

World Vision International » ANNUAL REPORT

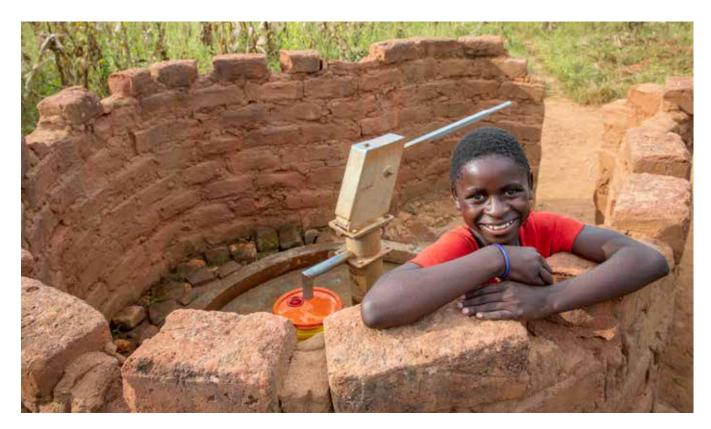
October 2017 through September 2018

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Brendah, age 12, lives in southern Zambia and enjoys clean water from the borehole World Vision constructed in partnership with her community.



2018 WORLD VISION WASH PROGRESS AND LEARNING

by Tom Davis, Global Sector Lead for Sustainable Health, World Vision International

2018 was as a year of progress and learning for World Vision's water, sanitation and hygiene (WASH) programmes. We have much to celebrate this year. By God's grace, we continued gains in reaching children, women, and men in households, schools, and healthcare facilities, with clean water, dignified sanitation and appropriate hygiene. Due to the work of our determined and committed field staff—and generous partners—we reached 4 million people with clean water, 2.8 million with sanitation, and 5 million with hygiene across countries where we conduct WASH programmes. Yet, we can do more. We remain committed to contribute to the global movement by bringing WASH to every person who needs it, and to partner for positive impact.

Devoted to this aim, we are embracing learning by expanding research and, among various initiatives, evaluating projects to ensure higher quality programming. We are in the process of reviewing results from a 14-country WASH evaluation completed in partnership with The Water Institute at the University of North Carolina (UNC). This is the largest WASH evaluation of its kind, measuring WASH against rigorous measures outlined by the Sustainable Development Goals. While comprehensive results will be completed and published in 2019, we already are analysing compelling emerging themes.

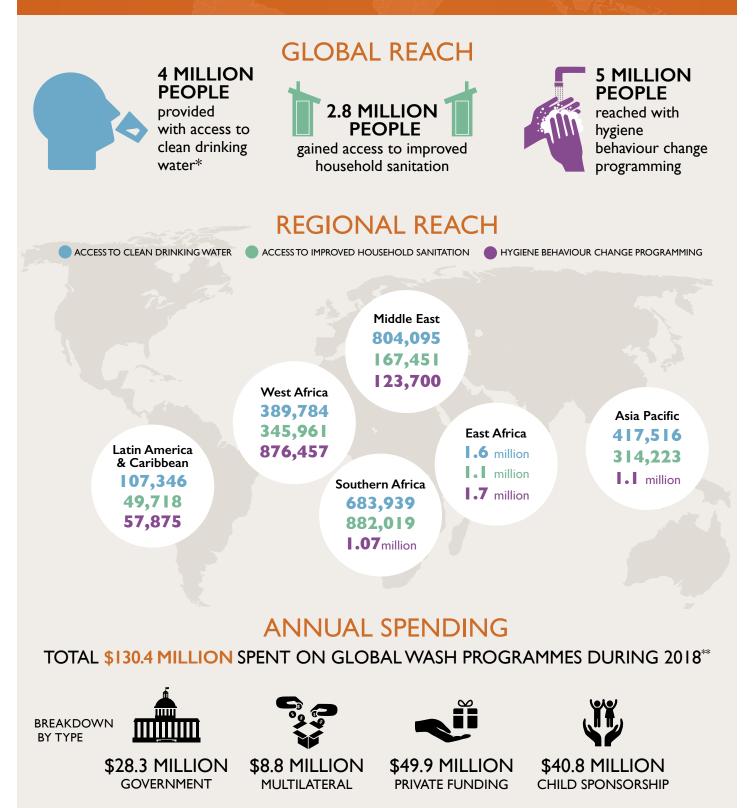
We cannot lose sight of water quality. Although we witnessed some excellent gains in improving community-level water access, we will be doing more in the coming year to augment our aim to keep water clean and safe from source to consumption, and asking the entire global water sector to do more regarding water safety plans.

