



Conflict Sensitivity, Peace Building and Social Cohesion Guideline for WASH Programming in Ethiopia

SUMMARY

The purpose of this guideline is to support the integration of conflict sensitivity and the identification and leveraging of opportunities to promote peace and strengthen social cohesion through UNICEF-supported urban and rural humanitarian and development WASH programmes in conflict-affected contexts. The guideline is built on a comprehensive conflict analysis undertaken by UNICEF Ethiopia in 2020 to inform programming, field-based assessments, and a broad consultative process involving WASH staff and partners as well as selected external counterparts in 2020-2021.

Background

UNICEF Ethiopia works across all programmes, including WASH, to integrate conflict sensitivity and peacebuilding approaches and thus strengthen the social cohesion contributions (CSPBSC) of programming in conflict-affected environments. The integration of these approaches is in line with relevant and applicable global and national policies and frameworks¹ that underpin core principles and commitments and are critical to UNICEF's ability to develop and implement effective and sustainable programmes and deliver results for children in Ethiopia.

BOX 1.

TARGET AUDIENCE

- UNICEF Staff
- Consultants (working on environmental and social safeguards, utility strengthening, project feasibility and design studies, supervision of works)
- Implementing partners or NGOs
- Contractors
- Other relevant WASH stakeholders

¹ UNICEF Procedure on Linking Humanitarian and Development Programming (May 2019) PD/PROCEDURE/2019/001; UNICEF (2020) Core Commitments for Children in Humanitarian Action (CCCs) – Linking Humanitarian and Development; <https://www.corecommitments.unicef.org/ccc-2-2>; UNICEF

(2021) Ethiopia Humanitarian Action for Children (HAC); <https://www.unicef.org/media/87856/file/2021-HAC-Ethiopia.pdf>; UNICEF (2016) Conflict Sensitivity and Peacebuilding Programming Guide 2016 <https://www.unicef.org/media/59156/file>;

WASH, conflict and peace

UNICEF recognizes the links between conflict, water, and distinct vulnerabilities of children. In conflicts, unsafe water can be just as deadly as bullets. On average, children under the age of 15 who are living in conflict are nearly three times more likely to die from diseases linked to unsafe water and sanitation than from direct violence. For younger children, the situation is worse: children under five years old are more than 20 times more likely to die from diseases linked to unsafe water and sanitation than from direct violence.² A UNICEF Ethiopia conflict analysis identified water scarcity as a driver of conflict in drought affected and food-insecure contexts, as many parts of the country experience increased climate-induced fragility.³ WASH programmes have also demonstrated an important role in addressing underlying causes of conflict.

Water scarcity is a conflict driver, but water can be a powerful catalyst for peace

Water resource management may be an acceptable subject around which to convene parties even amid high political tension or open violence. When used strategically, whether to

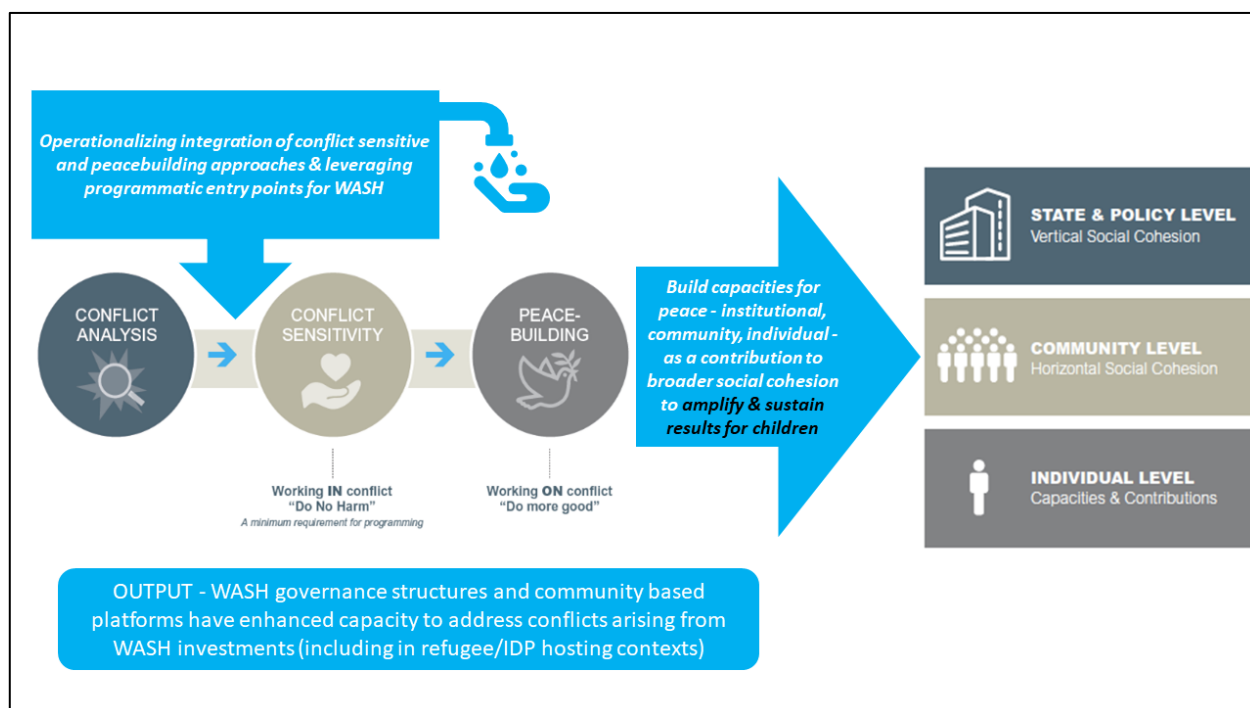
BOX 2.

THE GUIDELINES INCLUDE

- A brief introduction to basic concepts
- Practical step-by-step guidance for conflict sensitive programming
- Checklists for key considerations for programme analysis, design and adaptation

Links to resources relevant to the WASH sector and the operational context in Ethiopia.

Figure 1: Conflict Sensitive and Peacebuilding Programming Blocks



² UNICEF, 2019. Water under fire.
<https://www.unicef.org/reports/water-under-fire-2019>

³ UNICEF Ethiopia (2020): Conflict Analysis (Internal)

specifically deal with water related conflict or even when water is not the point of direct contention, water projects can serve as opportunities to strengthen governance, enhance trust among affected parties and institutions, and create mechanisms for dialogue and dispute resolution.⁴

The OECD has identified WASH as a ‘politically neutral’ service system, which can serve as a platform for social cooperation and partnerships between citizens and government.⁵ Establishing more accountable and transparent mechanisms for water governance, bringing together state and non-state stakeholders, can lead to both more effective water management and to increased trust in the state. Bridging its humanitarian-development mandate, UNICEF is uniquely placed to realize the peacebuilding potential of WASH services. UNICEF’s unique trust-based relationship with national and local governments allows it to support the strengthening of long-term capacity to deliver basic services equitably and inclusively, while addressing conflict dynamics. UNICEF uses social service delivery as a platform for dialogue and bringing communities together, thus fostering horizontal and vertical social cohesion. This guideline provides concrete recommendations on how to adjust existing WASH approaches and tools used in WASH programme implementation.

⁴ USAID (2014): Water & Conflict - A Toolkit for Programming; <https://www.usaid.gov/sites/default/files/documents/1866/WaterConflictToolkit.pdf>

⁵ Organisation For Economic Co-Operation and Development (OECD, 2008): Service Delivery in Fragile Situations - Key

Integrate conflict management procedures and build capacity of relevant stakeholders to respond (prevent, mitigate, manage) conflicts internally (e.g., amongst institutions/stakeholders managing water services) and externally (e.g., amongst water users). UNICEF definitions – conflict sensitivity, peacebuilding, and social cohesion

Conflict sensitivity: UNICEF defines conflict sensitivity, (framed as ‘Do No Harm’) as developing and implementing programmes to work most effectively **IN** conflict, principally through: (i) Understanding the conflict context through the implementation of conflict analysis; (ii) Carefully considering the interactions between planned or ongoing interventions and the conflict context; (iii) Acting upon the understanding in programme design and implementation, to minimize potential negative impacts; and (iv) Responding to changes in conflict dynamics by adjusting programming. At a minimum, all UNICEF WASH programming and interventions should be conflict sensitive.

