QUALITY ASSURANCE & ACCOUNTABILITY INITIATIVE

NWCC & UNICEF Briefing

10th July 2020

RATIONALE

Context:
- Increasingly complex operating environment
- Demands on the humanitarian sector to improve quality and AAP
- Repetitive quality issues across contexts

Monitoring
- M+E systems designed for upwards accountability, not quality management
- Technology enables large volumes of data collection, overwhelming analysis capacity
- Field-level information is rarely used to improve decision making

Accountability to Affected Populations
- Participation and accountability to affected populations are under-prioritised
- Voices of those affected by crisis are under-represented agency and cluster level
- Responses are often blind to different needs and vulnerabilities

VISION

WASH Cluster platforms implement a **routine**, **collective approach** to response monitoring that supports **results-oriented**, **evidence-based decision making** to ensuring that **standards for quality** and **accountability** in humanitarian WASH responses are met and maintained, with continuous improvement. This requires an approach that:

- Supports data-driven prioritisation and decision making;
- Enables participation from all WASH partners in a strengthened coordination platform;
- Strengthens accountability to affected populations and between partners;
- Provides confidence that standards and objectives are being met.

→ Initiative that is a key axis in the Global WASH Cluster's 2020-25 Roadmap *Delivering Humanitarian WASH Anywhere and Any Time*

VALUE FOR PARTNERS

- Strengthened coordination role for clusters & UNICEF;
- Clear harmonisation of contextualised technical standards and approaches;
- Improved value from investments in assessments, monitoring and accountability systems;
- Streamlined reporting requirements;
- Information products that add value for decision making;
- Improved evidence base to be used for advocacy and lessons learned.

→ Change in the paradigm of data monitoring and analysis, not another reporting burden

GOVERNANCE

GLOBAL WASH CLUSTER SAG
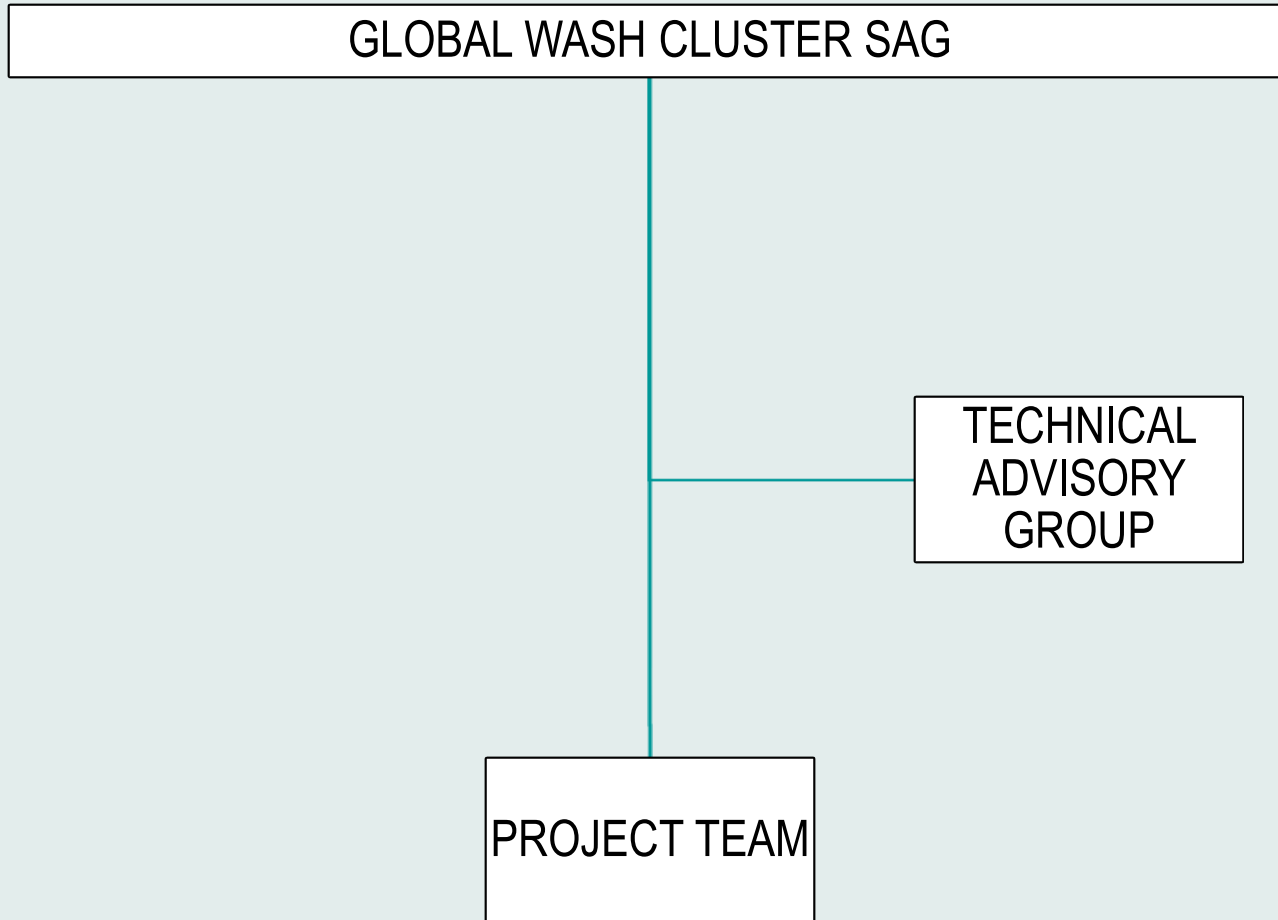
- Initiative will report to the GWC SAG as part of the Road Map 2025 implementation plan

