

# Global WASH Technical Capacity Statement

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# WASH TECHNICAL CAPACITY STATEMENT

## Overview

World Vision is a humanitarian organisation dedicated to working with children, families, and their communities in nearly 100 countries to reach their full potential by tackling the root causes of poverty and injustice. World Vision water, sanitation and hygiene (WASH) programmes focus on children and families having access to safe, equitable and sustainable clean water, dignified hygiene, and appropriate hygiene behaviours. World Vision engages in WASH activities in a variety of settings – households, communities, schools, health care facilities, remote rural settings, urban<sup>1</sup> and peri-urban settings, rapid onset emergencies, and fragile contexts.

At World Vision we believe that every child deserves clean water. Our community-based approach consisting of our long term presence gives us deep roots in the community, while our more than 60-year history gives us the longevity and experience to take quality, sustainable WASH interventions to scale.

World Vision's community-based development approach addresses needs both holistically<sup>2</sup> and through multi-sectoral programming intersecting with key cross-cutting themes. The ultimate goal of all of World Vision's work is child well-being. Child well-being at World Vision is defined by the following four targets:

- 1) Children enjoy good health.
- 2) Children are educated for life.
- 3) Children experience the love of God and their neighbours
- 4) Children are cared for, protected and participating.

World Vision believes that sustainable well-being is impossible without sustainable, equitable access to and management of clean water, dignified sanitation and appropriate hygiene behaviours.

World Vision is one of the largest WASH non-governmental organisations and is therefore committed to contributing to the achievement of the Sustainable Development Goals, with a bold strategy for WASH to reach everyone in all World Vision programming areas by 2030. This strategy extends to broader water considerations, including water provision for domestic and productive uses, the reductions of water- and sanitation-related diseases, environmental sanitation and hygiene, natural resources management and environmental sustainability, including integrated water resources management and water quality monitoring. Our ambitious goal to achieve universal access to safe water, sustainable sanitation and hygiene by 2030 in all our intervention areas will be a significant contribution to achieving goal 6 of the proposed Sustainable Development Goals (SDGs): "Ensure the availability and sustainable management of water and sanitation for all."

The design and construction of our WASH facilities respects national government and World Health Organization policies, technical and social standards, and rigorous engineering practices. World Vision facilitates the mobilisation of communities to organise the right institutions and contribute to the construction, maintenance, repair and replication of WASH interventions,

Partnerships are critical to both the scale and sustainability of WASH programmes. World Vision partners with governments, non-governmental organisations, community-based organisations and municipalities to assure

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<sup>1</sup> World Vision is still in a learning phase in its work in urban contexts, refining approaches, models and funding streams. Therefore, as an organization, work in urban contexts will remain in an official learning phase until 2020, after which scale-up will occur.

<sup>2</sup> According to World Vision's 2030 Strategy<sup>3</sup>: "“Holistic” should be understood, not as multi-sector interventions, but as addressing material, social and spiritual well-being of children. Correctly approached, this can and should be done even within a single sector.’"

appropriate and long-lasting management of the local water system. World Vision also partners with universities and research institutions to support evidence-based and sustainable WASH innovations, develop the capacity of our staff, and evaluate our WASH implementation.

Along with our scale in WASH, World Vision also has proven long-term sustainability of WASH programmes. Studies have shown that 30-50 per cent of water points provided in the developing world fail between 2 and 5 years following implementation. In contrast to these typical failure statistics associated with water points, World Vision's water points have historically had a high rate of functionality. For example, functionality of water points in the Greater Afram Plains of Ghana measured at 79% even if they are nearly two decades old ([University of North Carolina and Water and Sanitation for Africa Study, 2014](#)). This high rate of success was determined to be because of the existence of a functioning water committee and charging a small fee for use of the water so that there was money available for repair of the well. World Vision is now building on this success to focus on achieving 100% sustainability.