This requires that you carefully review and adjust processes, policies and activities, both internally and externally, to identify, prevent and mitigate harms that may be inadvertently triggered or exacerbated by your WASH programming.

Peacebuilding (framed as ‘Do More Good’) is defined as working **ON** conflict, with an intention to produce peacebuilding outcomes, to: (i) Reduce the risk of a lapse or relapse into violent conflict by directly addressing root causes and consequences of conflict; (ii) Strengthen national, community and individual capacities to address conflict constructively; and (iii) Lay and support foundations for sustainable peace and development. Peacebuilding WASH programmes

Concepts, Findings and Lessons; <https://www.oecd.org/dac/conflict-fragility-resilience/docs/40886707.pdf>;

would seek to reduce the risk of lapse or relapse into violent conflict by addressing the dynamics and underlying causes and consequences of water related conflicts, and by strengthening capacities of WASH to contribute to sustainable peace and resilient development.

Social Cohesion is one of the key results to emerge from effective peacebuilding interventions and refers to the quality of bonds and dynamics that exist between the groups within a society. Groups can be distinguished in terms of regional, ethnic or socio-cultural identities, religious and political beliefs, social class or economic sector, or on the basis of characteristics such as gender and age. The **strengthening of social cohesion** at the **vertical** (relations between the state and citizens) and **horizontal** levels (intra- and inter-group relations) are **peacebuilding opportunities for UNICEF WASH programmes**.

Description of UNICEF conflict sensitive approaches in Ethiopia

Strengthening social cohesion through conflict sensitive and peacebuilding WASH programming

UNICEF and its partners must ensure that WASH investments do not exacerbate existing nor create new conflicts by integrating conflict sensitive approaches that ensure we 'Do No Harm'⁶. Building on the foundation of conflict-sensitivity, we must also proactively seek opportunities to build peace through WASH programmes that promote equitable and inclusive access to water and that support collaborative engagement within and between communities, and with service providers, to strengthen social cohesion.

⁶ UNICEF understands 'Do No Harm' as an approach to conflict sensitive programming that seeks to avoid worsening conflict dynamics through interventions that work more effectively IN conflict

BOX 3.

CONFLICT SENSITIVE APPROACH IN ACTION

In Ethiopia, UNICEF integrates a 'Do No Harm' or conflict sensitive approach to participatory community consultations to develop innovative groundwater suitability maps in drought and conflict-affected contexts in SNNPR, Oromia, Amhara and Somali regions through the EU-funded Resilience in Ethiopia project (EU RESET II). This process entails bringing together targeted communities and water authorities at regional and local levels to identify sites for drilling based on the groundwater suitability maps and identifying and managing potential water conflicts. Technical consulting firms designing and supporting these schemes have been trained in conflict sensitive and peacebuilding approaches to strengthen horizontal and vertical social cohesion through participatory WASH planning and governance.

To 'Do No Harm' and leverage opportunities to 'Do More Good'⁷ through WASH investments in fragile or conflict-affected contexts, UNICEF and its partners must:

- **Coordination platforms for programme implementation:** Ensure strong coordination between key stakeholders by setting up coordination platforms and fostering joint assessment, analysis, planning, action and monitoring of WASH programme implementation.
- **Risk informed and conflict sensitive approaches:**
- Integrate a **conflict sensitive approach** throughout the project cycle of interventions noting that tensions around unequal access to water across different groups in society, and particularly in contexts where

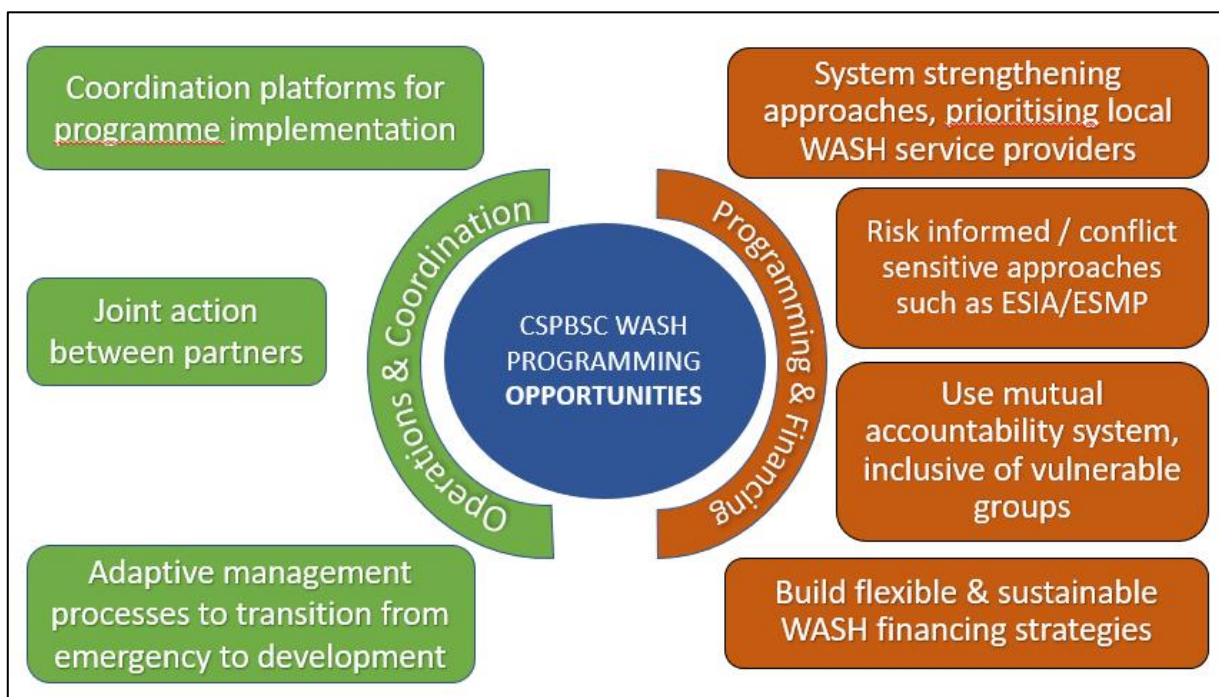
⁷ UNICEF understands 'Do More Good' as an approach to programming that addresses the root causes of conflict and delivers peacebuilding outcomes that contribute to strengthening social cohesion

grievances are prevalent amongst traditionally marginalized groups, can be fueled by the introduction of new resources by UNICEF and its partners thus reinforcing and worsening previously existing tensions and conflict.⁸

- Adopt a **risk-informed approach** and resilience-building strategies, ensuring that emergency preparedness and conflict prevention measures are incorporated into policies and strategies; planning, monitoring and review; appropriate institutional arrangements; programme implementation and capacity development.⁹

- Build on good practices such as the Environmental and Social Impact Assessment and Management Plans (ESIA/MP)¹⁰ to integrate relevant **conflict analysis and conflict monitoring** in WASH programming to ensure UNICEF and its partners can identify and respond (prevent, mitigate, manage) to conflict issues arising from our interventions. Strengthen horizontal and vertical social cohesion through participatory WASH planning and governance in fragile (drought affected, pastoralists areas) and conflict-affected contexts (refugee/IDP hosting areas) promoting collaborative engagement between

Figure 2: Opportunities for CSPBSC WASH programming (Figure adapted from WASH Resilience and Peace Framework, Tim Grieve, WASH Network (2021))



Source: Tim Grieve, WASH Network (2021)

⁸ UNICEF Thematic case study on WASH and peacebuilding (July 2020); Part of a global review of UNICEF’s approach to peacebuilding, social cohesion, violence prevention and conflict sensitivity (Annex III to the main report); by Salif Nimaga, with contributions from Anita Ernstorfer and Sweta Velpillay (Independent consultants and Senior Associates with Inter-Peace Advisory Team)

⁹ United Nations Children’s Fund, Water Under Fire Volume 1: Emergencies, development and peace in fragile and conflict-affected contexts, UNICEF, New York, 2019;

<https://www.unicef.org/media/58121/file/Water-under-fire-volume-1-2019.pdf>

¹⁰ UNICEF’s commitment to other critically important cross-cutting issues such as Prevention of Sexual Exploitation and Abuse (PSEA) and Accountability to Affected Populations (AAP) can also be leveraged and/or strengthened through conflict sensitive approaches – grievances that may arise from unaddressed complaints can escalate into conflicts, while platforms and mechanisms established to support PSEA/AAP can be leveraged to ‘keep a pulse’ on local conflict dynamics and therefore strengthen conflict sensitivity.

communities/groups and with local WASH authorities.

