

## Guidance Framework for Cross Cutting Issues in WASH in Ukraine



### What is the purpose of this Guidance Framework?



This Cross Cutting Issue (CCI) Guidance Framework is a compilation of the key tools, resources and guidance that organisations can use to strengthen integration of CCIs in WASH programming throughout the humanitarian program cycle. This compilation was the result of a consultative process with key stakeholders and a thorough review of available resources in February 2024. It consolidates the work of multiple Working Groups who have been active in developing cross-cutting approaches and reflects the priority issues for WASH in Ukraine at this point in time. It identifies best practices in specific WASH thematic and aggregates existing guidance, so that WASH actors in Ukraine can readily access and more easily utilise these supports.

This framework will guide you on HOW to meaningfully ensure participation, minimize existing barriers and ensure safe and equitable access to WASH interventions.

### What are CCIs?

Cross cutting issues (CCIs) are those issues that should be integrated into all stages of programming, from needs assessment to monitoring, to ensure vulnerable and minority groups have meaningful access to WASH facilities and services. The CCIs included in this guidance framework are AAP, age, child protection, disability inclusion, environment, gender, GBV, protection, and PSEA.<sup>1</sup> They were identified through consultation as priority CCIs for WASH in Ukraine in 2024 and are linked to the drive towards a people centred approach in WASH programming.

### Why do they matter?

Integrating CCIs into WASH programming makes humanitarian services and responses safer, more effective and more timely by proactively identifying and mitigating the barriers and risks that people face in accessing assistance. By addressing CCIs in all stages of the programme cycle it anchors protection mainstreaming principles into the WASH response ensuring adherence to the right to WASH services and human-rights. Integrating CCIs into WASH in Ukraine will contribute to ensuring 'the most vulnerable people affected or displaced by the war can access basic WASH services and materials to maintain basic hygienic practices, with a focus on people with disabilities including children with disabilities and persons of older age, women and girls, and minority groups.' Failing to address CCIs in WASH compromises the effectiveness of the response.

#### The resources in this Guidance Framework relate to these Cross Cutting Issues:

AAP

GBV

Age

Gender

Child Protection

Minority Groups

Disability

Protection

Environment

PSEA

“

The people of Ukraine — mainly the most vulnerable: women, children, older people, marginalized groups such as people living with HIV/AIDS, the Roma, lesbian, gay, bisexual, transgender, queer, intersex (LGBTQI+) communities and people with disabilities— continue to bear the brunt of the impacts of the conflict.<sup>3</sup>

”






<sup>1</sup> Global WASH Cluster Strategic Plan 2022-2025, p.14

<sup>2</sup> Ukraine Humanitarian Needs and Response Plan 2024, December 2023, Ukraine WASH Cluster Objective 1 for 2024, p.87

<sup>3</sup> David Alford, WASH Cluster Coordinator, Ukraine

## NAVIGATE THROUGH THE GUIDANCE FRAMEWORK

The Guidance Framework is organized into 15 pages of key reference documents, resources, and tools. It is structured to follow the programme cycle. Some resources can be used across different phases and they are listed in 'overarching documents' at the end of this guidance framework.