## Scope of implementation

WASH has been part of World Vision's work for more than 50 years, starting in the 1960s primarily with small water projects in individual communities. We gained much experience in the subsequent decades, including a significant scale-up through the West Africa Water Initiative – a large public-private partnership, where World Vision served as the lead non-governmental organisation. In 2010, World Vision made a strategic decision to scale up its investment in WASH, making an increased, targeted investment in WASH in 12 countries with high WASH need – ten in Africa, one in Latin America, and one in Asia. Because of this strategic investment, World Vision has reached more than 12.5 million people with clean water alone since 2010. In 2016, we reached 4.7 million people with clean water, 1.6 million people with sanitation and 3.2 million people with hygiene interventions.

World Vision aims for equity and inclusion in all projects, and seeks to address issues of importance to particularly vulnerable groups – including disability inclusion, menstrual hygiene management, people affected by emergencies, those living in fragile contexts, and people living with HIV/AIDS.

## Sustainability and exit plan

From the start of a programme, a sustainability and exit plan with local authorities and communities is created to ensure clearly defined roles, responsibilities, ownership and accountability post-project/programme to ensure the long-term sustainability of the improved WASH services.

## World Vision's approach to WASH and project examples

### Clean Water

World Vision commits to working in a community for approximately 15 years. This allows time to build trust, identify community needs and capacity, co-create solutions that meet community needs, and ensure community ownership for sustainability.

Leaders from the community are identified and equipped to lead a water committee, whose role it is to establish rules and plans to sustain water, sanitation and hygiene in the community. The University of North Carolina and Water and Sanitation for Africa Study (2014) found that if local water communities collect fees for repairs and train community members to fix the wells, they can remain in use for decades. The study, which studied 1,470 wells in the Greater Afram Plains region of Ghana, found that nearly 80 per cent of wells drilled by the Christian humanitarian organisation World Vision – which integrates local water committees, usage fees and repair teams

into its model of delivering clean water – were still operational after more than two decades. This is a much higher percentage than average, which is around 60 per cent.

Clean water access goes beyond basic wells with handpumps located within a 30-minute walk from home. When basic water access is achieved, World Vision works with communities to bring water closer to home using submersible pumps and mechanised systems, often using solar power.

World Vision considers water uses beyond basic household consumption as well, working with health care facilities and schools to ensure these critical community structures have easy access to safe, clean water. Whenever possible, community water systems are equipped to be multiple-use systems, providing enough water not only for consumption but for other activities, such as farming and animal husbandry. Water for multiple uses also supports an integrated approach to water resource management, an approach which works to ensure that the water source itself is protected from contamination and depletion.

### Clean Water Project Example: Providing clean water the point of care

A 2015 report from the World Health Organization, drawing on data from health care facilities in 54 low- and middle-income countries, states that 38% lack access to even rudimentary levels of water, 19% lack sanitation and 35% do not have water and soap for handwashing. When a higher service level is considered, those rates worsen considerably. One such health centre was Tallage Integrated Health Clinic in Niger. Through the support of private donors, the health centre received a mechanized borehole with a tap stand, powered by solar panels, providing a continuous supply of water to the health centre and maternity ward.

With a new water tap on-site, the midwife, nurses, and patients now have the water they need to practice handwashing and good hygiene that helps save lives. Access to water at the health centre is encouraging women to use the centre more, since some would rather deliver at home than go to a clinic with no water.

World Vision has been working for WASH in Niger since 2004, with strong programmes focusing on access to safe water and sanitation, and the adoption of good hygiene behaviours.

### Sanitation

While World Vision works to provide clean water, sanitation and hygiene issues are also addressed. Without dignified sanitation and appropriate hygiene behaviours, access to clean water has limited health impact. This is why World Vision ensures sanitation and hygiene interventions are included in all WASH projects. For example, in World Vision's West Africa Water Initiative -- a large public-private partnership, where World Vision served as the lead non-governmental organisation -- the mid-term evaluation of the programme revealed a 13.5 per cent reduction in diarrhoeal diseases among children under age 5, from 34.7% (baseline) to 21.2% after 2 years of WASH intervention in 28 area development programmes in Mali.<sup>3</sup> During this two-year period, access to sanitation increased by 34 per cent and education for best hygiene practices reached 74 per cent of the population.