- **System strengthening approaches, prioritizing local WASH service providers & Use mutual accountability system inclusive of vulnerable groups:** Build on good practices such as the establishment and system strengthening of local (i) Water Sanitation and Hygiene Committees (WASHCOs) and (ii) Water and Sanitation Utilities integrating **accountability to affected populations** and grievance/dispute resolution as part of their roles and responsibilities.
- **Build flexible & sustainable WASH financing strategies:** Equip water service providers (WASHCOs and utilities) with commercial and financial capacity and tools to operate water systems sustainably ensuring full cost recovery hence increasing their resilience.
- Build on good practices such as participatory water source identification processes where community dialogue seeks to identify and address conflict risks when selecting the location of physical infrastructure and investments, while building capacity to manage the resource across communities and with local authorities.
- **Adaptive Management Processes:** Make sure to attend to short term WASH needs while building resilient systems by

introducing adaptive management processes to transition effectively from emergency response to development and bridge crisis phases.¹¹

Guidance

Risk-informed programming¹² aims to strengthen resilience to shocks and stresses by identifying and addressing the root causes and drivers of risk, including vulnerabilities, lack of capacity, and exposure to various shocks and stresses. It necessitates a robust risk analysis of the multiple hazards faced by households and communities and requires government and other partners to be involved in the design or adjustment of programmes to ensure that they make a proactive commitment to reducing risk. In Ethiopia conflict is a critical risk to consider and that is why a conflict analysis and attention to conflict sensitivity and peacebuilding is needed. The first step to determine the conflict sensitivity and/or peacebuilding strategy of a WASH intervention is to assess and analyse the conflict risks, whether as a part of an ESIA¹³ or water supply source investigation desk study, or as a standalone conflict analysis¹⁴. Any conflict risk assessment must be inclusive and engage all relevant stakeholders in a participatory process otherwise we risk a partial/incomplete analysis or unintentionally reinforce exclusion and marginalization (fuel tension, grievances) even before the project starts!

¹¹ USAID defines Adaptive Management as “an intentional approach to making decisions and adjustments in response to new information and changes in context”;

<https://usaidlearninglab.org/grg/adaptive-management>

¹² UNICEF (2018): Guidance on Risk Informed Programming; <https://www.unicef.org/media/57621/file>

¹³ UNICEF has a number of policies to guide the management of social and environmental impacts: For example, the Social and Environmental Standards and Procedures (SESP) outlines the approach that should be taken to screen, assess, and manage the potential social and environmental implications of UNICEF programmes and projects. UNICEF’s Social and Environmental Screening Note (SESN) provides detailed guidance for how the screening component of the SESP

should be used and aims to: identify potential social and environmental risks and their significance; determine the project’s risk category (low, moderate, high); and determine the level of social and environmental assessment and management required to address potential risks and impacts. The application of such procedures in Ethiopia is based on the World Bank Environmental and Social Framework; <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>) in line with the Government of Ethiopia environmental policies and legislation. ¹⁴ Conflict analysis is also addressed in the UNICEF WASH Climate Resilient Development Framework (<https://www.gwp.org/en/WashClimateResilience/>) and more specifically the Risk assessment guidance and tools.

Figure 3: Levels of impact at which Social Cohesion can be addressed



BOX 4.

FIVE BASIC QUESTIONS DETERMINE THE LIKELIHOOD OF WATER-RELATED CONFLICT¹⁵

- Do two or more parties hold competing claims on a water resource? Does an unequal power relationship exist between the parties?
- Do water-sharing parties belong to different groups of society? Do tensions unrelated to water exist between these groups?
- Are water management mechanisms effective, enforced, and perceived as fair and representative?
- Is lack of water, flooding, or water resources development impacting health, depriving people of their livelihood, or forcing them to migrate?
- Do water management institutions and relevant populations have the capacity to adapt to situations of water variability (scarcity and abundance)?

Entry Points – HOW to integrate conflict sensitive approaches in WASH Programme

Leveraging Environmental and Social Safeguarding (ESS) Approaches and Mechanisms

Environmental and social safeguarding approaches and mechanisms provide valuable entry points to integrate conflict sensitive and peacebuilding approaches.¹⁶ For example, through the Environmental and Social Impact Assessment (ESIA) and the follow-up of the Environmental and Social Management Plans (ESMP), UNICEF and its partners assess and address the risk of conflict through extensive consultation with relevant stakeholders, including participating communities. UNICEF promotes conflict sensitivity as central to ESIA as per its Social and Environmental Standards (SES) and Procedures guidance which includes a **Grievance Mechanism**¹⁷ to outline the Project’s approach to accepting, assessing, resolving, and monitoring grievances, comments and suggestions from those affected by the Project’s activities, construction workers and suppliers (contractor and subcontractors) and community members.

¹⁵ USAID (2014): Water & Conflict - A Toolkit for Programming

¹⁶ Environmental and social safeguarding tools include the Environmental and Social Impact Assessment (ESIA) and Management Plan (ESMP), but also Rapid Assessment Procedure (RAP) and Stakeholder Engagement Plan (SEP)

¹⁷ A grievance is considered to be any complaint about the way a project is being implemented. It may take the form of

specific complaint about impacts, damages or harm caused by the Project, concerns about access to the project stakeholder engagement process or about how comments have been addressed, and concerns about Project activities during construction or operation, or perceived incidents or impacts.

If unaddressed, a grievance can escalate into a conflict

If unaddressed, a grievance can escalate into a conflict. Therefore, a grievance mechanism acts as a conflict prevention measure. The monitoring of grievances and how they are addressed can be considered as contributing to the conflict sensitivity of a project. The feedback loop closure is an important element of the mechanism, both serving as an effective Accountability to Affected Populations (AAP) tool but also to respond to issues and concerns before they escalate into a conflict between project stakeholders. This

BOX 5.

CONTINUITY OF SERVICE DELIVERY IN REFUGEE-HOST COMMUNITY

In Itang, Gambella Region, while optimizing and upgrading the durable Itang Water Supply System which is a process that takes several years, over 230,000 beneficiaries require minimum water supply services. The **Itang Technical Working Group (ITWG)** constituted of key partners including the Regional Water Bureau, Agency for Refugees and Returnees Affairs (ARRA), UNHCR, UNICEF and NGOs, has been active since years and critical to address conflictual situations (e.g. water interruptions caused by vandalism by disgruntled hosts or due to insecurity) or to reduce violent relapses by mitigating risk of water interruptions (e.g. by increasing fuel storage in periods of national fuel scarcity). By ensuring business continuity through a Business Continuity Plan, the ITWG has played a critical role in making sure short term needs are addressed while long term service provision is being put in place.

process is also guided by the Environmental and Social Framework (ESF) applied in Ethiopia and based on the World Bank ESF, which recommends conflict analysis as a risk-management tool to assess the degree to which a project could “exacerbate existing tensions and inequality within society” and “be negatively affected by existing tensions, conflict and instability”.¹⁸

Implementing a conflict analysis complements and strengthens the application of environmental and social safeguarding tools such as ESIA and informs ESMPs if conflict risks are significant and how they will be mitigated and managed during the project implementation process.

