



Humanitarian
innovation fund

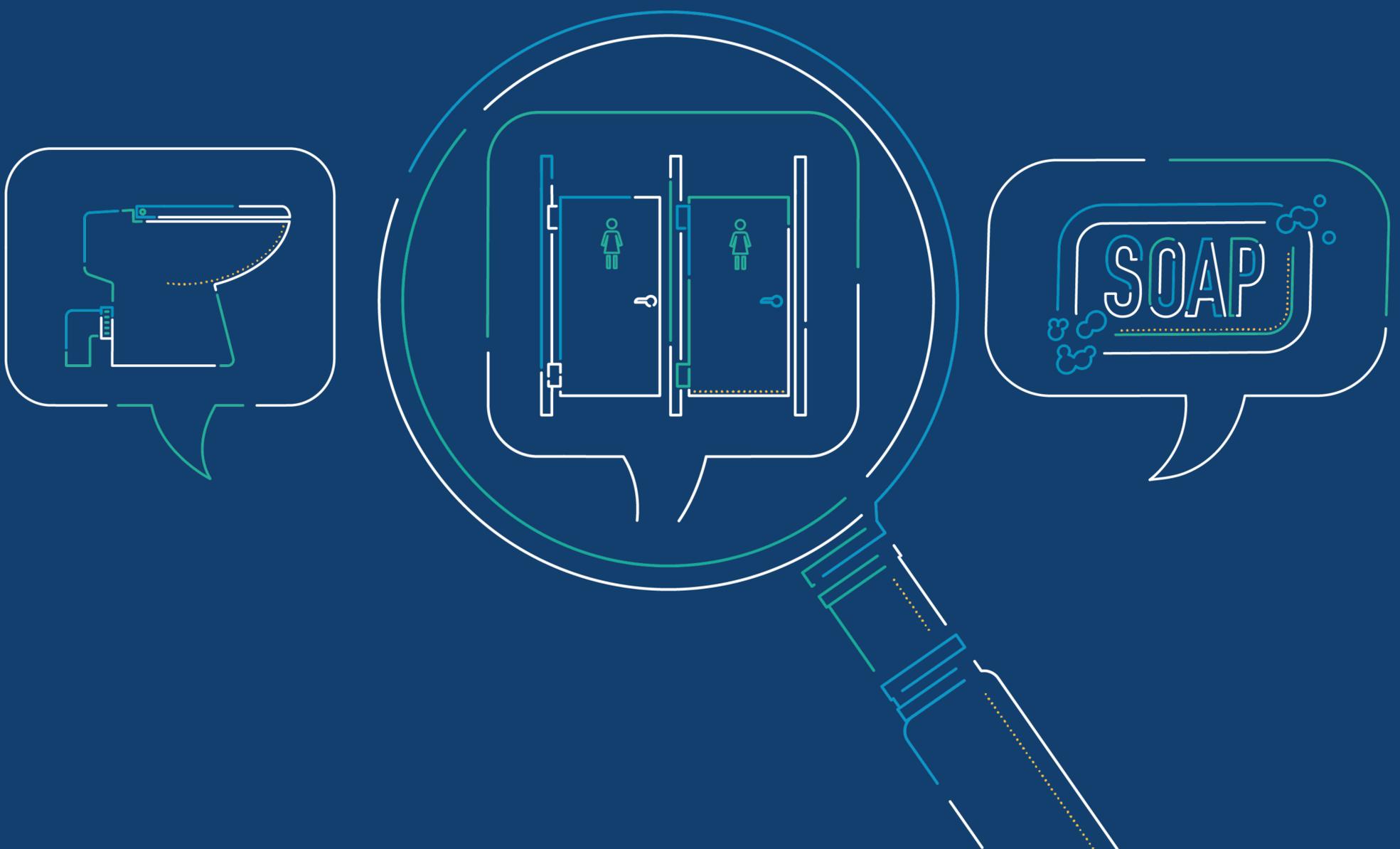
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CHALLENGE:

User-centred sanitation design through
rapid community engagement

HANDBOOK 1:

Call for a Research and Evaluation Partner



ABOUT THE CHALLENGE

The Humanitarian Innovation Fund (HIF) is launching a new Challenge to understand how to design, implement, and evaluate approaches to user-centred sanitation that incorporate rapid community engagement and are appropriate for the first stage of rapid-onset emergencies.