As World Vision engages in WASH in a community, a variety of approaches are utilised to address sanitation needs in the community. One example is community-led total sanitation (CLTS) – an approach that engages the community in recognising areas where open defecation occurs and taking their own actions to become totally

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<sup>3</sup> 2011. WV WASH external evaluation report Hydroconseil, July 2011 <http://www.worldvision.org/sites/default/files/images/Water-GhanaHydroconseilEvaluation.pdf>

free of open defecation (ODF) – including the faeces of children under 2. World Vision also focuses on other aspects of environmental sanitation, including household solid waste and wastewater management.

### Sanitation Project Example: Taking a stand for girls in Kenya and India

There are many girls who don't know where to turn when they first start their menstrual cycle and need to take care of their feminine hygiene needs. In countries like Kenya and India, many girls will drop out of school once they reach their adolescent years. WV India and WV Kenya have been taking a stand to ensure that schools are equipped to support menstrual hygiene management (MHM)

The [Standing with the Girls](#) Project funded by WV Korea, WV Germany, WV East Africa Region, and WV Kenya, was able to distribute sanitary kits to 2,500 of Kenya's most vulnerable girls. They also hosted a large International Menstrual Hygiene Day celebration in Kenya which was the first of its kind to be done anywhere within World Vision. Staff rallied prior to this event through a Fundraising Cycling Initiative by cycling for 260km to raise funds and also to create awareness leading up to the day. Due to their efforts, hundreds of girls were reached and awareness of menstrual hygiene has begun to spread throughout the various communities.

MHM goes beyond MHM friendly toilets and access to supplies. There is a significant attitudinal component as well. WV addressed this through reproductive health education. The programme targets male and female students in grades 9-11, as well as their teachers and school administration, parents, and primary health care workers. Menstrual hygiene management is introduced in these programmes using engaging animation combined with a Reproductive Health Kit for both girls and boys. The kit features puzzles, games, and magic, which help the children have fun while they are learning. WV India has also implemented a gender and advocacy oriented project called Making Schools Gender Friendly; a helpful guidebook for schools.

### Hygiene

Hygiene is a critical component to effective, sustainable WASH. If water is clean at the source and toilets exist in the community, their effectiveness only goes so far if community members do not practice effective hygiene behaviours to ensure that water stays clean until it is consumed, that all human faeces are hygienically disposed, and that personal hygiene is practiced to safeguard individual and community health.

World Vision actively engages with community members to promote good hygiene behaviours. One of the key approaches we use is called Designing for Behaviour Change. This approach helps to identify the significant determinants that either prevent or enable positive hygiene behaviours, and then designing activities to address those determinants. Hygiene encompasses a variety of areas, from handwashing and keeping toilets clean at home, school and health care facilities; to safe disposal of infant and young child faeces, to menstrual hygiene management – a key issue that particularly affects the ability of adolescent girls to stay in school.

### Hygiene Project Example: Healthy hygiene behaviours in school-age children

World Vision partners with Sesame Workshop, the non-profit educational organisation behind Sesame Street, to protect children around the globe from illness caused by dirty water and poor sanitation. Using Raya, one of the newest members of the Sesame family, along with her friend Elmo, Sesame Workshop and World Vision have co-created the WASH UP! Programme – learning and teaching materials to educate children and families about positive health behaviours related to water, sanitation and hygiene. The first curriculum was piloted in World Vision projects in Zambia in 2015.

Twenty-five schools and more than 2,600 children participated during the initial pilot with excellent initial results. In the initial evaluation of the pilot with teachers, teachers cited that both they and the pupils and enjoyed the programme and materials, and many teachers cited visible positive behaviour changes – including

wearing shoes to the toilet and bringing soap for handwashing. WASH UP! is now being used in 150 schools in Zambia alone. WASH UP! is now being rolled out in six other countries – Ghana, Lebanon, Mali, Niger, Malawi and Zimbabwe.