Leveraging stakeholder consultative process in support of water system design water source / distribution points identification

Established good practices during the identification of *water sources or water distribution points* provide valuable opportunities to identify conflict risks and introduce prevention, mitigation and/or management strategies early in the process. For example, the initial desk study that form part of the ‘mapping’ process generally include a strong focus on understanding the socio-economic context of the planned water source. Stakeholder consultations (at regional, zonal level, woreda, kebele and community levels) are undertaken to communicate and discuss the results of technical assessments, the initial identification of potential sites, the selection of preferred borehole or water distribution sites (‘siting’ in consultation with kebele officials and community members including women and young people). Meaningful analysis of conflict drivers from the diverse perspectives of relevant stakeholders is essential. In the case of ‘borehole siting’ for example, following required hydrogeological assessment, stakeholder consultations are essential to confirm identified

¹⁸ World Bank (2016): “World Bank Environmental and Social Framework.”; World Bank, Washington, DC.;

<https://thedocs.worldbank.org/en/doc/837721522762050108-0290022018/original/ESFFramework.pdf>

sites and to ensure that communities accept the final choice of sites. Community ownership is further incentivized by the provision of water distribution points for communities living close to the water abstraction points. Additional consultations are required for defining the institutional mechanisms for operations and maintenance of the infrastructure and the handover of the hardware.

Leveraging coordination platforms for programme implementation.

A well-functioning coordination mechanism equally provides valuable opportunity to identify conflict risks and introduce prevention, mitigation and/or management strategies throughout the implementation of a WASH programme. Especially when implementing complex WASH programmes which require involvements of multiple stakeholders for different types of interventions both emergency and development, such platforms contribute to effective collaboration, leveraging of financing where there are gaps, building trust and understanding among all partners and establishing clean accountability between the partners. Such coordination platforms are critical for transitioning between emergency and development phases and to address emergency responses while the longer-term durable WASH systems investment is undertaken hence addressing the emergency-development-peace building triple nexus by leveraging adaptive management processes.

Leveraging water service provider system strengthening and capacity building.

The water and sanitation service provider (WSP) such as a water utility provides another valuable entry point to integrate conflict sensitive and peacebuilding approaches, especially if this WSP is serving different communities which might potentially get in conflict over access to water (town with satellite villages; different ethnic groups; displaced people such as refugees or IDPs and their host community). UNICEF has

been supporting water service providers and water and sanitation utilities throughout Ethiopia with their system strengthening over the past few years, proving an opportunity for building in tools and mechanisms to identify conflict risks and introduce prevention, mitigation and/or management strategies. Some of the interventions include providing support (i) to have adequate representation of beneficiaries in governance structures such as the utility boards, customer forums or water point committees; (ii) for adequate, “pro-poor” and inclusive tariff setting and business plan development based on wide stakeholder engagement, willingness to pay and affordability assessments; (iii) to strengthen accountability of the WSP towards its customers by setting up complaints management mechanisms and conducting regular up perception assessments

Hereafter a stepwise approach is presented to implement the integration of minimum required conflict sensitivity and the identification and leveraging of opportunities to promote peace and strengthen social cohesion in WASH programming.

Step One – Assessing and Analyzing Conflict Risks

Conflict Analysis is the systematic study of the causes, actors, and dynamics of conflict. In UNICEF, conflict analysis should be specifically focused on issues related to its programme with a focus on social services for target populations.

BOX 6.

THE TWO PURPOSES OF CONFLICT ANALYSIS

- *To ensure that the design and implementation of programmes do not exacerbate conflict dynamics, through a conflict-sensitivity lens (do no harm).*
- *To identify opportunities for specific peacebuilding interventions that can increase capacities (at the national, community and individual levels) to transition out of fragility, build social cohesion, reduce violent relapses and achieve better and more sustainable results for children (do more good).*

Conflict analysis can provide insight on whether UNICEF and its partners' programme choices risk fueling further conflict and tensions.

WHEN to do a conflict analysis?

Conflict analysis is a periodic element of UNICEF planning processes in fragile and conflict-affected contexts, which should ideally be done as part of Risk-Informed and Conflict Sensitive Programming. It is useful to revisit and update conflict analyses for specific programme cycle milestones or when rapid changes in the conflict situation may require adaptation. UNICEF can conduct a conflict analysis on its own or together with other stakeholders for joint planning processes.

WHAT to analyse: Key elements of UNICEF conflict analysis

- **Causes:** underlying socio-economic, cultural and institutional factors which create conditions for destructive conflict and violence e.g. poor governance, systematic discrimination, lack of political participation, unequal economic opportunity, grievances over natural resource allocation.

- **Triggers:** are sudden or acute events that 'trigger' destructive conflict and violence. When working in a conflict context, it is

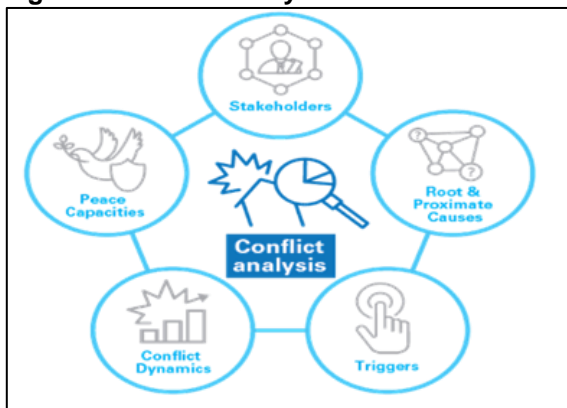
BOX 7.

RECOMMENDATIONS FROM A CONFLICT ASSESSMENT

UNICEF Ethiopia builds on lessons learned from the integrated host-refugee Itang Town Water Utility (ITWU) in the refugee-hosting Gambella region and has, with the capacity building consultant technical support, conducted conflict sensitivity assessments to support the next phase of the KfW/BMZ-funded 'optimization' phase. As a result of the assessment it was recommended (i) to revise the utility governance board composition to strengthen its efficiency and accountability; and (ii) to formally establish mandated water committees as essential structures to represent host – and refugee beneficiaries; the latter to raise awareness on roles and responsibilities of both utility and customers, and to mitigate vandalism and thefts of ITWU facilities and equipment, hence strengthening the **institutional peace capacities** of the Utility.

critical to be aware of the potential triggers that can contribute to the outbreak or further escalation of tensions and violent conflict, and understand what consequences and impact these triggers can have on stakeholders and the implementation of programmes.

Figure 4: Conflict analysis



- **Stakeholder analysis:** provides an understanding of key actors' perspectives, needs and interactions with each other and the conflict context. This can provide you with new insight regarding how to engage in collaborative and inclusive partnerships, as well as stakeholders to target with new programming.
- **Conflict dynamics:** Understanding the 'pulse' of a conflict context requires awareness of the conflict dynamics, including patterns/trends and forces that connect or divide social groups. For example, what are the trends linked to the conflict that reoccur cyclically, and windows of opportunity for programmatic responses?
- **Peace capacities:** are institutions, groups, traditions, events, rituals, processes/mechanisms, and people, who are positioned and equipped to address conflict constructively and build peace. Identifying peace capacities through conflict analysis is foundational to defining potential peacebuilding programming entry points for UNICEF sector work. Peace capacities can become the building blocks through which peacebuilding can be supported.

Water Sector-Focused Conflict Analysis

In Annex 1., a checklist with key questions is provided that can guide you in gaining a solid understanding of the conflict context and make your conflict analysis relevant to the water sector and to your project¹⁹. The analysis can be conducted by UNICEF staff or can be integrated in third party assessment or studies such as feasibility or design studies, ESIA, studies which are conducted in preparation of utility capacity strengthening etc. using methods as listed below:

- a simple consultative reflective meeting amongst staff,
- a community consultative meeting,
- a Focused Group Discussion (FGD),
- Key Informant Interviews (KIIs), or

Ensure that your analysis considers gender, identity, geography and age.

Step Two – Integrating conflict sensitivity and peacebuilding into WASH programming

The next step is to ensure the integration of *conflict sensitivity as a minimum requirement* and the identification opportunities to integrate peacebuilding approaches that will strengthen the social cohesion contributions of the project.

In all cases be mindful of seeking diverse and representative perspectives (consider sex, age, geography, identity groups, etc.) and to ensure that your enquiry is inclusive and does not reinforce marginalization and exclusion to ensure it is conflict sensitive.

The *integration of a conflict sensitive approach* to a WASH project will entail the monitoring of relevant conflict dynamics and the adaptation of the project in response to any identified risks or conflict events.

¹⁹ The suggested checklist is adapted from UNICEF (2016) 'Quick Guide to Conflict Analysis' and USAID (2014) 'Water & Conflict - A Toolkit for Programming'.