As part of this Challenge we're launching three Calls:

- **Call for a Research and Evaluation Partner:** A call for a research partner with monitoring and evaluation experience to undertake three key tasks:
 - conduct a review of existing community engagement practice and relevant approaches that could be applied in rapid-onset emergencies;
 - coordinate data collection and evaluate the effectiveness of up to five projects exploring community engagement in the implementation of sanitation facilities in rapid-onset emergencies;
 - draw together good practice guidance on how to carry out and evaluate rapid community engagement projects in emergency sanitation.

Funding of up to £200,000 is available for the successful applicant.

- **Call for Rapid Community Engagement Projects:** A call to create innovative approaches to rapidly engaging with and understanding the sanitation needs of emergency-affected communities. Up to five projects will be selected. Funding of up to £100,000 is available for each chosen project.

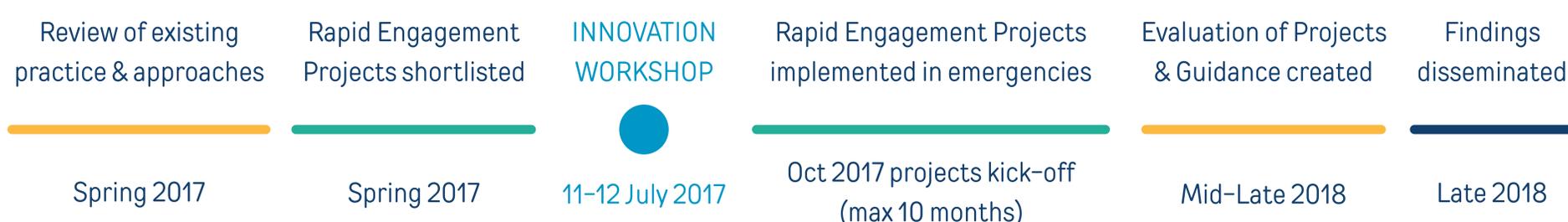
- **Call for a Dissemination Partner:** The role of the Dissemination Partner will be to work with the Research and Evaluation Partner to translate their findings into an engaging output, as well as create and implement an effective and innovative dissemination plan. Funding of up to £40,000 is available for the successful applicant.

This Handbook contains details about the [Call for a Research and Evaluation Partner](#).

To apply for the Call, fill out the application from via our Common Grants platform accessible from the [Call for a Research and Evaluation Partner](#) webpage.

Separate Handbooks for the two remaining Calls will be made available on the [Challenge webpage](#).

CHALLENGE TIMELINE AND ROLES



WHEN	WHAT	WHO
Spring 2017	1. A Review of existing rapid community engagement practice and approaches	Research and Evaluation Partner (R&E Partner)
Spring 2017	2. Up to 10 Rapid Engagement Projects are shortlisted	The HIF and the R&E Partner
11-12 July 2017	3. Innovation Workshop with shortlisted Rapid Engagement Projects (UK)	<ul style="list-style-type: none"> • Workshop led and facilitated by the HIF • R&E Partner will present Review findings, as well as an initial version of a monitoring and evaluation framework for assessing the impact of community engagement projects in emergencies. • After the Workshop, shortlisted teams revise their monitoring and evaluation plans and applications. • The HIF and R&E Partner select up to 5 projects to receive funding and be delivered in emergencies.
Oct 2017 kick-off	4. Selected Rapid Engagement Projects have up to 10 months to implement and collect data on their projects in humanitarian settings	<ul style="list-style-type: none"> • Selected projects delivered in humanitarian contexts. They are also expected to collect data on their progress and impact. • The R&E Partner will coordinate and support data collection across projects.
Mid-Late 2018	5. Data collected from the Rapid Engagement Projects is analysed and outputs created	<ul style="list-style-type: none"> • R&E Partner analyses data and produces the content for the output. • R&E Partner together with Dissemination Partner decide on most appropriate format for output.
Late 2018	6. Findings are disseminated to the wider public	Dissemination Partner with support from R&E Partner