Phase	Key CCI Activities for WASH
 <p><u>Needs Assessment and Analysis</u></p>	<ul style="list-style-type: none"> <li>Identify access barriers for WASH facilities and interventions and the specific needs of people relating to vulnerable and minority groups and define activities to minimize these barriers.</li> <li>Ensure all vulnerable and minority groups are included in all needs assessments. Analyse findings according to vulnerability criteria.</li> <li>Support needs assessments partnering with Civil Society Organisations (CSOs) working with vulnerable and minority groups.</li> <li>Include indicators relating to all CCIs based on identified risks and barriers.</li> </ul>
 <p><u>Strategic Planning</u></p>	<ul style="list-style-type: none"> <li>Apply universal design principles to ensure access for all and include activities based on barriers identified.</li> <li>Plan safe, ethical and effective management of data.</li> <li>Include environmental risk mitigation measures where possible.</li> <li>Adhere to Ukraine building guidance and norms.</li> </ul>
 <p><u>Implementation</u></p>	<ul style="list-style-type: none"> <li>Ensure communication, participation, and feedback and complaints mechanisms are inclusive and accessible.</li> <li>Work with appropriate partners and services for safe referrals, for example for child protection, <u>GBV</u> and PSEA, and ensure staff capacities (including trainings as necessary) to process relevant referrals.</li> <li>Ensure all agency and partner staff have committed to a comprehensive Code of Conduct, including safeguarding, and are trained on PSEA.</li> <li>Use relevant safety audits and adjust project interventions based on the findings.</li> <li>Work with local authorities to meet approved government guidelines and standards on construction and delivery of WASH services.</li> </ul>
 <p><u>Measuring, Monitoring, and Evaluation</u></p>	<ul style="list-style-type: none"> <li>Include the most appropriate CCI indicators based on the needs assessment and integrate these into WASH indicators used for monitoring and evaluation.</li> <li>Ensure participation of identified vulnerable and minority groups in monitoring efforts.</li> </ul>
 <p><u>Overarching (across all phases)</u></p>	<ul style="list-style-type: none"> <li>Contextualise safety and accessibility audits to ensure they are fully relevant to vulnerable and minority groups.</li> <li>Proactively engage vulnerable, minority and marginalized groups, reflecting their needs and preferences in all program phases.</li> <li>Integrate assessment of barriers and mapping of risk mitigation for all CCIs into all phases of the program cycle.</li> <li>Pro-actively review and engage with the WASH cluster, other clusters, and working group sites for current information and resources on CCIs in Ukraine (see annex below for contact details).</li> </ul>

## NEEDS ASSESSMENT & ANALYSIS

Resources to collect and analyze data on vulnerabilities, risks and barriers, as well as specific needs.

“Disaggregated data is crucial for understanding the specific needs and vulnerabilities of different population groups, and for designing effective and inclusive interventions.”<sup>4</sup>

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### Ukraine: WASH Cluster - Core and Complement Needs Indicators, Version 1.1



Why use it?

Age

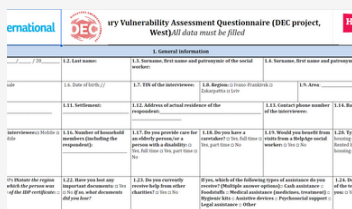
Disability

Gender

Indicators to identify WASH needs including specific indicators 18, 30, 52, 53, 55, and 59 relating to gender, age and disability. Combine this with further indicators for example on protection and GBVRM for a more comprehensive assessment of CCIs relating to WASH.

Versions available: [EN/UKR Versions](#)

### Vulnerability Assessment Questionnaire



Why use it?

Age

Disability

To assess people's specific vulnerabilities and needs including age and disability, WASH NFIs and protection.

Versions available: [EN Version](#)



### Protection Cluster - Protecting & Prioritising People with Specific Needs in the Ukrainian Humanitarian Response

Why use it?

Age

Disability

Tailored guidance on identifying and prioritising people with specific needs in the Ukrainian humanitarian response.

Versions available: [EN/UKR Versions](#)



### Ukraine: Integrating Gender Equality in Humanitarian Needs Assessments - WASH Cluster 2022

Why use it?

Age

Disability

GBV

Minority Groups

Practical guidance on incorporating gender into WASH needs assessment.

Versions available: [EN Version](#)

## NEEDS ASSESSMENT & ANALYSIS



### Guidance on collecting, analysing, reporting and using disability data in Ukraine

Why use it?

Age

Disability

Ukrainian-specific guidance on data collection and the WGS including UKR translation. Please note: the current translation is currently under review.

Versions available:

EN Version



### Annex A: Collecting, analysing, reporting and using Washington Group - Short Set of Questions to collect disability data in Ukraine

Why use it?