Figure 5: Difference between conflict sensitivity and peacebuilding

WASH Example: What is the difference between conflict sensitivity and peacebuilding? And how does conflict sensitivity contribute to peacebuilding?

If conflict-sensitive programming is your goal: As part of a WASH team, you and your colleagues have decided to focus your initiative on building a small motorized borehole water supply network in an area shared by two competing communities that often resort to conflict over resources. Following hydrogeological assessment, the location of the borehole is defined, and the location of water points is agreed in consultation with representatives from both communities in mutually agreed locations. These planning steps ensured that the delivery of the WASH service is not perceived to favor a certain group and therefore did not exacerbate tensions, making the programming conflict sensitive.

If peacebuilding programming is your goal: In this same WASH initiative, you take a step further to not only facilitate discussions between the two communities on a mutually agreeable location for water points, but also assist them in developing collaborative arrangements for the two groups to jointly manage use of the borehole and build capacities to address the impacts, dynamics and causes of conflict, as unequal water access has often fueled communal tensions and violence. This inclusive mechanism is further strengthened to become a community platform to open broader areas of collaboration and dialogue (e.g. shared garden and market, etc.). This results in reinforcing positive relationships among groups, thereby strengthening social cohesion at the community level, making it a peacebuilding programme.

The *integration of peacebuilding approaches* will entail the identification of entry points to tackle water-relevant conflict causes and dynamics by building local capacities for peace and collaborative engagement amongst key WASH project stakeholders (e.g. local water authorities, communities, third party consultants).

Entry Points for WASH and Peacebuilding

Bringing communities together to discuss, for instance, the placement of boreholes, is an opportunity to ensure local ownership of a critical potential peacebuilding mechanism at the heart of community life, which can build trust and strengthen social cohesion over a common basic need. Using community-based structures to manage and maintain water facilities is common practice in the WASH sector, but this has primarily focused on enhancing the sustainability of WASH infrastructure, rather than developing social cohesion. The aim is to expand the potential

impact of such emerging structures around WASH services to serve a community's capacity to create cohesive mechanisms among its diverse groups to ensure equitable access, address negative impacts of conflict, resolve tensions and disputes around WASH service provision.²⁰

WASH programming to support vertical social cohesion: Strengthening sector-governance and institutional accountability²¹

- Strengthen systems and structures, as well as their policies, focused on equity-oriented and evidence-based WASH services management at all levels of society: local (with communities), intermediate (with states, provinces, districts, municipalities, etc.) and national; and with all stakeholders – government, communities, local and international non-governmental organizations (NGOs) and the private sector.

²⁰ UNICEF (2016): Conflict Sensitivity and Peacebuilding Programming Guide;

<https://www.unicef.org/media/96576/file/Programming-Guide-Conflict-Sensitivity-and-Peacebuilding.pdf>

²¹ Ibid

- Ensure that the interests of vulnerable groups are at the center of integrated water resources management to increase human security.
- Support grass-roots organizations and civil society, to better articulate their needs and rights vis-à-vis access to WASH services.
- Strengthen governance and accountability mechanisms for local-level ongoing consultations involving representation of all groups for WASH service delivery.
- Enhance institutional understanding of local resource pressures, which result in water-related conflicts and enhancing structures for resolving them. Also, note the impact of commercial utilization of water resources in water-scarce environments; for example, relating to mining, hydropower installations and agro-businesses.
- Strengthen good governance through capacity development and system-strengthening approaches like orientation, training, experience sharing and exchanges.

WASH programming to support horizontal social cohesion – Promoting communities’ engagement while delivering WASH services²²

- Implement joint collaborative water development projects that facilitate constructive and safe contact between divided groups and help transform past sources of conflict, or ‘dividers’ into new ‘connectors’, linking people across conflict lines.
- Create incentives for joint action and providing platforms for collaboration that allow for trust and social cohesion to grow at the community level.
- Understand, value, recover, utilize, strengthen, and leverage informal and indigenous systems for managing water as potential connectors.

²² Ibid

- Strengthen the role of women, across communities, in water management.

WASH programming to support individual contributions to social cohesion - Developing individual peace capacities²³

- Enhance individual understanding of the peacebuilding potential of WASH services, as a common need that can be a connector within a community rather than a divider.
- Enhance the peacebuilding competencies of individuals engaged in inclusive water management activities, thereby becoming helping them become more conciliatory, trustful, collaborative and able to resolve disputes and conflicts.
- Strengthen the resilience of individuals to better cope with the negative impacts of conflict.

Step Three – M&E - Monitoring conflict sensitivity and measuring social cohesion contributions

Following the implementation of a conflict analysis and the integration of conflict sensitive and peacebuilding approaches to the proposed WASH intervention, continued monitoring of the context and the project interactions with the same are required, as well as relevant budget allocation (e.g. community consultation meetings, focus group discussions, perception surveys included as routine to gauge customer satisfaction in water utilities). Examples of how this might be done leveraging typical WASH processes include supervision of works and ESMP, continued support for utility capacity strengthening; customer satisfaction and perception studies, and the setting up grievance mechanisms. The M&E plan for the intervention must include conflict sensitive indicators that can help us to monitor both the **internal** and **external** conflict sensitivity of our project, with a focus on **early warning** related to water-related tensions growing or changing and indicators and on **equity** e.g.

²³ Ibid

ensuring our investments do not marginalize or exclude groups. Internal conflict sensitivity refers to risks of internal conflict between institutional and community stakeholders participating in the construction, management, and /or delivery of services) and/or management of water services. External conflict sensitivity refers to risks of the intervention fueling existing and/or creating new conflicts amongst external stakeholders, including water users.

If the WASH intervention is also making a meaningful contribution to addressing conflict and building peace, indicators and appropriate data collection tools must be included to measure the contribution to social cohesion. Specific tools exist that can help to baseline, monitor, and assess, social cohesion including community perceptions, with a specific focus on young people often

central to the management of conflicts in target communities, The first step is to identify **relevant dimensions of social cohesion to the WASH project and the context** (e.g. trust in local WASH service providers, trust between relevant stakeholder groups the community, willingness to share services and collaborate to manage the same, etc.) and to baseline, monitor, assess the same before during and after the project implementation through the deployment of for example perception surveys – for example, through customer satisfaction surveillance by water utilities, but also through community-based monitoring with a view to enabling continuous program improvement and adjustment and strengthening community dynamics – they can be deployed in a complementary manner.²⁴

Figure 6: Managing internal and external conflict sensitivity

INTERNAL CONFLICT SENSITIVITY	EXTERNAL CONFLICT SENSITIVITY
<p>HOW WE MANAGE OUR PROJECT:</p> <ul style="list-style-type: none"> ▪ #/type of internal conflicts (e.g. disputes between project stakeholder groups – outside workers, local hires, water utility board members, WASHCO members) ▪ Disaggregation of recruitment by relevant categories and location (e.g. host, IDP/returnee, refugee, ethnic groups, religious affiliation, geographic location & region/woreda/kebele as relevant); 	<p>HOW WE DELIVER RESULTS:</p> <ul style="list-style-type: none"> ▪ Disaggregation of baseline/targets by relevant categories and location (e.g. host, IDP/returnee, refugee, ethnic groups, religious affiliation, geographic location & region/woreda/kebele as relevant); ▪ #/type of conflict events/water disputes in target areas and/or affecting target communities; ▪ #/type of illegal pumping or water supply diversion incidents ▪ Reporting of environmental degradation ▪ #/type of destruction of water infrastructure incidents ▪ # instances of lack of access to project sites ▪ #/type of violent incidents, including harassment, physical attacks and/or attacks on property, directly targeting the project e.g. targeted staff/beneficiaries, project sites, project assets; ▪ Perception of equity of the intervention amongst participating communities and/or other relevant stakeholders
MEASURING SOCIAL COHESION CONTRIBUTIONS & EXAMPLES OF INDICATORS	
<p>Outcome level result statement: Key WASH services stakeholders (local authorities, communities, children) in conflict-affected, refugee, and IDP contexts experience improved social cohesion</p>	<p>Perceptions of horizontal/vertical social cohesion amongst key WASH service stakeholders (e.g. local authorities, communities, children) in conflict-affected, refugee/IDP hosting target areas</p>
<p>Output level result statement: WASH governance structures and community-based platforms have enhanced capacity to prevent and mitigate conflicts arising from WASH investments (including in refugee/IDP hosting contexts)</p>	<p>#/type of project stakeholder trained/technically supported in prevention, mitigation, and/or management of water-related conflicts #/types water disputes satisfactorily resolved #/type of project related meetings engaging local authorities and communities #/type of participants in project related meetings (by sex, age, relevant category e.g. host, IDP/returnee, refugee, ethnic/religious communities, geography)</p>