We are failing as an industry to sufficiently boost hygiene. The simple act of handwashing with soap is one of the most effective ways to save children's lives. Pneumonia is the second leading cause of death of children, and a study published in *The Lancet* (Luby, 2005) found that handwashing with soap reduces this major killer of children by half. A 2015 Cochrane Review found that handwashing with soap cuts diarrhoea by about 28 per cent, the fifth-largest cause of under-5 mortality globally. We must devote more attention and funding to this simple but critical practice, and do more to create sustainable habits for WASH through 'nudges' (subtle hints and shifts in the environment that encourage beneficial behaviour), alongside other innovative means.

Social and behavioural change (SBC) is critical. Use of effective SBC methods is not only essential for assuring household-level water quality and hygiene, it is the mortar between all building blocks of WASH. WASH practitioners must deepen their expertise in SBC using formative research methods (e.g., Barrier Analysis, RANAS) and evidence-based coverage approaches (e.g., Care Groups) to ensure enough people are reached with the right messages and activities for a sufficient period of time to support adoption of healthy WASH behaviours and maintenance of WASH hardware. Without improvements in SBC, infrastructure projects may never provide the impact we seek, nor lead to sustainable change.

This report includes thoughts from some of our global WASH leaders, including Dr Ray Norman from World Vision; Sean Furey of the Rural Water Supply Network; and Bruce Gordon and Jennifer DeFrance from the World Health Organization. We are grateful for their contributions. These reflections provide keen insights into our progress and learning in 2018 that can help propel us toward a better future.

2018 ACCOMPLISHMENTS



* Includes rural community water beneficiaries (3,242,291) and municipal water beneficiaries (760,023).

** Financial data summarises all global WASH spending. Not all countries are reflected in activity reporting, and this report does not include overhead.

PARTNERSHIP UPDATES

charity: water: Mali and Niger are currently implementing two charity: water grants, which end in February 2019. In Southern Africa, Malawi and Mozambique successfully completed charity: water projects in FY18, reaching 44,983 Malawians and 33,889 Mozambicans with clean water.

Conrad N. Hilton Foundation:

In Mali, World Vision continues to implement WASH in healthcare facilities. This is a \$3 million, three-year grant ending in September 2019, focusing on improving WASH in healthcare facilities. It has employed a phased intervention approach, implementing low-cost, short-term infrastructure, while longterm infrastructure improvements are planned and executed. Among other activities, World Vision has constructed boreholes in eight community health centres and mechanised water supply systems in 16 community health centres. These water supplies have enabled the installation of 125 handwashing stations within patient care areas and 43 handwashing stations in latrine blocks. World Vision

Ghana also received approval on a four-year, \$3 million grant, which began in December 2018.

Grundfos: Eighteen country offices used Grundfos Solar Water Solutions to provide sustainable water supplies to 958,238 people.Together with United Solar Initiatives, World Vision and Grundfos are planning a field-focused training providing in-depth, hands-on experience with solar-powered pumps.

Messiah College: World Vision partners with Messiah College in two areas of study in Ghana. The Intelligent Water Project seeks to develop real-time monitoring of handpump functionality. The Affordable Sanitation Project, which includes the development of a long-lasting and affordable latrine liner for households, conducted a survey in June 2018 indicating that 62 per cent of latrines sustained damage due to heavy rains and flooding. This analysis will be used to improve latrine design.

P&G: World Vision continues to provide P&G household water

purification packets and filtration materials to ensure families have clean drinking water access in humanitarian emergencies and as a 'bridge solution', while communities wait for a permanent source of clean water. In FY18, World Vision finished drought response projects in Kenya and Somalia, responded to new flood emergencies in India and Myanmar, and provided support to earthquake-affected areas in Indonesia.

Sesame Workshop: Sesame

Workshop and World Vision are now implementing the WASH UP! curriculum in 11 countries. Additionally, Sesame Workshop and World Vision have launched two innovations to the WASH UP! programme. In Zimbabwe, Sesame Workshop and World Vision launched WASH UP! Girl Talk, focusing on empowerment and menstrual hygiene management for girls ages 10 to 14. World Vision Mali and Niger created additional content for children with disabilities, and added advocacy sessions to better incorporate these students into the programme.