Age

Disability

Incorporate these questions in needs assessment to support identification of persons with disabilities in addition to the Ukrainian legal certification statutes, due to a gap between certified and actual numbers of persons with disabilities living in Ukraine.

Versions available:

EN Version

Sector	Information Type	Link to sector framework	IAF Pillar Link
WASH	AAHQ General	Access/Quality/Reliability/Usability/Behavior	Living Standards

### GBV Risk Analysis and Indicator Matrix

Why use it?

GBV

WASH tab contains suggested indicators to identify and analyze GBV risks in WASH. It includes questions for key informant interviews, household surveys and focus group discussions, as well as guidance on analysis.

Versions available:

EN Version



### Nexus Environmental Assessment Tool (NEAT+)

Why use it?

Environment

To quickly identify issues of environmental concern before designing longer-term emergency or recovery interventions.

Versions available:

EN Version

## STRATEGIC PLANNING

Resources to plan responses that take account of CCIs for WASH in Ukraine.

**Funding and resource constraints mean that humanitarian and development assistance needs to be targeted based on certain criteria ... bearing in mind protection risks, gender roles and socio-economic vulnerability concerns.<sup>5</sup>**



### IASC Gender with Age Marker

Why use it?

Age

Gender

To assess to which extent programs address gender- and age-related differences. The GAM offers 10 programming actions to improve attention to gender and age in projects and programs.

Versions available:

[EN Version](#)



### Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action - WASH Guidance

Why use it?

GBV

Essential Actions for Reducing GBV Risk, Promoting Resilience and Aiding Recovery throughout the Programme Cycle.

Versions available:

[EN Version](#)



### UHF project proposal self-assessment of barriers and mapping of risk mitigation measures to remove barriers

Why use it?

Disability

This 'self-assessment enables identification of barriers and contributes to ensuring a more inclusive humanitarian response. For UHF project proposals, a barriers assessment as well as a mapping of mitigation measures is a requirement.' (p1).

Versions available:

[EN Version](#)

## STRATEGIC PLANNING



### GWC Environmental Best Practice in Emergency WASH Operations

Why use it?

Environment

To identify the main environmental issues which should be considered and to help reduce the environmental impact of some common recurrent WASH-related activities in emergency operation.

Versions available:

EN Version

### GWC Potential Environmental Impact Checklist for Common WASH Interventions

Why use it?

Environment

To quickly identify potential impact on the atmospheric, aquatic, terrestrial, or social environment from all WASH sector activities.

Versions available:

EN Version



### State Building Norms V.2.2-40:2018 "Inclusiveness of buildings and structures. Main provisions"

Why use it?

Environment

To meet Ukrainian law on accessibility standards for service providers. Page 7, section 4.3; Page 8, section 5; Page 38, section 8; Page 52, section 11. Funding and resource constraints mean that humanitarian and development assistance needs to be targeted based on certain criteria. Prioritization should be done bearing in mind protection risks, gender roles and socio-economic vulnerability concerns.' (Protection Cluster - Vulnerability, 2022, p1).

Versions available:

UKR Version



### Ukraine Information Sharing Protocol

Why use it?

Protection

To support data responsibility -- the safe, ethical, and effective management of data - within Ukraine.

Versions available:

EN Version

UKR Version



## IMPLEMENTATION

Resources to effectively integrate CCIs into WASH practice to improve WASH programming.

Ensure the most vulnerable people affected or displaced by the war can access basic WASH services and materials to maintain basic hygienic practices, with a focus on people with disabilities and the elderly, women and girls, and minority groups.<sup>6</sup>



### Accountability to Affected Populations: A Handbook for UNICEF and Partners

Why use it?

AAP

Pages 44-57 and 73-79.

Guidance on effective information sharing and communication (chapter 7), participation in decision-making (chapter 8) and on how to set up and run inclusive and accessible complaints and feedback mechanisms (chapter 9).

