient resources to buy proper materials. This created an undue risk to disadvantaged households in accessing safe water.

Additionally in Dasmariñas, the Study revealed varying (inequitable) tariffs charged by community-based attendants of public water stands, which were not in line with DWD policy. The findings in Dasmariñas highlight the need to integrate equity considerations in development and implementation of a WSP, including enforcement of policies to ensure the affordability of water for all different types of groups in a community.

Another finding of the Study was that across all case study sites there was little community-wide participation in the WSP process, which poses a risk for equity impacts. A lack of community-wide engagement which specifically ensures participation of all different groups, especially vulnerable or marginalized groups, means that a WSP process may result in inequitable outcomes in a community. This indeed appeared to be the case in marginalised communities in Dasmariñas, where, for instance, the Study found a low level of understanding and knowledge of and accessibility to the variety of feedback mechanisms that DWD has available. Within WSP development and implementation there is therefore a need for greater emphasis on the social aspects of water safety planning as a means of ensuring positive equity outcomes.

Within all case studies there was a lack of communication and report back to the community on progress of WSP implementation, which resulted in potential to increase existing inequities in the community. In both urban case studies, negative perceptions of water quality were expressed by some householders. Due to perceptions of bad water quality, the sample of poor householders interviewed for the Study in Chandpur used home filters which were often inadequate, potentially compromising water quality. In Dasmariñas, some of poor households interviewed reported that they bought bottled water for drinking, demonstrating a potential economic burden for the household. Where routine water testing was carried out in the urban case study sites, water testing did not cover the disadvantaged area included in this Study. However, as a result of the Study, DWD plans to test and communicate results in informal settlements, recognizing that whilst urban sites were included, the poorer informal settlement area had not been included in the water quality monitoring plan. The Study highlighted the need for water service providers to

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<sup>2</sup> See the forthcoming United Nations Human Rights' *Handbook for implementing the human rights water and sanitation: from policy to practice* : <http://www.righttowater.info>

effectively communicate results of WSP implementation including water monitoring results. Water quality testing may highlight the need for better education to address negative perceptions of water quality, and/or the need for other infrastructure or protocol improvements to improve water quality such as point of use measures in the form of filters or bottled water at times of poor water quality (ie high seasonal turbidity). And whilst these actions may not in themselves resolve the equity issues raised, they would form a step in a process towards doing so.

## 4 CONCLUSIONS

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The Study found limited routine integration of equity considerations in WSP coordination, development and implementation, which is consistent with absence of coverage of such issues in current WHO WSP guidance. However, the study also revealed a range of examples and enablers of equity consideration that can provide a foundation for strengthening integration in the WSP process in the future.

There were a variety of areas of good practice in equity integration by WSP coordinators and WSP teams which can be built on in the future. Positive attitudes of individuals (both WSP coordinators and WSP team members) and perceived organizational value of the importance of equity can be capitalized upon to strengthen integration in water safety planning. Similarly, existing national level policy and laws which mandate the need to consider needs and interests of women and disadvantaged groups in WASH programs can support consideration of equity in the WSP process. Experiences of strong women's representation on WSP teams and caretaker roles in rural contexts could also be extended to urban WSP sites.

The examples of equity integration found in the Study demonstrated that incorporating equity considerations can be practical and easy to do, contributes to improved equity outcomes in the community, and contributes to a successful WSP. Some examples include: exploring water safety more closely with disadvantaged groups to identify specific hazards which could improve water safety planning; encouraging female WSP team members to train women's groups on safe water practices such that women as primary water managers could contribute to the WSP; and taking women's needs into account when conducting training for their role as tap stand care takers such that women were able to better fulfil their role and more effectively contribute to safer water.

The Study revealed existing practices in water safety planning which do not currently consider equity but could in the future with minor modifications. For example, routine customer surveys could include additional questions to capture disaggregated data to ensure equitable access to safe water. Similarly, WSP impact assessments could include disaggregated data to ensure that equal outcomes are achieved from the development and implementation of WSPs across different groups within a community. Regular monitoring of water quality could specifically target disadvantaged communities to ensure equity outcomes are achieved and water quality testing results are effectively communicated to all different user groups in a community. Indeed the study revealed that without such checks, there are risks to achieving equitable outcomes.

There are simple ways in which each step of the WSP process can incorporate consideration of equity to ensure that a WSP does not discriminate or make anyone worse off, but instead reduces existing disadvantage in the community and ensures equitable access to safe water. The Study identified opportunities for WSP coordinators and WSP teams to better integrate equity considerations into the WSP process. Recommendations have been developed to align with specific WSP stages and steps (modules and tasks) for urban and rural water supplies as defined in current WHO WSP manuals. Further details and examples to support the integration of these recommendations into the WSP process are provided in the complementary document to this Synthesis Report: *Guidance for integrating equity into the Water Safety Plan process*.