## Technical capability

World Vision has established a highly effective team of more than 700 technical experts, engineers, sanitation and hygiene officers, public health specialists, drilling technicians and crews, development facilitators, and community coordinators who have quenched the thirst of millions of people. These dedicated, community-based experts are focused on partnership with communities to solve problems and co-create solutions that last.

We coordinate our approach in Africa through three WASH learning centres established in East, West and Southern Africa. World Vision staffs each learning centre with experienced and skilled WASH specialists who provide technical and managerial leadership for their region.

World Vision’s WASH experts around the globe are well-trained and highly skilled in analysing, designing and implementing contextually appropriate, sustainable WASH projects. Some of our areas of expertise include:

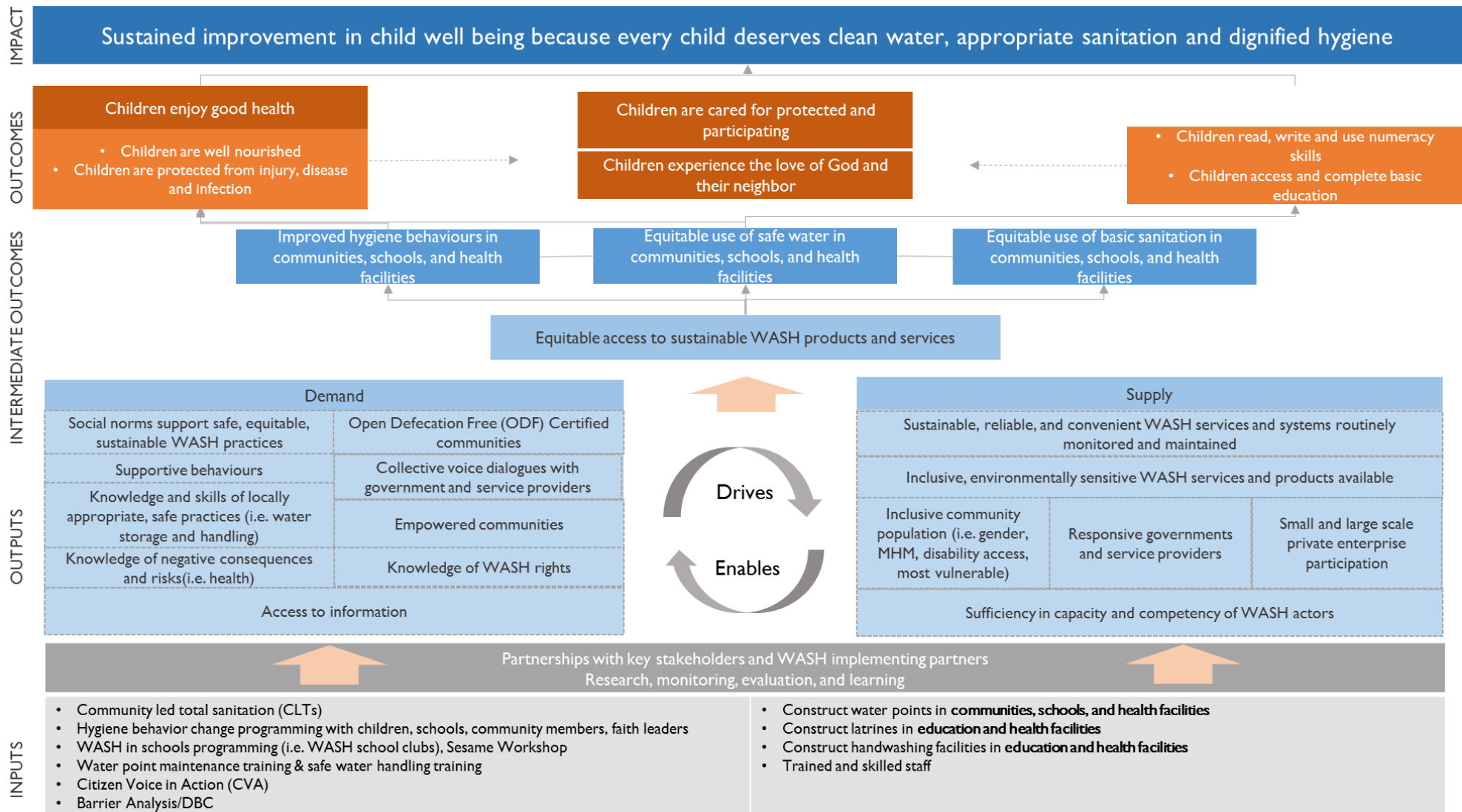
- |  |                                       |
|--|---------------------------------------|
| Behaviour change                                       | Multiple-use water systems            |
| Community-led total sanitation                         | Project management                    |
| Community mobilisation, organisation and participation | Rainwater harvesting                  |
| Large-scale piped-water systems                        | Hygiene promotion                     |
| Gender equity and inclusive WASH                       | Sanitation marketing                  |
| Ground and surface water mobilisation                  | School WASH                           |
| Household and institutional sanitation promotion       | Self-supply                           |
| Household water treatment and storage                  | Solar-powered water supply            |
| Hygiene promotion                                      | Spring development and protection     |
| Hydrogeology   | Urban and rural context-specific WASH |
| Integrated water resources management                  | WASH in emergencies                   |
| Manual drilling  | Water quality testing                 |
| Menstrual hygiene management                           |                                       |

