**Terms of Reference: Revision of IFRC Sustainable WASH Software Tools**

**Background and Problem Statement**

The important role of hygiene promotion (HP) is clearly defined in the International Federation of the Red Cross and Red Crescent (IFRC) Water and Sanitation Policy and in key strategic documents. No programme to provide safe water supply and sanitation can be effective without a substantial hygiene promotion component to support hygiene behaviour change and proper use and maintenance of facilities. The Red Cross Red Crescent Movement (RCRC) has, over the last ten years, dedicated a substantial amount of time and resources to improve its ability to deliver hygiene promotion in acute emergencies and long term development. It should be noted that ‘hygiene promotion’ in the context of the IFRC is taken to mean all WASH related software, including design, provision, use and maintenance of materials and facilities, community mobilisation, the link between the work of the hygiene promoter and the engineers or technicians and sharing of information between the professionals and the affected communities. Hygiene promotion is integral to all water and sanitation programmes, and requires a multi-disciplinary approach. Hygiene promotion is considered to be distinct to health promotion.

When the IFRC launched the Global Water and Sanitation Initiative (GWSI) in 2005, a key criterion for GWSI projects was a balance between hardware and software activities. This requirement in the context of the ambitious scale of GWSI meant that a standardized methodology to hygiene promotion was necessary. The PHAST approach was chosen for a variety of reasons, including its activities related to both hygiene behaviours change and infrastructure selection and maintenance. Nearly a decade on and after implementation in over 60 countries, PHAST today varies significantly across the world and often bears little resemblance to the original approach. PHAST is also operating in an environment with other community mobilization methodologies, some of which are government mandated. Tools such as mobile phones can reach target populations faster and at larger scale as well as improve assessment and two-way communication with communities.

The IFRC released a publication providing guidance on software in long term development programmes in 2007. The document primarily focusses on PHAST. The guidance document requires a revision to reflect the evolution of hygiene promotion methodologies in the developmental context over the last years and incorporate current thinking around behaviour change communication and social marketing approaches.

One key topic missing from the software guidelines is CLTS. The IFRC released a discussion paper on CLTS in 2010. At the time, it was a struggle to find RCRC projects which utilized the approach. Since then, the number of GWSI projects with a CLTS component has soared and CLTS has been implemented in a wider array of contexts, including urban and peri-urban settings. Furthermore, CLTS itself has changed. On certain points, the IFRC discussion paper differed from the standard CLTS approach. The sector’s approach to CLTS has come closer to the IFRC’s stance on some issues, such as shame, while others, such as subsidy, remain divisive. The IFRC would like to draw on the wealth of project experience to update the CLTS discussion paper and provide guidance on best practice to National Societies who are implementing the approach.

In addition to CLTS, other important topics such as sanitation marketing, menstrual hygiene management, WASH in schools and community management systems for water and sanitation facilities need to be better articulated in the software guidance, showcasing the experience and knowledge developed in the RCRC in the last years.

Since the IFRC launched GWSI in 2005, more than 450 large scale long term projects have been completed in 80 countries. It has been challenging to assess, immediately after project completion, to what extent communities and local authorities are truly self-sufficient in operating and managing the facilities provided by the intervention, and how changes in hygiene behaviour and access to safer water sources and sanitation services are sustained in the target area. The ‘Look-Back’ methodology provides a framework for the post-project evaluation years after project completion. The purpose of the methodology is to facilitate a better understanding of the long-term impact of a WatSan intervention and the sustainability aspects of that intervention over 2-4 years after project completion.

Look Back studies undertaken to date have shown impressive results in terms of sustained WASH coverage and behaviour change. However, even 90% sustainability still means 10% of the target population no longer have access to water or sanitation infrastructure or are no longer practicing improved hygiene behaviour. The IFRC and partner National Societies are exploring innovative methods of financing repairs to poorly maintained infrastructure. However, we lack the tools to “fix” problems that have gone wrong with hygiene behaviour and community management. Developing tools to improve software in completed projects would help ensure that the same cycle is not repeated.

Furthermore, the new revisions to the IFRC Sustainable WASH Software tools must focus to incorporate the Global Sustainable Development Goals (SDGs) and achieving the national and global outcomes on SDG 6 and provide contributions to the SDG 3.

**Consultancy Objectives**

The long term objective of the work is to improve the quality and reach of the HP component within IFRC long term developmental WASH programing.

The output proposed under this consultancy is the revision of the publication “The International Federation software tools for long-term water and sanitation planning”. However, the main challenges are likely to be wide uptake and consistent implementation. The process of revising the publication in consultation with field practitioners is, therefore, as important as the outputs themselves. To reflect this issue the scope of work includes an initial data gathering and feedback stage to inform the program design and build ownership of the tool within the IFRC and National Societies (NS).

The specific objectives of this consultancy are to:

* Assess the needs for support in long term developmental Hygiene Promotion programming within the RCRC Movement and develop a set of recommendations for future approaches to capacity development
* Produce a draft revision of the publication “The International Federation software tools for long-term water and sanitation planning”.
* Develop a roll out plan for the new publication

**Scope of Work**

The scope of work is summarized in the bullet points below:

* Desk study of previous research and current frameworks and approaches for sustainable WASH software and behaviour change communication (BCC). The Consultant is expected to be familiar with these major publications and this activity is expected to take limited time.
* Complete an overall mapping of current WASH software approaches used in RCRC and conduct an assessment of the gaps in the sector needing support and identify actions to be taken forward by the IFRC in the future, building on the 2007 publication, including;  
  (a) the priorities and gaps within sustainable WASH software, and key challenges faced, and (b) an outline of developments and advances in sustainable WASH Software and BCC since the publication of the original document.