THE PROBLEM

There is an increasing recognition in the humanitarian sector of the importance of engaging local communities in the design, selection and implementation of sanitation facilities. Efforts are being made to better understand not only the physical and safety needs of those affected by a rapid-onset emergency, but also their cultural and religious contexts and how these shape sanitation practices and needs.

However, such efforts are currently isolated, with experiences not well recorded, reflected upon or communicated in a way that can inform and guide sanitation decision-making in rapid-onset emergencies. This makes it difficult to learn from mistakes and share good practice.

There is a need for a comprehensive review of current community engagement approaches, good practice, gaps, and opportunities for innovation. Any relevant examples from both emergency and non-emergency contexts should be included, as well as lessons to be learned and any necessary adaptations for rapid-onset emergencies.

Any review of community engagement in emergencies should include an ethical dimension. Ethical considerations should address both the 'who' and 'how' of engagement (e.g. the approach that is taken, who is included / excluded, whose views are being heard), as well as the consequences (e.g. the impact on community well-being and any unintended impact of the engagement process).

To help change practice and make the case for increased community engagement in sanitation decisions in emergencies, there is a critical need for more evidence of effectiveness and impact. But monitoring and evaluating community engagement in rapid-onset emergencies is a challenge. This is not only because of a lack of resources and time, but also because there is a lack of guidance around how this should be done in a humanitarian context. There is a need for robust, yet practical and accessible frameworks to help monitor and evaluate the impact of rapid community engagement in emergencies.

THE CALL

We're looking for a Research and Evaluation Partner to create good practice guidance for designing user-centred emergency sanitation provision using rapid community engagement approaches. The guidance should include information on how to design, implement and measure the impact of the approach and engagement with the affected communities. It should have direct applicability for the decisions humanitarian agencies need to make when designing sanitation in the early stages of an emergency.

Funding of up to £200,000 will be made available for the selected Research and Evaluation Partner.

Applications will be assessed based on their proposed approaches to meeting the Call objectives, their experience and skills, and value for money.

KNOWLEDGE, SKILLS AND EXPERIENCE

The Call is open for individuals, groups or organisations, as well as partnerships that contain the required mix of skills. Applicants are expected to have:

- Broad experience and knowledge of community engagement approaches (and related concepts) in humanitarian settings;
- Understanding of sanitation in emergencies;
- Extensive monitoring and evaluation experience and expertise;
- Familiarity with the dynamics and intricacies of humanitarian settings and the ethics of carrying out research in these contexts;
- Excellent research skills including (but not limited to) desk research and qualitative data collection, specifically interviews;
- A strong understanding of how to translate research findings and insights into engaging and practical outputs;
- Access to a varied network of expertise in both the humanitarian sector and in the community engagement sector;
- Excellent coordination and collaboration capabilities and experience of working with multi-stakeholder groups.

THE ROLE

The R&E Partner is expected to carry out the following tasks:

1. CONDUCT A LANDSCAPE REVIEW OF RELEVANT COMMUNITY ENGAGEMENT PRACTICE AND APPROACHES

The R&E Partner will first conduct a review of community engagement practice and approaches relevant for rapid-onset emergency contexts. The review should explore the challenges and lessons that have emerged from their application.