TECHNICAL ADVISORY GROUP

- TAG will provide technical input on e.g standards, monitoring approaches, evidence base

PROJECT TEAM

- Project team (Oxfam and SI) responsible for deliverables

PROGRESS AND PLANNING NEXT STEPS

PHASE 1: DEVELOPMENT 2019

- Research, concept development
- Field visits to understand context
- Early in-country testing
- Initial guidance and framework

PHASE 2: EARLY ADOPTION 2020

- Finalise guidance and framework
- Further piloting
- Remote support
- Dissemination, building engagement
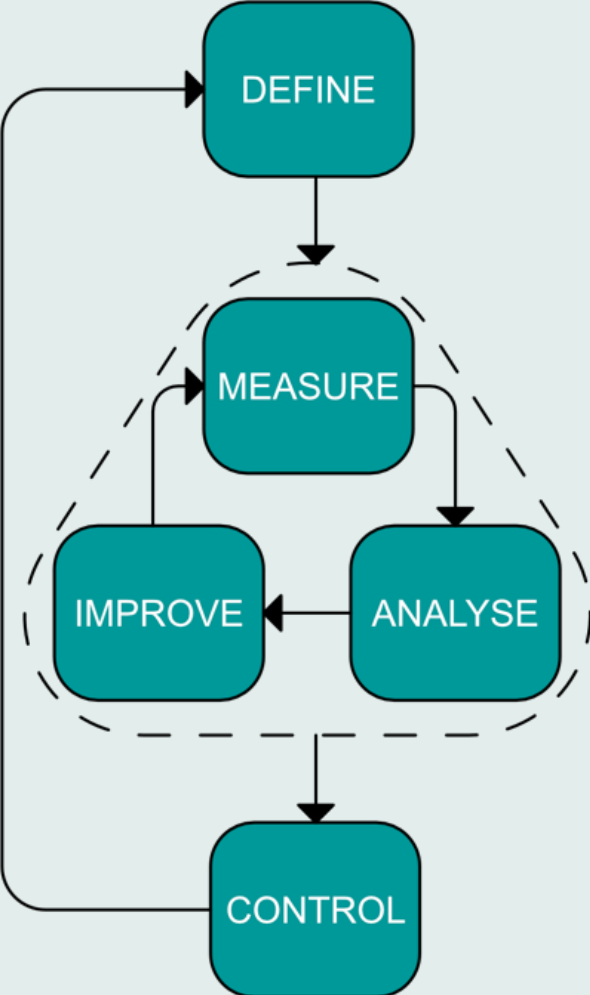- Learning and improvement