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## ANNEX 1. INDICATOR FRAMEWORK

The indicators for coordinator practice, WSP team practice and outcomes, and community impacts are below. The scales and criteria are available within the case study documents.

**Table 3: Indicators of WSP coordinator practice**

Good practice defined as:	ID	Indicators for WSP coordinators
<i>WSP training material provides sufficient guidance on integrating gender and equity considerations</i>	C1	Does national/local WSP material include sufficient guidance related to incorporating gender and equity in water safety planning? (●●●)
	C2	Do training programs address considerations related to gender and equity? (●●●)
	C3	Was adequate support (communication, mentoring) provided to the WSP team to facilitate integration of gender and equity? (●●●)
<i>The knowledge and attitudes of WSP coordinators and stakeholders reflect the value of integrating gender and equity in their work</i>	% of WSP coordinators:	
	C4.a	with basic knowledge of reasons to address gender equality within WSP processes (% and ●●●)
	C4.b	with basic knowledge of reasons to address other equity considerations within WSP processes (% and ●●●)
	C5.a	who feel it is important for equal representation on the WSP team and in WSP training
	C5.b	who feel gender is important consideration in water safety planning
	C6.a	who feel their organization values consideration of gender in water safety planning
	C6.b	who feel their organization enables consideration of gender in water safety planning
	C7	who feel meeting the needs of disadvantaged groups is important in water safety planning
	C8.a	who feel their organization values meeting the needs of disadvantaged groups in water safety planning
	C8.b	who feel their organization enables meeting the needs of disadvantaged groups in water safety planning
<i>WSP coordinators and stakeholders integrate gender and equity considerations within their practice</i>	C9	Was equity part of the criteria for selecting/deciding on the communities targeted (where to do a WSP)? (●●)
	C10	Was a minimum standard set for gender balance in training participants? (●●)
	C11	Was the minimum standard for gender balance in training achieved? (●●)
	C12	Did gender and equity considerations influence decisions by the WSP coordinators and key stakeholders about budget allocations? (●●)
	C13	Was a context analysis of relevant national and provincial policy considerations related to equity undertaken as part of the preparatory process? (●●)
	C14	If a policy analysis was undertaken, did this influence the WSP program (e.g. guidance materials development, community selection, budget decisions)? (●●●)
	C15	In what coordinators/stakeholders measure or monitor, is there anything about gender or equity outcomes (e.g. disaggregated data)? (●●●)
	C16	Did coordinators take the needs and interests of disadvantaged groups into account through their participation in WSP activities? (●●●)
	C17	Did coordinators take the needs and interests of women into account through their participation in WSP activities? (●●●)
	C18	Have WSP stakeholders made efforts to champion the rights of women and disadvantaged groups in their organizations? (●●●)
<i>WSP coordinators and stakeholders include representation from women and disadvantaged groups</i>	C19	% stakeholder participants that are female (% and ●●●)
	C20	% stakeholder participants that represent disadvantaged groups (% and ●●●)

**Table 4: Indicators of WSP team practice, outcomes and outputs**

Good practice defined as:	ID	Indicators of WSP team practice, outcomes and outputs
<i>WSP teams are supported in integrating gender and equity into their practice</i>	T1	Did the WSP team feel adequately supported to integrate gender and equity considerations within the WSP process? (●●●)
<i>The knowledge and attitudes of WSP teams reflect the value of integrating gender and equity into their practice</i>	5.1	% of WSP team members:
	T2.a	with basic knowledge of reasons to address gender equality within WSP processes (% and ●●●)
	T2.b	with basic knowledge of reasons to address other equity considerations within WSP processes (% and ●●●)
	T3.a	who feel it is important for equal representation on the WSP team and in WSP training
	T3.b	who feel gender is important consideration in water safety planning
	T4a	who feel their organization values consideration of gender in water safety planning
	T4b	who feel their organization enables consideration of gender in water safety planning
	T5	who feel meeting the needs of disadvantaged groups is important in water safety planning
	T6a	who feel their organization values meeting the needs of disadvantaged groups in water safety planning
	T6.b	who feel their organization enables meeting the needs of disadvantaged groups in water safety planning
<i>WSP teams integrate gender and equity considerations within their practice</i>	T7	Did WSP teams engage effectively with representatives of women's groups while developing the WSP? (●●●)
	T8	Did WSP teams engage effectively with representatives of women's groups while implementing the WSP? (●●●)
	T9	Did WSP teams engage effectively with representatives of disadvantaged groups while developing the WSP? (●●●)
	T10	Did WSP teams engage effectively with representatives of disadvantaged groups while implementing the WSP? (●●●)
	T11	Was an appropriate local context analysis of equity issues (including identifying disadvantaged groups) undertaken as part of a preparatory process? (●●●)
	T12	If a local equity context analysis was undertaken, did this influence the WSP process (e.g. develop materials in different languages, have smaller separate meetings?) (●●●)
	T13	Did gendered aspects of water use and management inform development of the WSP? (●●●)
	T14	Did gendered aspects of water use and management inform WSP implementation? (●●●)
	T15	Did the specific needs of disadvantaged groups inform development of the WSP?
	T16	Did the specific needs of disadvantaged groups inform WSP implementation?
	T17	Did gender and equity considerations influence decisions by the WSP team about budget allocations (if relevant)? (●●)
	T18	In what the WSP team measures or monitors, is there anything about gender or equity outcomes (e.g. disaggregated data)? (●●●)
<i>The WSP team includes representation from women</i>	T19	% WSP team members that are female (% and ●●●)
	T19b	% WSP team members that are from disadvantaged groups (●●)
<i>Water Safety Plans identify important gender and equity considerations</i>	T20	Does the Water Safety Plan identify gendered aspects of safe water management where relevant? (●●●)
	T21	Do WSP implementation activities reflect gender considerations identified in the WSP document? (●●●)
	T22	Does the Water Safety Plan identify the specific needs and interests of disadvantaged groups where relevant? (●●●)
	T23	Do WSP implementation activities reflect the needs and interests of disadvantaged groups identified in the WSP document? (●●●)