While the emphasis should be on user engagement to inform sanitation design, other relevant examples of best practice should be included. Likewise, examples of approaches or tools used in non-emergency contexts that could apply in an emergency should also be considered. The review should clearly set out which elements of existing practice and guidance are suitable for adaptation to an emergency sanitation context, and highlight any evidence, knowledge and practice gaps.

Another aim of the review is to provide an overview of the key ethical considerations involved in community engagement in humanitarian settings. This overview should provide the foundation for a chapter in the final output (see point 6 – Good practice guidance) that sets out how to manage these main ethical risks when doing community engagement in rapid-onset emergencies.

In conducting the Landscape Review, the R&E Partner is expected to engage with diverse stakeholders, from humanitarian practitioners, to sanitation engineers, consultants and donors to understand their views on community engagement, its role, and awareness of existing approaches. The Review should aim to build an understanding of how humanitarian agencies and engineers currently make decisions on emergency sanitation and the role of community engagement within this. Challenges or barriers to further community engagement should be outlined.

The aim of the Landscape Review is to both identify existing good practice, but also highlight gaps and opportunities for innovation in this space. Ideally, it should explore engagement methods beyond traditional community consultation approaches. The initial review findings will be shared at a 2-day Innovation Workshop that will take place in July 2017, in the UK.

THE ROLE

2. SHORTLIST COMMUNITY ENGAGEMENT PROJECTS

The R&E Partner will be expected to support the HIF in shortlisting up to 10 community engagement projects to attend a 2-day Innovation Workshop in July 2017 (Call for Rapid Community Engagement Projects will be launched the week commencing 27 February 2017). The shortlisting of projects will take place in May 2017.

3. DEVELOP A MONITORING AND EVALUATION FRAMEWORK

In preparation for the Innovation Workshop, the R&E Partner will be expected to develop an initial monitoring and evaluation framework for assessing the performance and impact of community engagement projects in rapid-onset emergencies.

4. SUPPORT INNOVATION WORKSHOP (11-12 JULY 2017, UK)

Between 11-12 July 2017 the HIF will host an Innovation Workshop with up to 10 shortlisted Rapid Community Engagement projects, in the UK. During this workshop, the R&E Partner will be expected to share their findings from the Landscape Review, outline best practice, key challenges and opportunities for innovation.

The R&E Partner will also be expected to share their initial monitoring and evaluation framework. This will be discussed in detail with the attending teams, together with its feasibility and application in practice.

After the Workshop, the shortlisted applicants will update their proposals, including their own monitoring and evaluation plans. The R&E Partner is expected to support the HIF with the evaluation of the proposals and the selection of up to 5 community engagement projects that will be implemented across different humanitarian settings. The final selection of projects will take place in August 2017.

5. COORDINATE AND SUPPORT DATA COLLECTION (KICK-OFF OCTOBER 2017)

The R&E Partner will be responsible for updating the monitoring and evaluation framework based on feedback received during the Innovation Workshop. This will then be shared with the selected community engagement projects and a finalised version of the framework will be implemented in practice.

The selected teams will have a 10-month timeframe to implement their projects and collect the required data. The kick-off period for projects is October 2017. The R&E Partner will have to ensure that the selected projects adhere to the monitoring and evaluation framework and collect consistent, relevant and comparable data on their work and impact. This may require some travel to project sites.

THE ROLE

6. ANALYSE DATA FROM COMMUNITY ENGAGEMENT PROJECTS AND CREATE OUTPUTS

The R&E Partner will collate all the data received from the engagement projects and generate insights. The following outputs are expected:

1. **Write-up of findings:** This will be an overview of the whole project and its findings. It should include relevant information from the Landscape Review, an overview of the community engagement projects and their findings, and a summary of the good practice guidance (see output below). Details including data collected on the projects should be included as Annexes.
2. **Good practice guidance:** This output is intended to provide guidance on how to effectively design, implement, and evaluate community engagement projects around sanitation in rapid-onset emergencies. The objective of these projects should be to support and inform decisions in emergency sanitation. The relevant format of this output should be designed in collaboration with the Dissemination Partner (Call for Dissemination Partner to launch in February 2017). The content will be produced by the R&E Partner and should include:
 - guidance on how to effectively design and implement community engagement projects in rapid-onset emergencies;
 - guidance on how to monitor and evaluate the impact of rapid community engagement projects in emergencies;
 - an overview of key ethical considerations involved in community engagement in humanitarian settings.