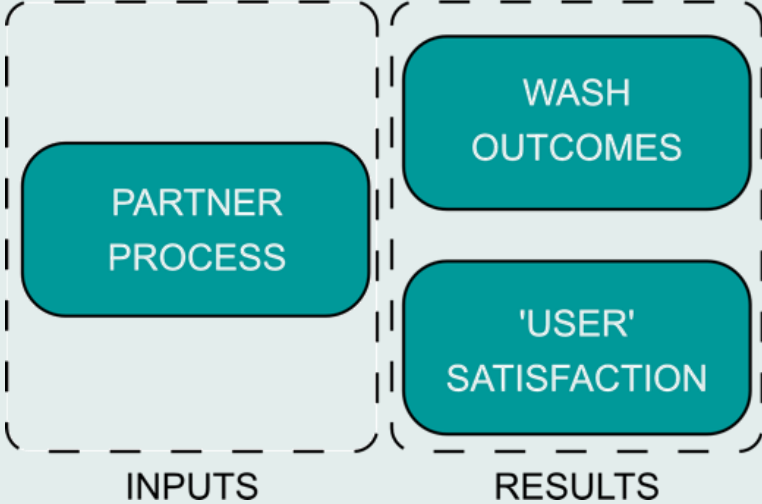**PHASE 3: WIDESPREAD ADOPTION 2021 →**

- Training and dissemination
- Remote support
- Additional tool development
- Learning evaluation
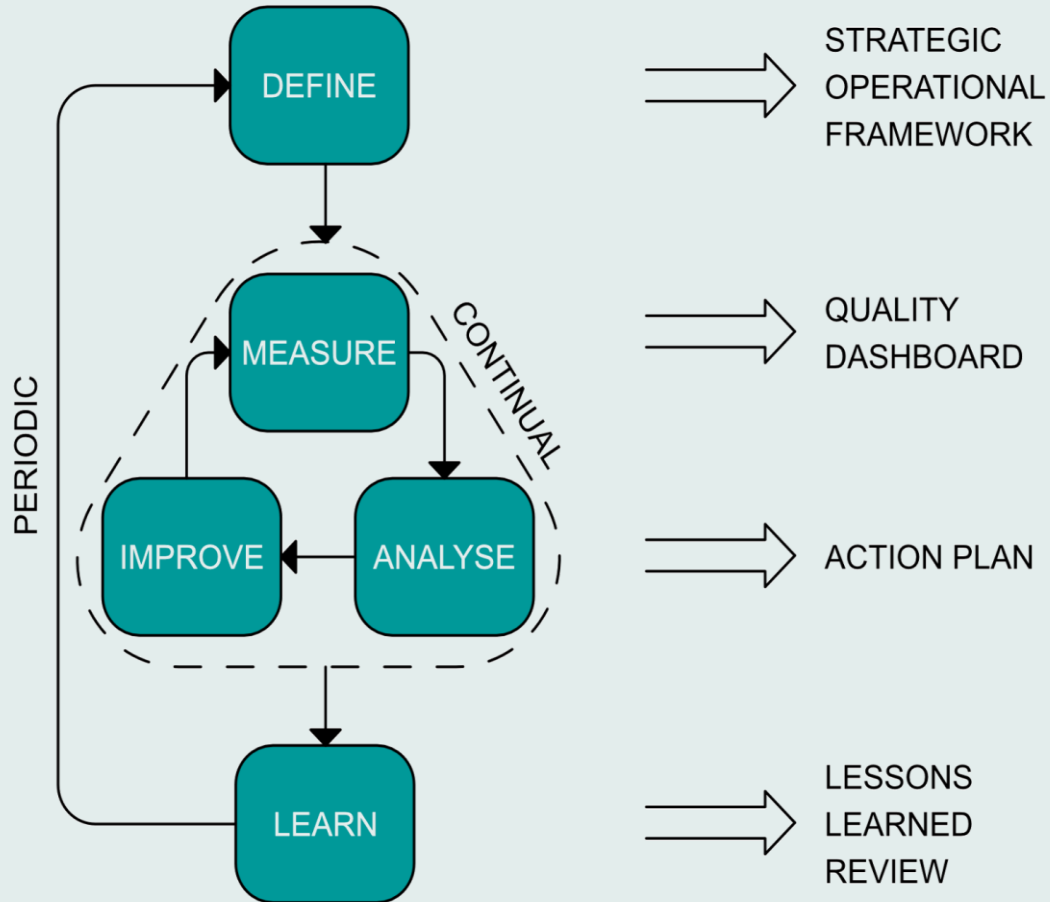- Opportunities in other sectors and programme management

PROCESS STEPS

DEFINE ➡ STRATEGIC OPERATIONAL FRAMEWORK

MEASURE ➡ QUALITY DASHBOARD

IMPROVE ← ANALYSE ➡ ACTION PLAN

LEARN ➡ LESSONS LEARNED REVIEW

PERIODIC

CONTINUAL

5 Steps:

1. Collectively **DEFINE** standards, objectives and approaches

2. **MEASURE** against these indicators using available data

3. Jointly **ANALYSE** the information to identify gaps

4. Plan and implement corrective actions to **IMPROVE** the response; provide **feedback** to affected populations

5. Document changes made and lessons learned to **CONTROL** future issues

INFORMATION FLOW

GLOBAL

GLOBAL WASH CLUSTER
PARTNER HQ

COORDINATION

ICCG, DONORS, HCT...