Versions available:

EN Version



### Accountability to Affected Populations Framework

Why use it?

Brief resource outlines the five dimensions of AAP essential for all WASH programmes.

Versions available:

EN Version

UKR Version



### UNICEF Essential Actions on disability-inclusive WASH

Why use it?

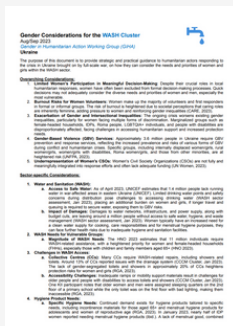
Disability

Checklist of essential actions for disability-inclusive WASH, highlighting the needs of children with disabilities.

Versions available:

EN Version

## IMPLEMENTATION



### Gender Considerations for the WASH Cluster Aug/Sep 2023

Why use it?

Age

Disability

GBV

Minority Groups

Gender

To provide some strategic and practical guidance and actions in WASH provision in the current Ukraine context.

Versions available:

[EN Version](#)



### GBV Resources and Materials that can Support GBV Humanitarian Responses to Ukraine Crisis (2022) V.4

Why use it?

GBV

Brief resource outlines the five dimensions of AAP essential for all WASH programmes.

Versions available:

[EN Version](#)



### How to support survivors of gender-based violence when a GBV actor is not available in your area: A step-by-step pocket guide for humanitarian practitioners

Why use it?

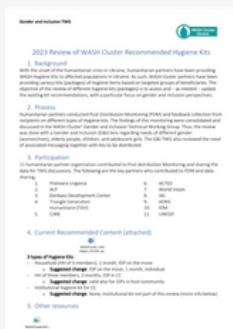
GBV

To provide basic support and information to survivors of GBV without doing further harm.

Versions available:

[EN Version](#)

[UKR Version](#)



### Hygiene kit content review - 2023 Review of WASH Cluster Recommended Hygiene Kits

Why use it?

Age

Gender

Updated guidance on hygiene kits, with a particular focus on gender and inclusion perspectives.

Versions available:

[EN Version](#)



## IMPLEMENTATION



### Resolution No.930 PROCEDURE for functioning of temporary residence of internally displaced persons

Why use it?

Age

Disability

To meet with approved guidelines from the Government of Ukraine for places of temporary residence of internally displaced persons. WASH specific guidelines paragraphs 13, 14, 15, 17 and 18.

Versions available:

[UKR Version](#)



### GWC Technical Brief - Disaster Waste Management

Why use it?

Environment

To provide guidance on how to deal with waste generated in a disaster including construction waste, healthcare waste, hazardous waste for example, asbestos.

Versions available:

[EN Version](#)



### Pragmatic Guidance for Emergency Repairs of Structures That May Contain Asbestos in Ukraine

Why use it?

Practical advice for construction actors in Ukraine who are exposed to asbestos containing materials.

Versions available:

[EN Version](#)



### Ukraine PSEA Network and Training Resources

Why use it?

PSEA

Join the [PSEA Network](#) and ensure all staff are trained in PSEA. Harmonized PSEA training resources are available.

Versions available:

[EN/UKR Versions](#)

## MONITORING AND EVALUATION

Resources to monitor and evaluate the implementation of CCIs into WASH programs.



### 2024 WASH Cluster Strategy & Indicators Handbook - Ukraine

#### Why use it?

To measure WASH indicators as developed for the Ukraine context. There is guidance on pages 9-10 about CCIs and disaggregation of data.

NOTE: These indicators do not cover CCIs, therefore this document must be used alongside other resources indicated here.

Versions available:

[EN Version](#)

[UKR Version](#)



### WASH Safety and Accessibility Toolkit and Accessibility and Safety Audits

#### Why use it?

[GBV](#)

[Disability](#)

[Age](#)

To assess accessibility and GBV risks on route to, while entering and using WASH facilities.

NOTE: These guidelines require contextualisation to Ukraine to include issues such as ability to carry water (CCI Age & Disability) from point of distribution.