The R&E Partner is strongly encouraged to explore options for developing the project findings into a peer-reviewed article. Any other output suggestions are welcome.

7. SUPPORT THE DISSEMINATION OF FINDINGS

The R&E Partner will support the Dissemination Partner to share the good practice guidance with the broader humanitarian community and any other relevant actors involved in making sanitation decisions in emergencies.

Applications should build in some flexibility in their budget to accommodate this collaboration.

APPLICATION TIMELINE AND PROCESS



1: R&E PARTNER CALL OPENS

The R&E Partner Call for applications opens the week commencing the 16th January and is open until the 10th March 2017. Apply via the Common Grants platform (see relevant links on [Call page](#)).

2: SHORTLISTING

Applications will be assessed by the HIF based on their proposed approaches to meeting the Call objectives, their experience and skills, and value for money.

3: INTERVIEWS

Shortlisted applicants will receive feedback from the HIF and will be invited for a follow-up online interview to discuss their application in greater detail. Interviews will take place in the first week of April 2017.

4: R&E PARTNER CHOSEN

Following the interviews, the most suitable candidate will be chosen by the HIF as R&E Partner.

YOUR APPLICATION

To apply for the Call, register via our Common Grants platform accessible from the [Call for a Research and Evaluation Partner](#) webpage.

In filling out this application online, you will be expected to provide the following:

- Details of your experience and understanding of community engagement approaches, humanitarian settings and sanitation;
- A proposal for the methodology and content of the Landscape Review;
- A proposal for the methodology for monitoring and evaluating community engagement projects in rapid-onset emergencies;
- Details of the types of data that you would want to be collected by each community engagement project;
- Suggested formats for disseminating findings from the monitoring and evaluation process;
- Details of your team's expertise and experience;
- A budget and work plan.

For the full list of requirements and details about the application process register via the Common Grants platform.



WHAT DO WE MEAN BY...

PART 1

Emergencies/ Humanitarian contexts

The HIF funds innovations that aim to improve the effectiveness of humanitarian assistance. The HIF defines humanitarian assistance as aid and action designed to save lives, alleviate suffering, and maintain and protect human dignity during and in the aftermath of emergencies (see [Global Humanitarian Assistance](#) definition of ‘humanitarian assistance’).

Rapid-onset emergency

A rapid-onset emergency is an emergency that is triggered suddenly, with little to no time for preparation. Frequent causes include conflict, earthquakes, hurricanes, tsunamis, volcanic eruptions, or cyclones. In a rapid-onset emergency, sanitation facilities typically need to be chosen and implemented within less than 12 weeks from the emergency ‘event’.

For the purpose of this Challenge, we are particularly interested in community engagement approaches that can be used in the early stages of a rapid-onset emergency. Ideally, an adaptation of these approaches should also be suitable to more protracted emergency settings.

Innovation (in a humanitarian context)

Humanitarian innovation is an iterative process that identifies, adjusts and diffuses ideas for improving humanitarian action. It is about individuals and organisations working together to find new solutions to existing and emerging problems.

We’re looking for projects that focus on creating and/or implementing a new or improved technology, product or process. The innovation must contribute to improving the relevance, appropriateness, coverage, efficiency or effectiveness of humanitarian aid relative to existing practices.

For this particular Challenge, we’re looking for innovative approaches to engaging with and understanding the affected communities’ sanitation needs, ways to monitor and evaluate the performance of these approaches, and finally effective ways to disseminate resulting good practice.

