

ANNEX 1

TABLE 1: MATRIX OF INDICATORS FOR MEASURING COMMUNITY PARTICIPATION AND SATISFACTION IN RELATION TO WASH IN THE INITIAL 4 TO 6 MONTHS OF RESPONSE

WASH outcomes	Community participation	Community satisfaction
<ul style="list-style-type: none"> • There is no evidence of WASH-related disease outbreaks • Access to appropriate WASH facilities and resources is available to all in line with Sphere standards • WASH facilities are consistently used and users are involved in maintaining them • There is no evidence of open defecation • Safe water chain is maintained • Hand washing is effectively practised 	<ul style="list-style-type: none"> • Formal and informal community leaders, community organizations and institutions are identified • A stakeholder map developed with communities is used to analyse power dynamics and for programme planning • A diverse range of people selected by the community is involved in decisions on the planning, design and maintenance of WASH infrastructure and services • Communities, including more marginalized groups, influence the design of feedback and complaints mechanisms • There is evidence that cultural and religious beliefs are incorporated into programme design 	<ul style="list-style-type: none"> • Communities report that key information is clearly communicated in appropriate languages and reaches all sections of the community using context-specific channels • Communities report that specific gendered needs of women and men, boys and girls are taken in to account in the design and location of the facilities (access, privacy, safety, menstrual hygiene management-friendly) • Communities express satisfaction that their feedback has listened to <i>and</i> changes have been made in the programme where possible • Marginalized groups and individuals express satisfaction with consultation and programme adaptations

WASH outcomes	Community participation	Community satisfaction
	<ul style="list-style-type: none"> • Diverse community members are included in identifying local priorities, problems and their own solutions • Implementation plan with roles and responsibilities of all actors is agreed and monitored • Community members are involved in monitoring programme activities and in the feedback loop to their wider community • Communities are supported to advocate on their behalf to Oxfam and to other stakeholders through coordination platforms • Capacity development and a timely exit/ transition plan is agreed by communities and other key stakeholders 	<ul style="list-style-type: none"> • Communities report that they have the skills and support to manage WASH facilities and services