Versions available:

[EN Version](#)



### GBV Safety Audit Tool Contextualised for Ukraine Context

#### Why use it?

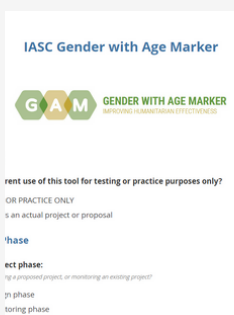
[GBV](#)

[Protection](#)

To assess the protection and GBV-related risks in collective sites associated with the physical infrastructure. It includes specific questions on WASH.

Versions available:

[EN/UKR Versions](#)



### IASC Gender with Age Marker

#### Why use it?

[Age](#)

[Gender](#)

Use the GAM during monitoring to help you identify how well a project addresses gender- and age-related needs and consider how it can be improved.

Versions available:

[EN Version](#)

## MONITORING AND EVALUATION



### WASH Matching Matrix

Why use it? **GBV**

Provides indicators for GBV risk mitigation measures in WASH programs.

Versions available: **EN Version**

3 AAP/PSEA % of beneficiaries aware of a complaints and feedback mechanism of the partner (suggested target: 90%)	M, W, R, G	%
3 AAP/PSEA % of beneficiaries aware of the ways to report possible SEA, M, W, R, G partners	M, W, R, G	%
3 AAP/PSEA % of beneficiaries aware of zero tolerance policy against SEA, M, W, R, G through PSEA visibility materials distribution	M, W, R, G	%
3 AAP/PSEA % of beneficiaries indicating that they received sufficient ration about the project and assistance available (suggested target: 95%)	M, W, R, G	%
3 AAP/PSEA % of feedback/complaints addressed or referred in a timely manner through the complaints and feedback mechanism (suggested target: 90%)	M, W, R, G	%
3 AAP/PSEA % of project staff trained on PSEA (target: 100%)	M, W	%
3 AAP/PSEA % of reported SEA cases addressed (target: 100%)	M, W	Cases

### AAP/PSEA Indicators 2023

Why use it? **PSEA** **AAP**

Slide 7 - provides indicators for AAP/PSEA in Ukraine that can be used in WASH programs.

Versions available: **EN Version**

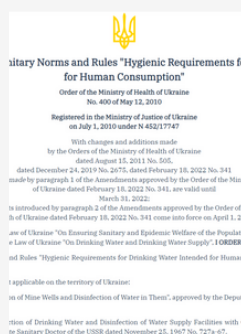


### Briefing Note: Water Quality Monitoring in Emergencies for Humanitarian Partners in Ukraine

Why use it?

Basic guidance on minimum water quality monitoring and control activities during the conflict.

Versions available: **EN/UKR Versions**



### State sanitary norms and rules: "Hygienic requirements for drinking water intended for human consumption"

Why use it?

To comply with state legislation on hygiene requirements for drinking water.

Versions available: **UKR Version**

“

Data disaggregation plays a vital role in identifying disparities, monitoring progress, and ensuring that no one is left behind... disaggregation allows for a more accurate and nuanced understanding of the impact of interventions on various segments of the population.<sup>7</sup>

”

## OVERARCHING DOCUMENTS

Resources to use throughout all phases of the HPC.

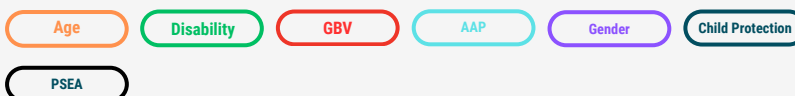
“The intersectionality of gender and discriminating factors – in particular age and disability – increases the risks faced by affected populations and the challenges and barriers to access services and participate in the humanitarian response.”<sup>8</sup>

  
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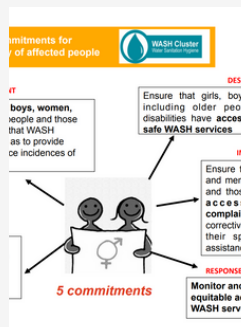
### Landscape of Cross-Cutting Themes for Quality Programming

Why use it?



