2. The 'what' and the 'how' of conflict-sensitive WASH

Conflict sensitivity is relevant to both internal and external dimensions of the work of UNICEF WASH teams and partners in FCCs. **Internal conflict sensitivity refers to *programme support*** and requires attention, analysis and adjustments to UNICEF and WASH Teams' internal policies, procedures and practices. These can refer to, for example, bias affecting choices about supply, recruitment, or contracting, and how this may affect the conflict sensitivity of an intervention. **External conflict sensitivity refers to *programme implementation*** and requires awareness, analysis and adjustments

to the design and implementation of WASH activities, projects, programmes and partnerships. These include equity and gender considerations, the choice of partners and participants, and how external communication and actions shapes others' perceptions of the WASH intervention or programme in particular, and/or of UNICEF and its partners more broadly.[3] Internal and external dimensions of conflict sensitivity are mutually reinforcing, and processes to strengthen organizational risk management also promote integration of conflict sensitivity *into* and *across* programmes.

2.1. Integrating conflict sensitivity throughout the WASH programming cycle

Integrating a conflict-sensitive approach to a WASH intervention entails the monitoring of relevant conflict dynamics and the interaction between project activities and these dynamics, and the adaptation of the project in response to any identified risks or conflict events throughout the programming cycle as part of an iterative and reflective approach.

WASH Conflict and Peace Analysis or Scan: Understand the context in which your WASH programme or intervention operates.
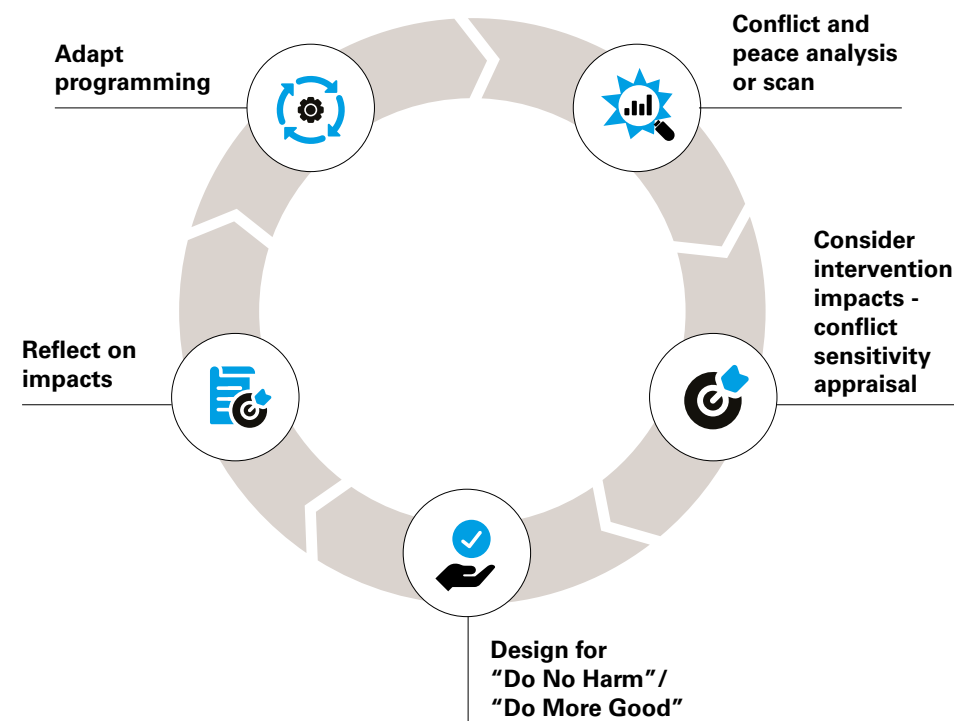
- **Consider impacts and appraise the conflict sensitivity of any planned intervention:** Consider the impacts your proposed intervention may have, particularly on dynamics between and among social groups.
- **Design for conflict sensitivity as a minimum requirement:** Address the potential interaction between your planned (or ongoing) WASH interventions and the conflict context, and ensure that the design addresses the possible conflict impacts.
- **Reflect**: Consistently reflect on the implications of your intervention using 'reflective practice'.
- **Adapt:** Based on reflection, monitoring findings and changes in context, adjust programming to continue ensuring conflict sensitivity.