## Key Partnerships

World Vision recognises that these achievements cannot be accomplished alone. Therefore, we have developed strategic partnerships that enable us to build technical expertise, implement innovations, and collaborate to increase our effectiveness in the field. Our extensive partnerships include foundations, corporations, individual donors, government ministries, and other NGOs. A partial list of significant partners includes:

- |   |  |
|---|--|
| charity: water                                      | National governments and local government ministries |
| Coca-Cola   | P&G (Procter & Gamble)                               |
| Conrad N. Hilton Foundation                         | Sesame Workshop                                      |
| Department of Foreign Affairs and Trade (Australia) | Stewardship Foundation                               |
| Department for International Development, UK        | Swiss Water Partnership                              |
| Desert Research Institute                           | UNICEF   |
| Dornsife Family Foundation                          | University of North Carolina, Chapel Hill            |
| Drexel University                                   | USAID  |
| Grundfos  | US Water Partnership                                 |
| Lifewater International                             | Water4 Foundation                                    |
| Living Water International                          |  |

# Theory of Change





## APPENDICES

### Summary of WASH intervention approaches

The list below summarises some of the approaches that may be applied in World Vision’s WASH programmes. Some approaches are focused on WASH hardware, while many of the other approaches focus on hygiene and sanitation promotional activities, equity and access, and any other activities that allow a programme or project to take place. These approaches are selected according to community needs and context. The list below is thorough but not exhaustive.

#### BabyWASH

BabyWASH focuses on high-impact and high life-saving potential in the first two years of life. There is a growing body of evidence that poor WASH practices have numerous impacts on maternal and child health outcomes.

#### Business development

The development of viable business models and utilising the entrepreneurship of communities can be valuable drivers for sustainable WASH service provision – particularly in urban settings. Where service provision by state management utilities is either non-existent or failing, small medium enterprises can provide an alternative model for service delivery. Working with entrepreneurs, business development specialists and water technicians can help ensure that viable, self-sustaining enterprises can be empowered and equipped to fill gaps in services provision and provide potential customers with more accessible and affordable WASH materials, supplies and services.

In rural settings, the availability of water for production is igniting more livelihood and income generating activities led by women and young people. These activities include small-scale irrigated farming and vegetable gardening, which play key roles in household resilience.

#### Community-led urban environmental sanitation

Access to improved toilet facilities alone will not solve the world’s sanitation challenge. The suitable collection, transportation, treatment and reuse/disposal of faecal sludge will be critical for future sanitation planning. Community-led urban environmental sanitation suggests that communities, local government, NGOs, research institutions and international actors all have roles to play in urban sanitation planning and management. Note that World Vision has primarily worked in mostly rural contexts and is still in a learning phase in urban contexts, so this approach is not yet widely used but will be scaled up based on learnings over the next several years.