INTER-SECTOR REPORTING

NEEDS ASSESSMENTS

THIRD PARTY MONITORING

DATA COMPILATION

QUALITY SNAPSHOT

JOINT ANALYSIS

ACTION PLAN

ACCOUNTABILITY MECHANISMS

COMMUNITY ENGAGEMENT

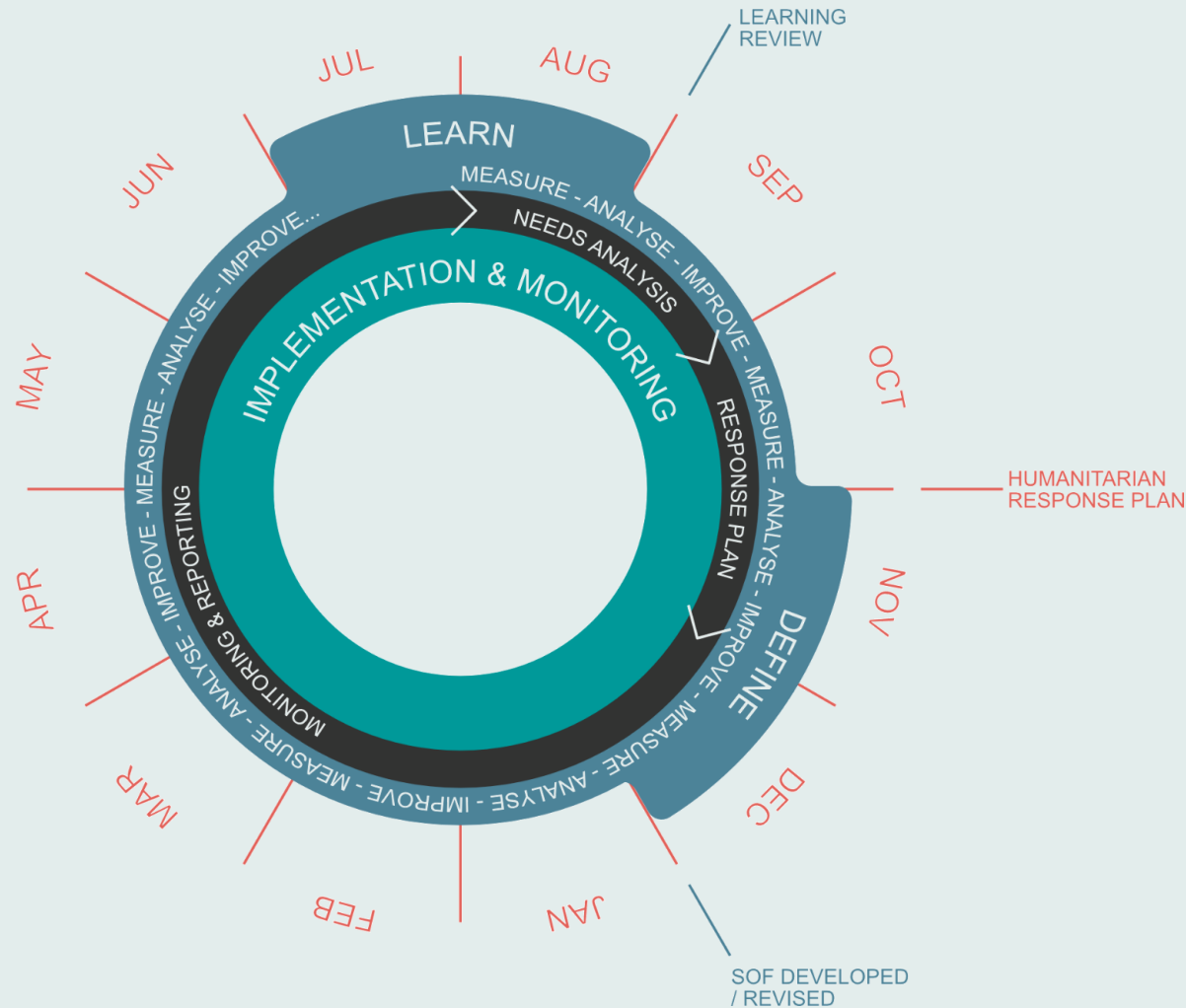PROGRAMME MONITORING

FIELD

IMPLEMENTING IMPROVEMENTS

FEEDBACK

CRISIS AFFECTED PEOPLE

PROCESS AND THE ANNUAL HPC

DEFINE:
- November – December
- After finalisation of HRP

MEASURE-ANALYSE-IMPROVE:
- Continuous

LEARN:
- July – August
- Before HRP process

MODULAR ANALYTICAL FRAMEWORK

- Monitoring framework identifying key quality indicators and data collection
- Modular system linked to specific WASH objectives
- Based on existing standards (SPHERE, CHS) and data collection approaches (Indicator Registry, MICS)

3 Perspectives:
1. What **PROCESSES** do WASH partners have in place to ensure quality and accountability?
2. How effectively are WASH partners achieving desired **OUTCOMES**?
3. How does the affected population **PERCEIVE** the way WASH services are delivered?

MODULAR ANALYTICAL FRAMEWORK

PARTNER PROCESS

WASH OUTCOMES

'USER' SATISFACTION

INPUTS

RESULTS
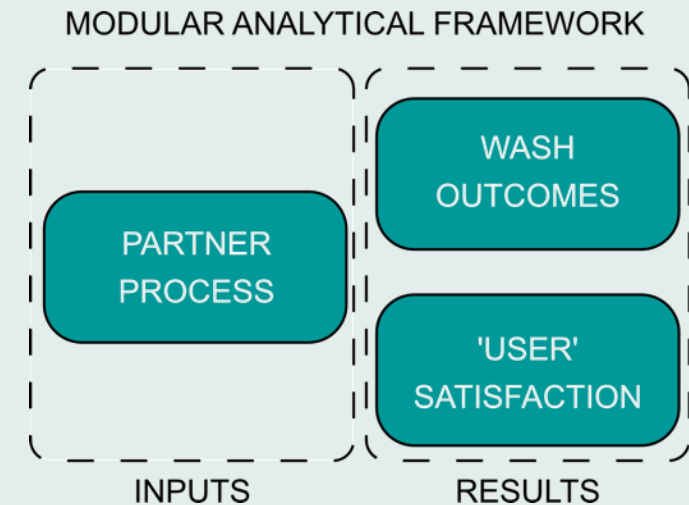
MODULE STRUCTURE

Each module provides an analytical framework for evaluating a specific dimension of quality along with guidance on monitoring and analysis.
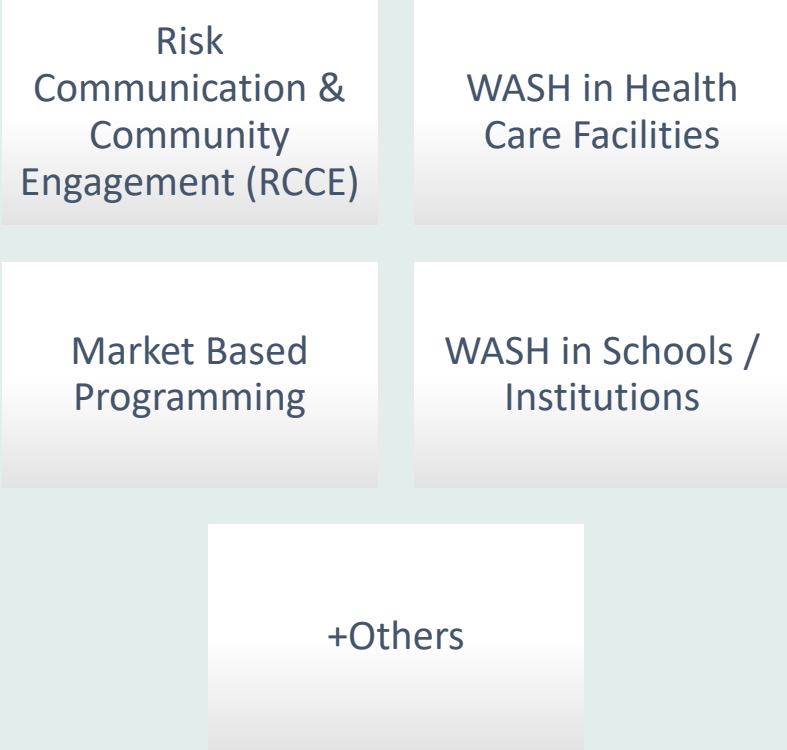
Each module includes:
- References to globally recognised standards
- Key Quality Indicators (KQI) and benchmark guidance
- Relevant monitoring approaches
- Questions to support data analysis and prompt further discussion