²⁴ Perception surveys are most frequently employed for data collection of project indicators to generate baselines and end lines, collecting data from a randomly selected sample of respondents through their responses to standardized questions. Perception surveys are useful when project support is focused on changing attitudes, beliefs, capacities or behavior of communities or state agencies which affect communities' lives, through longer term projects (beyond 12-18 months) and which expect to see a change beyond

physical infrastructure. Community-based monitoring is an organized system for communities of participants to monitor the local effects and impact of an intervention and can employ a range of data collection methods, for example short standard surveys, rapid SMS surveys, semi-structured interviews and focus group discussions.
https://www.un.org/peacebuilding/sites/www.un.org/peacebuilding/files/documents/pbf_guidance_note_on_perception_surveys_cbm_-_2020.pdf

Conflict Sensitivity and Peacebuilding Checklists for WASH

The checklists in annexes 2. and 3. can assist UNICEF staff and partners/contractors in the development of WASH programme documents (e.g. proposals, partnership cooperation agreements²⁵, Terms of References (ToRs), call for bids, contracts, Memorandums of Understanding (MoUs), partner/contractor capacity assessments, as relevant), the monitoring and assessment of programme implementation, and assist WASH partners/contractors to ensure compliance with programmatic requirements in preparation for and during implementation of UNICEF-supported WASH programmes in conflict-affected contexts in Ethiopia.

Conflict Sensitivity Checklist (Do No Harm)²⁶

The **conflict sensitivity checklist** can be part of the ESIA/MP, water supply system feasibility study or water source investigation/identification study to support the assessment and management of conflict risks associated with the intervention; it can inform programme design and the periodic review and adaptation of programmes in response to the changing context; and inform the design of the M&E framework. Gender and age sensitivity are important dimensions of conflict sensitivity - ensure men, women, and adolescents/youth participation in the design and implementation of programmes to ensure context relevant services that address specific needs. It is useful to separate men and women in FGDs as gender is a big factor in the experience of conflict

²⁵ To be used in conjunction PCA cross-cutting issues checklist and guidance:

<https://unicef.sharepoint.com/teams/ETH-PMUTeam/Partnerships/Forms/AllItems.aspx?viewid=202b63b8%2D01b0%2D497e%2Db97b%2D2bfbf33013cb&id=%2Fteams%2FETH%2DPMUTeam%2FPartnerships%2FPCA%20and%20SSFA%20Annexes%2FCross%2DCutting%20Related>

²⁶ Adapted from Tearfund Conflict Sensitivity Checklist; <https://learn.tearfund.org/-/media/learn/resources/series/reveal/c2---planning-projects-and-actions---a-conflict-sensitivity-checklist.pdf>

²⁷ Catholic Relief Services (CRS) March 2018: Assessing Conflict in Water Development - A Guide for Water and Peacebuilding Practitioners:

<https://www.crs.org/sites/default/files/tools-research/water-and-conflict.pdf>

as well as water use, access, and management. As youth, particularly young girls, are tasked with collecting water for the household, they have an important perspective. Separate girls' and boys' meetings should be held without the presence of parents and elders, if possible, so that the young people will feel free to speak. In some cultures, it may be necessary to use female facilitators to engage young girls²⁷. See Annex 2. For the full checklist.

Peacebuilding Checklist (Do More Good)

If relevant and feasible, the integration of peacebuilding approaches into a WASH intervention shall support the delivery of WASH results for children and their communities in conflict-affected environments and/or IDP/returnee and refugee-hosting contexts. Peace-promoting WASH interventions can achieve local-level 'double dividends' of both service provision and peace/state-building but only if these outcomes are included as explicit objectives or dynamics to be monitored within service delivery.²⁸ Examples of how this might be done leveraging typical WASH processes include feasibility and design of WASH systems (including stakeholder consultations), the ESIA/ESMP, and water utility capacity development. The Checklist²⁹ below can be used as part of the programme design and periodically to assess progress throughout the project cycle, particularly in relation to perceptions of and quality of relationships between key project stakeholders, including a special focus on women and adolescents/young people. The guiding questions

https://www.globalwaters.org/sites/default/files/crs-water_conflict.pdf

²⁸ Tearfund (2013): Double dividends: exploring how water, sanitation and hygiene programmes can contribute to peace- and state-building; <https://learn.tearfund.org/-/media/learn/resources/reports/2013-tearfund-double-dividends-en.pdf>;

²⁹ Adapted from Tearfund (2013): Double dividends: exploring how water, sanitation and hygiene programmes can contribute to peace- and state-building; <https://learn.tearfund.org/-/media/learn/resources/reports/2013-tearfund-double-dividends-en.pdf>; and Catholic Relief Services (2009): Water and Conflict – Incorporating Peacebuilding into Water Development; <https://www.crs.org/sites/default/files/tools-research/water-and-conflict.pdf>

can be adapted depending on the context (e.g. conflict causes/dynamics, conflict/project stakeholders, local capacities for peace) and the relevant dimensions of social cohesion that the project seeks to strengthen (e.g. trust/collaboration between communities and with local authorities, conflict management capacities of key stakeholders); the full checklist is provided in Annex 3.

Adolescents (10-19) and youth (15-24) engagement in WASH for peace programming

The role of adolescents/youth in conflict and peace is critical, and the specific roles and responsibilities in relation to water access and use intersect with gender in meaningful ways that need to be considered in order to realize the 'double dividends' of water and peace in conflict-affected environments – the questions below should be asked to ensure the integration of young women and men's perspectives in WASH projects.

- Does the project prioritize adolescents and young people as positive actors and potential contributors to their societies?
- Does the project create incentives for young women and men to engage and participate in community WASH platforms?
- Does the project create space for young people to have decision-making roles within your project (e.g. WASH committees, utility management)?
- Does the project include the means to identify the specific WASH needs and dynamics of adolescent boys and girls, young men and women?

Conclusion

This Guidance principally aims to support the work of UNICEF and its partners to integrate conflict sensitivity and peacebuilding approaches to WASH programming, strengthening service

delivery and social cohesion contributions of our investments. This Guidance also provides a framework for documenting programme

³⁰

<https://www.un.org/peacebuilding/sites/www.un.org/peacebuild>

ing/files/documents/pbf_guidance_note_on_youth_and_peace_building_2019.pdf

Resources

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<https://www.unicef.org/media/96576/file/Programming-Guide-Conflict-Sensitivity-and-Peacebuilding.pdf>;

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Annex 1. Checklist for Water Sector-Focused Conflict Analysis

Category	#	Question	Comment
Causes	1	What are the structural or root causes of conflict (e.g. poor governance, lack of political participation and representation in decision-making, unequal economic opportunities, grievances over natural resource allocation) related to water in the project context?	
	2	What can be considered drivers or proximate causes of social divisions and violence (e.g. drought aggravating competition over pasture & water, worsening economic conditions, political instability, proliferation of armed groups and weapons, migration) related to water?	
Triggers	3	What triggers could contribute to an escalation of conflict or an outbreak of violence in the project area (e.g. elections/political transition, sudden rise in food prices)?	
	4	Has access to water or WASH services been a conflict trigger?	
	5	What else has triggered water-related conflicts in the past?	
Dynamics	6	Where are the conflict-prone/affected areas within the project context?	
	7	Has there been an ongoing or prior history of conflict?	
	8	What are the recent and current conflict trends?	
	9	Have water resources, infrastructure, or institutions been unintentionally damaged by anyone during a conflict (e.g., collateral damage during armed violence) or as the result of protest? How? By whom? Who was impacted? What were the consequences?	
	10	What are the best, worst, and most likely scenarios for the future of the conflict, and on what do they depend?	
	11	What are the possible windows of opportunity for addressing conflict?	
	12	What 'connects' (e.g. joint cooperative projects on water resources, youth centers that brings diverse communities together, women's groups collaborating across ethnic lines) and/or 'divides' (e.g. discriminatory practices across community groups, land disputes, disparities in access to water based on identity, unaddressed trauma and historical grievances) people in the project context?	
Water access dynamics	13	Who has secure and reliable access to water?	