#### Faith engagement

Faith leaders are often the most influential in communities. World Vision works with faith leaders in communities to educate and mobilise communities for WASH. In interfaith contexts, this often means bringing together faith leaders from different traditions to work toward a joint goal.

#### Household water quality

A focus on household water quality ensures the potable water remains uncontaminated through the point of consumption. This can include providing necessary centralised or household-level water treatment and equipping families with training and support on water transport and safe water storage and handling in the home.

#### Hygiene behaviour change

Increased awareness and knowledge about the importance of hygiene alone will not necessarily result in changed behaviours and practices. Intentional activities leading to behaviour change are required. World Vision utilises two tools to move people from knowledge to practice – the Designing for Behaviour Change Framework and

the Barrier Analysis Survey. These tools identify critical barriers and enabling factors to behaviour change and enable teams to develop practical plans to influence the adoption of healthy WASH behaviours.

### Integrated water resources management

Integrated water resources management seeks to address land and water resources in a comprehensive manner to both protect and improve water and natural resources within a watershed over the long term. This is critical to the sustainability and resilience of rural communities. One way World Vision applies this approach is through multiple-use of water systems – which explore how to supply communities with water systems that meet both domestic needs and high-value agricultural production.

### Knowledge, learning and sharing

Good and important practices must be shared across all partners and stakeholders to enhance knowledge sharing and as result increase effectiveness and sustainability of our approach, instead of starting from the beginning with each new project. This includes transforming data and information into knowledge, and utilising that knowledge to document and disseminate, support monitoring and evaluation, and advocate for policy accountability and change.

### Menstrual Hygiene Management

Adolescent girls often miss school because of their menstrual cycle. Educating girls, boys, mothers, fathers, teachers and school officials is critical to assuring girls are supported during this season of development. School facilities need to be adequate to ensure girls have a clean and private way to take care of their menstrual hygiene needs. Menstrual Hygiene Management is a critical component of World Vision's WASH in Schools efforts.

### Neglected tropical diseases

The neglected tropical diseases (NTDs) are a group of infections that put over two billion people at risk around the world. These include soil-transmitted helminths, schistosomiasis, trachoma, lymphatic filariasis, and river blindness. Reducing levels of WASH-preventable NTDs not only improves health and alleviates suffering, but can also lead to improved educational outcomes for children and increased economic progress for communities and nations.

### Microfinance solutions

In some contexts, collaboration with World Vision subsidiary VisionFund International or other local microfinance institutions provides links to economic development and livelihoods through small loans given to communities to start up WASH-related businesses or to assist in development of existing businesses. These small loans can also be solutions for potential customers to access WASH materials, products and services. Items could include drinking water systems and pumps, irrigation systems, sanitation systems, menstrual hygiene supplies, soap supplies, adaptive devices, and more.

### Monitoring and evaluation

Ensuring a robust and regular monitoring system will ensure issues are addressed early rather than towards the end of a project. The system works with stakeholders and the community to help with monitoring and documenting and respond to any changes reported throughout the project cycle, including changes in participation, decision-making, quality of life, capacity, respect and influence. Outputs and outcomes will be measured against standard global indicators and links with sub-national, national, regional and global monitoring systems. Evidence captured is documented and shared through knowledge management systems.

### Social inclusion

Poverty alone is not a comprehensive marker of deprivation. Race, ethnicity, gender, religion, place of residence, disability status, age, HIV/AIDS status, sexual orientation or other stigmatised markers, confer disadvantage that

excludes people from a range of processes and opportunities. Under the WASH programme, social inclusion aims to empower people to take advantage of WASH facilities and equal distribution of resources, ensuring people have a voice in decisions which affect their lives and enjoy equal access in society. World Vision has particular focus on disability and gender inclusion in WASH, as women and girls, and people with disabilities, are often on the margins of society and can benefit the most from inclusive WASH programmes. Many country WASH programmes have made the commitment to ensure that all WASH infrastructure is built to be accessible by people with disabilities, regardless of whether a person with disabilities currently lives in the community.