UNICEF overview of key CCIs for quality programming. Includes recommended activities and links to key tools for each CCI covered (not Ukraine or WASH specific).

Versions available: [EN Version](#)



### 5 Minimum Commitments to Safety and Dignity in WASH

Why use it?



To improve the quality and efficiency of WASH response through key commitments on gender, GBV, child protection, disability, and age.

Versions available: [EN Version](#)



### Ukraine Humanitarian Needs and Response Plan 2024 (pages 8, 22-25, and 87-89)

Why use it?



A key reference document providing current information on CCIs and WASH in Ukraine.

Versions available: [EN/UKR Versions](#)

## OVERARCHING DOCUMENTS



### IASC Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action

Why use it? Disability

To ensure older people and people with disabilities are considered at each stage of the program cycle and identify essential actions to meet their needs and rights.

Chapters on WASH p177-187 and disaggregation of data p 23-31.

Versions available: EN Version UKR Version



### Humanitarian inclusion standards for older people and people with disabilities

Why use it? Age Disability

'These standards provide practitioners and organisations with clear actions that can be taken to protect, support and engage older people and people with disabilities...at all stages of the humanitarian programme cycle.' p.5.

WASH inclusion standards pp.121-139.

Versions available: EN Version UKR Version



### WASH Tip Sheet on GBV Mainstreaming

Why use it? GBV

Provides guidance on how to incorporate GBV risk mitigation into WASH in Ukraine throughout the HPC.

Versions available: EN Version



### Rapid Gender Analysis of Ukraine

Why use it? Gender

Provides analysis of gender in Ukraine, including information on WASH.

Versions available: EN/UKR Versions

## OVERARCHING DOCUMENTS



### HPC Toolkit on GBV Risk Mitigation for UNICEF-Led Clusters/AoRS

Why use it?

GBV

A key reference document providing current information on CCI and WASH in Ukraine.

Versions available:

[EN Version](#)



### REACH Briefing Note: Focus on preferred communication channels & information needs

Why use it?

Age

Minority Groups

Protection

To inform decisions about effective communication with AP throughout the programme cycle.

Versions available:

[EN Version](#)



### Sphere Standards

Why use it?

Age

Disability

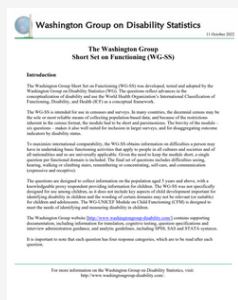
Chapter 6: Water Supply, Sanitation and Hygiene Promotion.

To meet minimum standards for the provision of WASH services in humanitarian response where other Ukrainian standards are not available or are unclear.

Versions available:

[EN Version](#)

[UKR Version](#)



### Washington Group Questions

Why use it?

Age

Disability

General website with information about the set of questions.

Versions available:

[EN Version](#)

[UKR Version](#)



## ANNEX 1

Where to go for further support on CCI for WASH in Ukraine.



### WASH Cluster Ukraine

Includes contact information for technical working groups and resources from the WASH Cluster Gender and Inclusion TWIG.

### Child Protection AoR Ukraine

Resources, information and key contacts on child protection in Ukraine.

### GBV AoR Ukraine

Resource, information and key contacts on GBV in Ukraine, including GBV referral system.

### Protection Cluster Ukraine

Resources, information and key contacts on protection in Ukraine.

### AAP Working Group

Resources and policies on AAP and a dedicated section on PSEA.

### Age and Disability Working Group

Resources, guidance and key contacts for inclusive and accessible programming in Ukraine.

### PSEA Network Ukraine

Resources, toolkits and training for PSEA in Ukraine.

### WASH Cluster Gender and Inclusion TWIG

Resources and key contacts for age, disability and gender inclusion in WASH in Ukraine.