Category	#	Question	Comment
	14	Is any party directly or indirectly denied access to water in sufficient quality and quantity? If so, do affected social groups perceive this limitation to be a deliberate manifestation of a discriminatory policy?	
	15	What is the relationship between groups with differential water access?	
	16	Are one party's changes in water quality, quantity, or flow inhibiting water use by another party?	
	17	Has man-made water scarcity or degraded water quality decreased water availability and increased the impact on the environment or human health?	
	18	Are water users highly dependent on the particular water resource in question or can their needs be fulfilled by other means?	
	19	Who has access to equipment or treatment options that help improve water access or quality (e.g., drills, pumps, irrigation equipment, filters, disinfectants)?	
	20	Who has access to water infrastructure (e.g., dams, canals, cisterns) for domestic purposes and for income purposes?	
	21	Who does not have these types of access and why not?	
	22	What are the consequences of different levels of access on the different user groups?	
	23	Who has access to data and information about water resources, infrastructure, and regulations?	
	24	How do they get the information? Is it trusted?	
Water governance dynamics	25	Are water allocation mechanisms and systems of water permits enforced? Are they perceived as fair and transparent?	
	26	What are the formal and informal institutions that manage water? What are their respective roles technically and in terms of conflict management? How do they collaborate or conflict? Are the services they deliver considered effective and by whom?	
	27	Do institutions equitably mediate competing claims for water access, social and environmental impacts, and benefit sharing?	
	28	Do regional/ local water management institutions have sufficient human and technical capacity to develop and enforce comprehensive water management plans?	
	29	If a water utility system exist, is it (i) representative of relevant stakeholders; (ii) well-functioning and informed; (iii) politically independent, fair and transparent?	

Category	#	Question	Comment
	30	Does a reliable database exist and, if so, is it accepted by all water-sharing parties? Is information shared among water-using parties?	
	31	Have all groups (including local communities and indigenous groups) with legitimate interests, facing serious impacts, or holding formal and informal access rights, been identified and recognized?	
	32	Are these groups able to participate in management and development policy? Has the negotiation capacity of weaker groups been strengthened?	
	33	Are water resources perceived to be allocated according to political motivations or patronage?	
	34	Do benefits from water-related development accrue to a particular identity group, economic class, or region? Have stakeholders been appropriately consulted and compensated?	
	35	Who are the main water-related conflict actors and who are their supporters?	
Stakeholders	36	What is UNICEF/partners' role in the conflict?	
	37	What are these actors' interests or motivations and their goals?	
	38	How do they engage in the conflict and what are their capabilities?	
	39	Who is affected by the conflict?	
	40	Which actors are excluded or alienated?	
"Interactions" Between Stakeholders	41	What is the relationship between groups with differential water access?	
	42	Who has alliances with whom?	
	43	Who can influence whom?	
	44	Who has formal or informal links with whom?	
	45	Who is antagonistic with whom?	
	46	Who could mobilize groups to express discontent related to water issues?	
	47	Who could mobilize groups to collaborate peacefully around water resource management?	
	48	How would they mobilize people (unifying the groups, organizing activities, financing initiatives)?	
	49	What would their motivations be for mobilizing people?	

Category	#	Question	Comment
	50	Who would that mobilization affect?	
	51	If a water utility exists, how accountable is it towards its customers - is there a customer service mechanism that allows for effectively interacting with beneficiaries/customers (e.g. managing grievances, communicating with customers in relation to service disruption/water outages)?	
	52	During construction work, are there stakeholder (including communities) engagement opportunities?	
Peace capacities	53	What capacities for peace or conflict mitigation can be identified (e.g. civil society groups committed to peace, traditional dispute resolution approaches proven effective to resolve water conflicts, inter-communal water committees, participatory and inclusive utility boards and technical working groups)?	
	54	Have water resources, infrastructure (including durable water systems), or institutions contributed to reconciliation or peacebuilding activities in a post-conflict context?	
	55	How and why?	
	56	Who were the key stakeholders and what were their roles during the conflict?	
	57	Have water resource governance mechanisms, such as user groups or emergency flood management plans, functioned effectively despite a context of conflict or violence?	
	58	How did they resist or manage the effects of conflict?	
	59	Which institutions and identity groups were relevant?	

Annex 2. Conflict Sensitivity Checklist (Do No Harm)

Category	#	Question	Comment
Analysis	1	Has a conflict analysis been implemented that provides basic information about the incidence and types of water related conflicts in the context, including information about causes, triggers, dynamics (water access & governance), stakeholders, and local peace capacities?	
	2	Has a conflict sensitivity assessment been implemented to understand how our proposed action/activity will affect these causes, triggers, dynamics (water access & governance), stakeholders, and local peace capacities?	
	3	Did the conflict analysis capture the perspectives of all key stakeholders in the context, ensuring the participation of men and women, all identity (e.g. ethnicity, religious, cultural/linguistic, etc.) groups in the context, and adolescents and youth?	
	4	Is/will this analysis being regularly reviewed and updated, and have sufficient resources been allocated to ensure it can be regularly updated upholding participatory/inclusion principles?	
Programme design	5	Does the way that our project is designed take account of what the analysis and assessment found? Have the causes, triggers, dynamics (water access & governance), stakeholders, and local peace capacities associated with water conflicts in the context impacted the way the project is planned and will be (or is being) carried out?	
	6	Is the project/action supporting or assisting certain groups? Are we ensuring that this selection will not make existing differences or tensions between groups worse?	
	7	Are we making sure that our project/action does not make tensions over access to resources (such as land or water) or services (such as associated institutional WASH in education or healthcare) worse?	
	8	Does our project/action take account of any threats or opportunities that might arise from any social, cultural, political or religious events and festivals?	
	9	Does our project/action consider seasonal changes or patterns of behavior such as planting, harvest, dry or rainy seasons?	
	10	Are we putting measures in place to prevent any of the factions or key conflict actors taking control of our project to further their own political or security agendas?	
	11	Does the project consider the potential loss of livelihoods amongst context stakeholders (e.g. local water trucking, missed harvests) and includes mitigating measures (e.g. maximizing local employment opportunities and inclusive/equitable recruitment to support construction and/or longer term technical maintenance of water infrastructure, supported by skills development if capacity gaps exist)?	