(c) explore the linkages of WASH Software and other similar software (such as CBHFA) within the Movement and how the national country plans on achieving the SDG 6 can be linked by NSs to establish safe and durable water usage and enhance safer and sustainable environmental sanitation.

The initial contact will have been made by the IFRC with NS WASH focal points to present the proposal and request inputs. Activities would include:

* + A basic e-survey (or something similar to collect a wide range of opinions from across the movement in a non-labour intensive way) of WASH specialists. The surveys should be as wide as possible and include both hardware and software specialists and a wide range of experience. Questionnaires will need to be developed in close collaboration with the IFRC, and other funding NS, and approved before being circulated. It is anticipated that a draft would be developed and tested before being rolled out to a wider audience.
  + Key informant interviews of NS involved in sustainable WASH activities to gain greater depth on specific issues. Interviewees would be identified based on the results of an initial survey.
  + Summary of the sustainable WASH software needs within the RCRC and recommendations for key actions required. Annexes should include: Bibliography, questionnaire and analysis of results, summary of interviews.
* Facilitate a technical working group to review the primary and secondary data collection, analysis and report. Agree next steps in development of the revised publication and actions to be taken forward in the future.
* Develop summary materials for the IFRC to feedback results and agreed steps to survey participants
* Initial publication revision, consolidating existing good practice and knowledge in WASH software (behaviour change and management of facilities), including the following key elements:
  + Process to be based around good practice project cycle management; assessment planning, implementation, monitoring, and review
  + Distinct guidance for water supply, sanitation, and hygiene behaviour change in communities and schools within rural and urban context.
  + Guidance for each stage of the process, including: recommended tools to be used and existing resources for each stage, links into the hardware activities and possible integrations with other software approaches, key questions to be answered and outcome indicators.
  + Incorporation of approaches for WASH behaviour change such as CLTS/SLTS, CHAST or child to child approaches, SHEEP, sanitation marketing, social marketing, appreciative inquiry, mother/hygiene clubs, model home approach, etc.
  + The above guidance should include recommended actions to take into account cultural preferences, issues relating to gender, diversity, disabilities, vulnerable groups and a broad disease reduction portfolio (i.e. not only diarrhoeal disease). These issues should be referenced at each step with guidance on issues to consider, key questions etc.
* Virtual workshop to jointly discuss and further develop the publication with sector specialists from NSs involved in sustainable WASH. The participants should include both hardware and software specialists and a wide range of experience.
* Developing a roll out plan for the revised publication.

Outputs are summarized in the next section. Each output would be submitted in draft and then updated to include feedback to and from IFRC and NS.

**Consultancy outputs and schedule**

The final outputs and approximate schedule are as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Output** | **Schedule** | | **Payment (% of total)** |
| **Draft** | **Final** |
| Summary of the current WASH software gaps & needs within the RCRC and recommendations for key actions required. | August 2016 | September 2016 | 20 |
| Framework and workshop report | early October 2016 | November 2016 | 30 |
| Revised publication and roll out plan | Mid October 2016 | November 2016 | 40 |
| Summary report detailing learning from workshop | December 2016 | End December 2016 | 10 |

Outputs will be summaries and should be kept as short and concise as possible. Details should be included as annexes.

**Estimated Budget**

The budget is capped at CHF xxx for consultant costs, including travel and subsistence costs. All printing costs will be covered by the IFRC. The outline budget and time estimates are outlined below, these times include time taken to include comments and feedback from IFRC and NS.

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **No. days** | **Time costs (CHF)** | **Transport, comms, travel costs (CHF)** |
| Desk review | 3 |  |  |
| Develop, test and issue survey | 5 |  |  |
| Collate and review results – agree key informants | 3 |  |  |
| Key informant interviews | 6 |  |  |
| Report summarizing desk review and primary data collection and analysis | 5 |  |  |
| Arrange and facilitate technical working group | 5 |  |  |
| Prepare summary and feedback to participants | 2 |  |  |
| Draft publication | 15 |  |  |
| Virtual Workshop preparation and facilitation | 5 |  |  |
| Update publication | 6 |  |  |
| Summarise additional learning points | 1 |  |  |
| Develop roll out plan | 1 |  |  |
| Dissemination of final deliverables – printing etc. | 0 |  |  |
| **Total** | **<57** |  |  |

**Management of consultancy[[1]](#footnote-1)**

The consultant will be contracted by IFRC and the standard contractual terms will apply.

The IFRC will lead on the selection and day to day management of the Consultant. The Swedish Red Cross and other PNS funding the work would be involved in selection of the Consultant (including shortlisting and final selection), Technical Working Group and review of the key deliverables.

The Consultant will be provided with a detailed briefing on IFRC sustainable water and sanitation programming, introduction to key informants, provision of background material and detailed feedback on all deliverables.

**Required minimum experience/qualifications of the Consultant team**

The consultant team will meet the following minimum requirements:

* Extensive experience (10+ years) of hygiene promotion in both the development and emergency contexts with established NGOs and Government agencies
* Substantial understanding (5+ years) of WASH hardware in emergencies with established NGOs and Government agencies
* Excellent spoken and written English (French or Spanish would be an advantage)
* Good teamwork and collaborative working
* Good understanding of the Red Cross movement
* Experience with the Red Cross would be an additional advantage

1. This could be a single consultant or a team [↑](#footnote-ref-1)