**Table 5: Indicators of household and community impact**

Impacts sought	ID	Indicators of community impact
<i>Disadvantaged groups in the WSP target area benefit from safer water</i>	H1	% people in poorest wealth quintile in target area benefiting from safer water (% and ●●●)
	H2	% of urban WSP beneficiaries in informal settlements (% and ●●●)
	H3	% female headed households in target area benefiting from safer water (% and ●●●)
	H4	% disadvantaged people in target area benefiting from safer water (% and ●●●)
<i>WSP processes achieve equity outcomes for women and men</i>	H5	% women who feel they had a voice in the WSP process (% and ●●●)
	H6	% of men who felt it was important and legitimate to include women's voices in the WSP process (% and ●●●)
	H7	% women who feel their needs and interests were taken into consideration through the WSP process (% and ●●●)
	H8	Have women involved in the WSP process experienced positive outcomes for their status, roles and relationships? (Yes, no ●●●)
	H9	Have men involved in the WSP process experienced positive outcomes for their status, roles and relationships? (% and ●●●)
<i>WSP processes achieve equity outcomes for disadvantaged groups</i>	H10	% people from disadvantaged groups who feel they had a voice in the WSP process (% and ●●●)
	H11	% people from disadvantaged groups who feel their particular needs and interests were taken into consideration through the WSP process (% and ●●●)
	H12	People from disadvantaged groups feel the WSP process positively impacted upon one or more identified aspects of their well-being or status (% and ●●●)
<b>ALTERNATIVE/ADDITIONAL QUESTIONS FOR HOUSEHOLDS</b>		
<i>Knowledge of the WSP process</i>	H13a	% aware of who is responsible for safe water provision
	H13b	% aware of the WSP process
	H14	Levels of knowledge about the process
<i>Involvement/participation in WSP process</i>	H15	% contacted directly about the WSP process
	H16	% aware of broader community participation in WSP process
<i>Perceptions on benefits of the WSP process</i>	H17	% who noticed a change in water service since the WSP
	H18a	% who feel disadvantaged groups benefit the most from the process (including gender concerns)
	H18b	% who feel they have benefited from the WSP process
<i>Access to safe water Knowledge of safe water management and use</i>	H19	% connected to water supply that purchase drinking water from source other than general water supply
	H20	Awareness of 'safe water management' in household
	H21	Actions taken to ensure water is safe in household
	H22	% who learned about safe water actions from water service provider directly
<i>Gendered roles in water collection</i>	H23	Ratio of women to men to girls to boys collecting water
<i>Service levels</i>	H24	% with knowledge of what to do if the system needs repair or maintenance
	H25	% of community members that fix leaks themselves
	H26	% with knowledge of how to complain if there is a problem with water quality
	H27	% who experienced water supply problems in the past year
	H28	% who feel the water provider is responsible for problems
	H29	% satisfied with outcome if problem has been reported
	H30	% who have contacted water utility with a concern in the past year
	H31a	Satisfaction levels with water service
	H31b	% who are generally satisfied with the communication they receive from the water utility
	H31c	% connected to water supply that purchase drinking water from other source
<i>Communication with water service provider</i>	H33	% with knowledge of how to provide feedback to water utility
	H34	% who feel they receive information about water quality from the provider
	H35	% aware of what to do in case of an emergency
<i>Water affordability</i>	H36	% who found it easy to pay