## Urban WASH

While urban water poses a challenge in all urban contexts, it is especially complex in slums. Improving the water, sanitation, hygiene, solid waste and drainage of urban communities significantly reduces the burden of disease within a community, results in overall health and nutrition improvements, and increases opportunities for education and economic participation. Playing a brokering and relationship development role between communities and service providers, NGOs bring a significant value addition to the planning, implementation, execution and long-term viability of urban WASH development. Note: World Vision is still in a learning phase in its work in urban contexts, refining approaches, models and funding streams. Therefore, as an organization, work in urban contexts will remain in an official learning phase until 2020, after which scale-up will occur.

## WASH in healthcare facilities

According to a recent multi-country review by the World Health Organization from 54 low- and middle-income countries, 38 per cent of facilities lack access to even rudimentary levels of water, 19 per cent lack sanitation and 35 per cent do not have water and soap for hand washing. The situation significantly worsens when looking for a higher standard of WASH coverage. Rural health care facilities are much worse off compared to districts and referral hospitals. World Vision is using data gathering during a preliminary evaluation by the University of North Carolina to improve outreach of WASH in health care facilities. Through our partnership with Emory University, we have established a strong survey tool (Emory's WASH Conditions in Health Facilities survey) to assess WASH conditions in health care facilities, and use those results to establish WASH plans. World Vision's global business plan covering 36 countries includes ambitious goals to reach almost 1,800 health facilities with clean water, more than 8,600 with sanitation, and more than 4,000 with hygiene by 2020.

## WASH in schools

This component involves the construction of facilities and training community resource people from schools and health facilities who support school sanitation and hygiene programmes. The goal is to, through improved WASH access, reduce diarrhoeal and respiratory diseases among school children. The students also help as agents of change to reinforce good hygiene and sanitation behaviours at home.

## WASH in emergencies

No country is immune to disaster, both man-made and natural. In practically every emergency, water, sanitation and hygiene are critical first responses to help protect people from disease outbreaks and other risks that arise from lack of access to clean water and safe sanitation. When World Vision responds to an emergency, one of the first activities is ensuring those affected have clean drinking water and access to sanitation. This is first done by providing stop-gap measures, such as bottled water or water purification packets and hygiene kits. Over time, as those affected become more stabilised in their own communities or in temporary dwellings or camps, World Vision works to ensure a more sustainable water supply and sanitation facilities are available and accessible.

## WASH in fragile contexts

Fragile contexts require a different approach to WASH than in more stable contexts. In fragile contexts, government structures are weakened and unreliable, and may lack the capacity or authority to own, monitor and maintain WASH infrastructure. This leaves citizens even more vulnerable to a variety of shocks. World

Vision works in fragile contexts to help build up community resilience and building community capacity. In WASH, resilience is built in a variety of ways, including access to safe water, promotion of hygiene behaviour, and education on proper household water treatment. Note that fragile contexts include both fragile countries and areas of fragility within more stable countries.

### WASH services

This approach focuses on low-cost, sustainable models for the provision of clean water and access to sanitation. Solutions must be selected appropriate to the context, environment and existing infrastructure. This includes operation, maintenance and rehabilitation of water systems. When possible, World Vision uses a self-supply approach to empower communities to meet their own WASH service needs through affordable, locally available solutions. If there is not a mechanism in place to assure that water services are effectively managed and maintained, water systems often breakdown or the water becomes contaminated. This is why World Vision works with water boards and committees, particularly in rural contexts, to ensure WASH services are maintained. While boreholes with handpumps are sometimes the first step in establishing an accessible clean water supply, World Vision supports communities to develop community water supply systems – including mechanised boreholes and large-scale piped water systems. When appropriate, World Vision is scaling up the use of solar-powered mechanized systems, to ensure environmental sustainability.