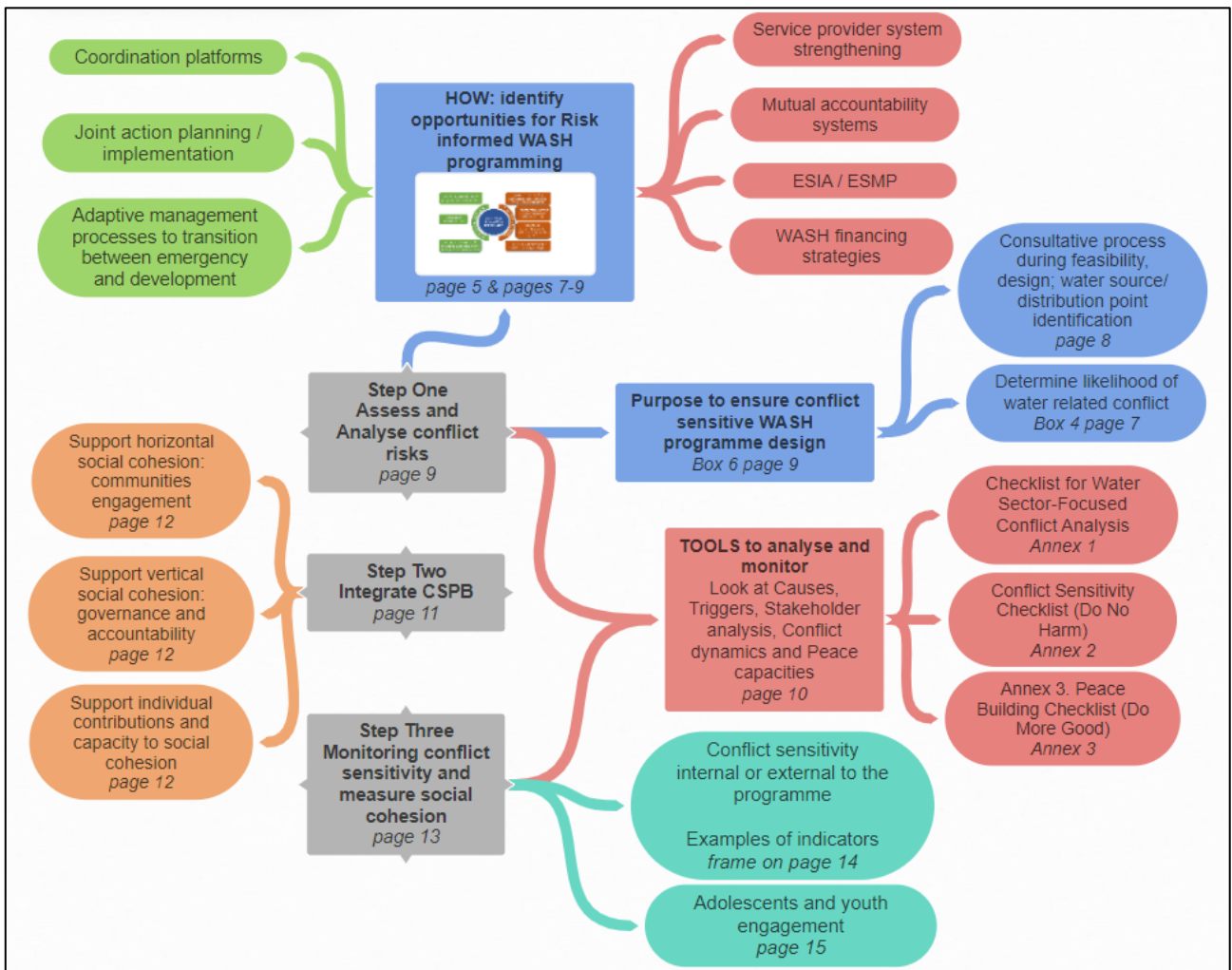
Category	#	Question	Comment
	12	When the project ends, have we considered how its closure might create a gap in the provision of a service or increase tensions?	
Communication and accountability	13	Have we communicated our project goals, our approach, and our reasons for doing the project to all groups involved in or affected by the project?	
	14	Are certain people selected to benefit from our project? Is the way in which we select these people understood by all groups involved in, or affected by, the project?	
	15	How is UNICEF/partner and/or our project perceived? Do we know? Have we asked different types of people in different parts of the community and nearby communities so that we have a good understanding of whether our role and intentions are understood and well received?	
	16	How will any changes to the project be communicated to groups involved in, or affected by, the project in a timely manner?	
	17	How will this information be communicated at regular intervals throughout the life of the project?	
	18	Do we have a process for reporting, recording, and following up on requests and complaints connected to the project? Is this process being used, and are those raising issues being told about the outcome of their question?	
Behavior and procedures	19	Do our actions and ways of behaving suggest that we judge different groups or factions in the same way regardless of who they may be? Are we consistent in how we respond to different groups?	
	20	If land is being acquired by local authorities to support our project, have we checked that adequate compensation processes are being followed? <i>*Although UNICEF and partners are NOT directly responsible to compensate for land and/or asset loss, monitoring the implementation and community satisfaction with the outcome can help to mitigate conflict and reputational risks</i>	
	21	Have you considered the impact of those working on the programme (staff, sub-contractors, locally recruited labour) will have on the community and conflict dynamics e.g. ethnicity, religion, political affiliation, nationality, sex, and age?	
	22	Have you considered the impact on conflict dynamics of your local recruitment strategy, noting the need to recruit equitably and transparently based on ability and suitability and clearly communicating recruitment procedures and decisions to participating stakeholders - where possible and appropriate, recruit members from across all (or as many as possible) communities involved in the project.	
	23	If the project is deploying a Private-Public Partnership model (e.g. water utility), have we assessed the affordability/equity aspects to ensure tariffs and methods of payment do not discriminate or exclude certain groups?	

Category	#	Question	Comment
	24	If we are buying resources for the project, does the way in which we decide who to buy from have a positive or neutral impact on local markets?	
	25	Have we made sure that we are not undercutting local suppliers or depending too heavily on people who are aligned with one of the conflict factions or groups?	
	26	If we are engaging with government officials, does the way this is done reflect and reinforce their accountability, legitimacy and transparency?	

Annex 3. Peace Building Checklist (Do More Good)

#	Question	Comment
1	Does the project 'balance' infrastructural investments (hardware) with institutional investments (software) for integrated water resource management?	
2	Does the project integrate mechanisms for dialogue and shared resource management?	
3	Does the project extend peace dividends (tangible benefits resulting from peace and collaboration) to remote/fragile/conflict-affected contexts?	
4	Does the project plan to rebuild community relationships with government and service providers?	
5	Does the project identify and strengthen capacity for collective action between and within groups the delivery of WASH services?	
6	Does the project identify and strengthen systems of formal/informal accountability around WASH services between key stakeholders (government, community leaders, community)?	
7	Does the project address inclusion and marginalization in relation to WASH services, for example mapping groups who are marginalized from accessing or using services and integrates strategies to ensure equitable access and participation?	
8	Does the project ensure citizens have opportunities to participate in the economic, political and social activities related to the WASH services being delivered/improved (governance architecture, community-based platforms, project related employment)?	
9	Does the project examine/balance the relative visibility of different stakeholders delivering services and assessing the risks for the state if non-state actors have high visibility e.g. who is visible in delivering services and what is the impact on state-society relations?	
10	Does the project consider/promote the legitimate engagement of state officials and help communities to recognize the state as a resource they should draw on, for example increasing local government involvement in planning and facilitating improved dialogue between communities and government officials?	
11	Does the project include internal/external dispute/conflict management mechanisms and integrate capacity development inputs to enable key stakeholders to access and benefit from the same?	

Concept map for the Conflict Sensitivity, Peace Building and Social Cohesion Guideline for WASH Programming in Ethiopia



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About the Series

UNICEF's water, sanitation and hygiene (WASH) country teams work inclusively with governments, civil society partners and donors, to improve WASH services for children and adolescents, and the families and caregivers who support them. UNICEF works in over 100 countries worldwide to improve water and sanitation services, as well as basic hygiene practices. This publication is part of the UNICEF WASH Learning Series, designed to contribute to knowledge of good practice across UNICEF's WASH programming. In this series:

Discussion Papers explore the significance of new and emerging topics with limited evidence or understanding, and the options for action and further exploration.

Fact Sheets summarize the most important knowledge on a topic in few pages in the form of graphics, tables and bullet points, serving as a briefing for staff on a topical issue.

Field Notes share innovations in UNICEF's WASH programming, detailing its experiences implementing these innovations in the field.

Guidelines describe a specific methodology for WASH programming, research or evaluation, drawing on substantive evidence, and based on UNICEF's and partners' experiences in the field.

Reference Guides present systematic reviews on topics with a developed evidence base or they compile different case studies to indicate the range of experience associated with a specific topic.

Technical Papers present the result of more in-depth research and evaluations, advancing WASH knowledge and theory of change on a key topic.

WASH Diaries explore the personal dimensions of users of WASH services, and remind us why a good standard of water, sanitation and hygiene is important for all to enjoy. Through personal reflections, this series also offers an opportunity for tapping into the rich reservoir of tacit knowledge of UNICEF's WASH staff in bringing results for children.

WASH Results show with solid evidence how UNICEF is achieving the goals outlined in Country Programme Documents, Regional Organizational Management Plans, and the Global Strategic Plan or WASH Strategy, and contributes to our understanding of the WASH theory of change or theory of action.

COVID-19 WASH Responses compile lessons learned on UNICEF's COVID-19 response and how to ensure continuity of WASH services and supplies during and after the pandemic.

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