On average, 40% of women and girls are not using agency-built latrines.

Studies have shown that agencies are failing to properly consult or collect and act on feedback from the users of the latrines they build, leading many people – especially women and girls – to stop using those latrines as they find them inaccessible, unsuitable and/or unsafe.

Increased use of sanitation facilities in emergencies through improved consultation:

users and WASH staff work together to continually improve sanitation services during humanitarian crises, improving user satisfaction, safety, and comfort, ultimately reducing the need for negative coping mechanisms.

“"We feel happy using latrines when we feel heard and confident that our concerns have been listened to.""