MODULES

Completed:

People Centred Programming
- Satisfaction
- Safety
- Participation
- Inclusion
- Feedback

Public Health Risk
- Water quantity
- Water quality
- Sanitation
- Handwashing

WASH Services
- Water supply
- Sanitation
- Hygiene
- Menstrual hygiene

Planned:

Risk Communication & Community Engagement (RCCE)

WASH in Health Care Facilities

Market Based Programming

WASH in Schools / Institutions

+Others

PUBLIC HEALTH MODULE

MODULE	PUBLIC HEALTH RISK Reduce public health risks by creating barriers to faecal-oral transmission along the pathways described in the F-diagram			
COMPONENT	WATER QUANTITY	WATER QUALITY	EXCRETA DISPOSAL	HANDWASHING
STANDARD	SPHERE 2018 **Water supply standard 2.1: Access and water quantity** *People have equitable and affordable access to a sufficient quantity of safe water to meet their drinking and domestic needs.*	SPHERE 2018 **Water supply standard 2.2: Water quality** *Water is palatable and of sufficient quality for drinking and cooking, and for personal and domestic hygiene, without causing a risk to health.*	SPHERE 2018 **Excreta management standard 3.1: Environment free from human excreta** *All excreta is safely contained on-site to avoid contamination of the natural, living, learning, working and communal environments.*	SPHERE 2018 **Hygiene promotion standard 1.1: Hygiene promotion** *People are aware of key public health risks related to water, sanitation and hygiene, and can adopt individual, household and community measures to reduce them.*
KEY QUALITY INDICATOR	**Outcome:** % of affected population using a sufficient quantity of water for drinking, cooking, cleaning and personal hygiene	**Outcome:** % of affected population using water for drinking and cooking that is acceptable quality	**Outcome:** % of affected population disposing of their faeces safely every time they defecate	**Outcome:** % of affected population washing their hands with soap at key times
BENCHMARK GUIDANCE	Quantity (l/p/d) agreed by WASH cluster partners through consultation with different affected groups or by reference to national standards	Quality agreed by WASH cluster partners through consultation with different affected groups, an understanding of treatment methods and an analysis of waterborne risks in the context	Safe disposal means that faeces is disposed of in a way that effectively prevents contact with people, the environment and other potential vectors. Minimum requirements and approaches to be agreed by the WASH cluster partners	Soap: Effective cleansing agents include solid or liquid soap, detergent, chlorinated water or ash, the choice of appropriate method should be made based on local context and acceptability Key times: As defined by cluster partners, but generally before touching food (eating, preparing food or feeding a child) and after contact with excreta (after using the toilet or cleaning a child's bottom)

FIRST STEPS

Collective standards setting:
- Definition document that sets out contextualised standards

Monitoring and reporting:
- Limit reporting requirements to data that is useful for decision making
- Recognise the limits of 4Ws approach – geographic gaps and duplication
- Prioritise tracking outcomes over outputs and reach – setting indicators
- Share information that reflects the ground truth, highlight data gaps
- Beware of averages and aggregations - look for differences and inequalities

Joint analysis:
- Use meetings to agree priority issues and plan for action
- Find opportunities to bring constituents voice to analysis

QAAI NEXT STEPS

Support to countries

- Actively seeking countries to pilot
- Remote or in-country support

Additional guidance, tools development

- Guidance for developing SOF
- Tools and templates for monitoring, analysis and learning + case studies
- Additional module development based on need

Dissemination and engagement

- GWC Partners
- Donors
- UNICEF as key partner

WAYS TO SUPPORT

- Provide feedback on the guidance, framework and tools from users' perspective

- Let us know what good practice you see

- Share case studies, evaluations, similar initiatives that we can learn from

FEEDBACK, QUESTIONS

- What good practice is already happening that we can learn from?
- What are the pre-requisites for implementing QAAS?
- How can we address barriers?
- What additional tools, trainings, support do we need to develop to support the process?

THANK YOU

WASH Cluster
Water Sanitation Hygiene

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