Our approach to innovation has been largely informed by ALNAP’s 2009 report, ‘[Innovations in humanitarian action](#)’, which was one of the first major pieces on humanitarian innovation and spurred initial funding from DFID to establish the HIF. More recently, a 2016 HIF-ALNAP publication, ‘[More than just luck](#)’, sought to better define and understand what successful innovation looks like in the humanitarian sector.

WHAT DO WE MEAN BY...

PART 2

User-centred design

The concept of user-driven design originates from private sector innovation and design-thinking. The main difference from other product design philosophies is that user-centred design tries to optimise the product around how users can, want, or need to use the product, rather than forcing the users to change their behaviour to accommodate the product.

Community/user engagement approach (communities as users of sanitation)

Actions and processes taken to understand the basic needs, preferences and cultural practices of emergency-affected communities in order to design and implement relevant and appropriate sanitation solutions.

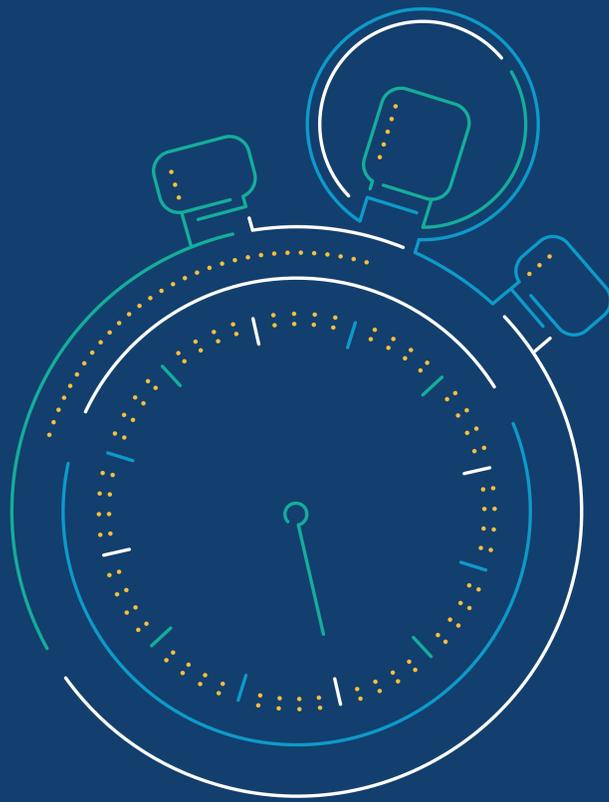
Approaches to user-centred sanitation design can take many forms and include different levels and types of community engagement. Engagement can range from observing users' behaviour to consulting with them on key decisions, or the co-design of sanitation facilities with communities. Applicants for this HIF Challenge should suggest what types of engagement, alongside potential other approaches to user understanding needs and preferences, are appropriate in this particular context. We invite applicants to explore how the diversity of user experiences can be understood, not just those of the most vocal or well-represented groups in the community. These nuances will be presented in more detail in the separate Call Handbook for Rapid Community Engagement projects.

Community engagement approaches should consider not only how to effectively and rapidly gather insights from users, but also how to make sure that these insights get translated into more appropriate sanitation facilities.

Sanitation decisions

The provision of facilities and services for the safe disposal of human urine and faeces. In its most basic form, this refers to decisions around choosing appropriate toilets to use in an emergency. On a case-by-case basis, these decisions could also extend to details about the layout and design of the toilets, or complementary hand washing facilities. As part of this Challenge, the term 'sanitation' does not include faecal sludge management, sewerage, provision of clean water, or waste management.

Selected Rapid Community Engagement Teams are expected to liaise with local sanitation engineers to understand the diversity and breadth of sanitation decisions they are able to make in a given emergency context and design community engagements that facilitate their decision-making around these aspects.



We look forward to receiving your proposals!

Apply for the Call via our Common Grants platform
by 10 March 2017 (23:59 GMT)