In humanitarian contexts, the above conflict-sensitive programming cycle remains relevant but must be adapted to account for constrained timelines and the specificities of a rapidly changing environment. In this case a **'good enough' approach** may be deployed with a more agile analysis and conflict-sensitive programme design/adaptation proces*s* – *for a step-by-step guide details see Conflict Sensitivity and Peacebuilding Programming Toolkit, Programming Tool 1: 'Good Enough' WASH in Emergencies Conflict Sensitivity Tool.*

Protracted crises and 'humanitarian to development' transition settings may offer greater opportunity to integrate more comprehensive conflict sensitivity approaches, as illustrated by the case study from South Sudan, below.

The next section describes entry points to integrate conflict sensitivity in the three key stages of programming: **planning and design; implementation; and review and/or closure.**

Figure 7: Conflict sensitive programme cycle

- Adapt programming
- Conflict and peace analysis or scan
- Consider intervention impacts - conflict sensitivity appraisal
- Design for "Do No Harm"/ "Do More Good"
- Reflect on impacts

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3   For more details see UNICEF, 'Conflict Sensitivity and Peacebuilding Programming Guide', 2016, pp. 18-20.

CASE STUDY

WASH Cluster Partner Polish Humanitarian Action (PAH) has integrated a conflict-sensitive approach to the WASH response in the long-term IDP settlement of Mangalla, in Central Equatoria State South Sudan

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WASH Cluster Partner Polish Humanitarian Action (PAH) has integrated a conflict-sensitive approach to the WASH response in the long-term IDP settlement of Mangalla, in Central Equatoria State South Sudan – the over 11,000 internally displaced persons (IDP)s were displaced by floods in Jonglei State in June 2020. The influx of IDPs, mainly Dinka agro-pastoralists, and the humanitarian response threatened to worsen complex local conflict dynamics between the Bari and Mundari residents of Mangalla (e.g. conflict over land and access to natural resources, contested administrative status of Mangalla payam) if not handled in a conflict-sensitive manner. In addition, there are fears among Mangalla residents that some recent arrivals are not fleeing floods but rather seeking commercial opportunities in the area, signalling potential challenges to the sharing of resources.

PAH carried out an in-depth context analysis, including an **analysis of conflict dynamics and interactions with WASH**. Key informant interviews were conducted with local authorities and community leaders, and focus group discussions were held with youth, women, men, girls and elderly people from both the host community (Mundari and Bari) and IDP population in Jonglei State. Participatory safety audit exercises were held with support from protection partners before the implementation of the project. This was aimed to analyse the presence of armed groups and their influence in WASH service provision, find out the protection risks associated with the intervention in Mangalla and to jointly decide on safe methodologies of service provision. A baseline survey was conducted at community and household levels in both IDPs and the host community. PAH leveraged both internal and Cluster unified tools (WASH, Protection, Shelter) to support the in-depth analytics, including the Conflict Sensitivity Resource Facility's Conflict Sensitivity Guidance for South Sudan.

Extensive community consultations were conducted with youth, women, men, girls and elderly people from both the host community (Mundari and Bari) and IDPs to inform the design and implementation of the intervention. Participatory and inclusive safety audit exercises undertaken with protection cluster partners were also used to better understand conflict dynamics and potential interactions with the planned WASH intervention. A key issue identified was the exclusion of some tribes from participation and employment opportunities, so PAH implemented highly transparent and consultative recruitment processes to identify community hygiene promoters, pump mechanics, and water user committees to minimize conflict over livelihood opportunities generated by the project. Through the participatory conflict analysis PAH learnt that land is one of the factors that cause conflict between the Mundari and Bari communities. After the settlement of the IDPs in Mangalla, the land allocation system changed, leading to illegal land allocation and conflict between IDPs and host communities. PAH only constructed the water points in locations agreed by the IDPs' leaders in close consultation with the host community to mitigate conflict as the result of the intervention.

IDPs and host communities are represented equally in all project activities to minimize issues of conflict over resources among the communities. Consultations and information sharing is done on a weekly basis as part of accountability to affected populations, and issues arising from these exchanges are used to adapt programming. For example, additional rehabilitation of water points for the host community was included in the project following implementation to avoid conflict between the IDPs and leaders of the host community. Biweekly community meetings and internal complaint and feedback mechanisms are being used to continuously monitor conflict dynamics and address any issues arising to uphold a conflict-sensitive approach. Conflict sensitivity is contributing to durable solutions to displacement in Mangalla by promoting the collaborative engagement of IDPs and host communities over the new and rehabilitated water resources and the strengthening of community-based conflict management mechanisms. PAH engaged other Cluster Partners in the analysis and partners. The lessons learned in Mangalla are being shared with Cluster Partners to promote conflict-sensitive approaches to WASH programming in IDP contexts.