Providing Household Toilets and Protecting Women and Girls in India

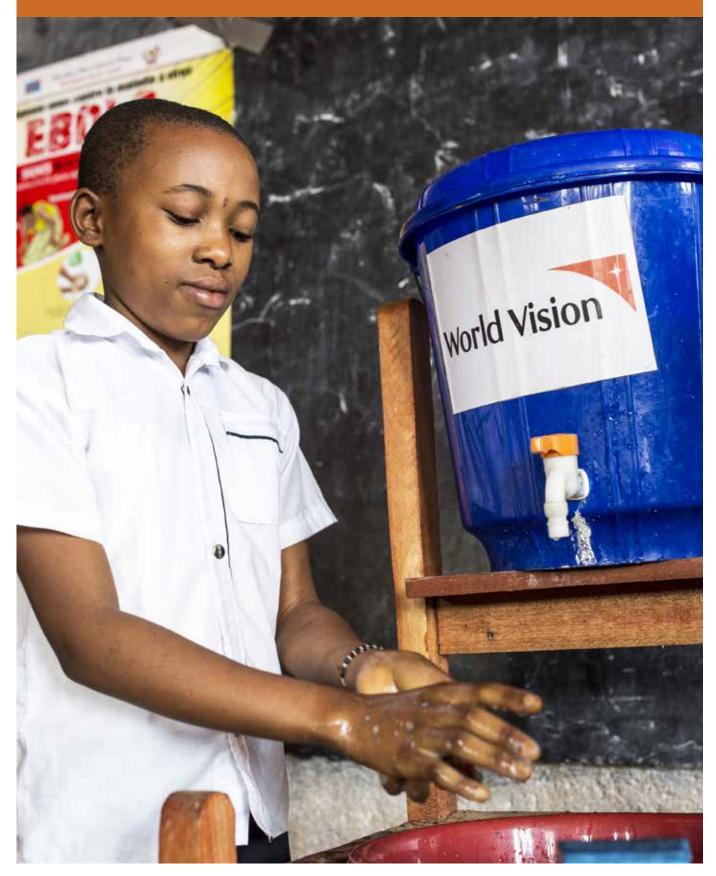
In India, 569 million people still practice open defecation. The government of India has sanctioned more than \$40 billion for latrine building and behaviour change programmes. Under the Swachh Bharat Abhiyan (Clean India Mission), the government aims to abolish open defecation by October 2019.

Kamal WASH Committee has gone a long way in bringing positive changes at Badam Basha Village in Bokaro, Jharkhand. Now, all households in Badam Basha Village have toilets and clean drinking water for the first time thanks to WASH initiatives. Within two years, all 192 households in the village had bio-toilets installed just outside their houses. Living without a toilet was hardest on young women like 20-year-old Sandhya, who had to go outside her home at night to relieve herself, accompanied by groups of women for safety. Her family is the first generation to have a household toilet, now not more than 10 steps from her front door. These efforts to end open defecation are just part of a more comprehensive WASH programme in Badam Basha, supported by World Vision and led by the community.



Laxmi, a community member in Badam Basha who benefitted from a bio toilet

LEARNING FOR IMPROVEMENT





Aiming for clean water and sanitation for all, SDG 6 calls for a significant shift from simply improving access to fully encompassing service quality and universal access essentially a shift from an output- to an outcome-focused approach.

STAFF EDITORIAL: ELEVATING OUR APPROACH

GLOBAL DEVELOPMENT GOALS AND WORLD VISION'S WASH PROGRAMME

by Ray Norman, Senior Director for WASH, World Vision International

The Millennium Development Goals (MDGs) taught us that time-bound, universal goals mobilise the global community, spurring stronger government ownership and greater stakeholder collaboration. Like the MDGs, the Sustainable Development Goals (SDGs) provide a framework for the fight against extreme poverty, but add the challenge of enabling more equitable and sustainable development, plus put stronger emphasis on collaboration globally, nationally, and locally.

Aiming for clean water and sanitation for all, SDG 6 calls for a significant shift from simply improving access to fully encompassing service quality and universal access—essentially a shift from an output- to an outcome-focused approach. It transitions us from counting things, such as water points constructed, to measuring the sustained impact that WASH provides to communities.

SDG 6 also calls for greater collaboration and partnership within the global WASH sector to achieve positive impact. Among our efforts to strengthen evidence-based WASH programming, World Vision partnered with The Water Institute at UNC to conduct a 14-country evaluation. Findings provide a unique and timely snapshot of our WASH programme, plus establish a baseline in the context of the new SDG paradigm. This research reveals that, while access to improved water for households is high in World Vision programme areas, there is substantial room for improvement for the entire sector in water quality at point of consumption, use of limited or basic sanitation, and hygiene practice.

In the early years of our WASH work, we focused primarily on the provision of safe and reliable water to communities. We soon learned that the provision of safe water alone, without sanitation and hygiene, did not always improve the health of children and their communities. As a result, we promoted use of latrines and good hygiene practice at the household, plus expanded WASH programmes to schools and health facilities. We conscientiously aimed to learn, grow, and provide full coverage of WASH services. The WASH evaluation results and the guidance of SDG 6 illuminate areas we must strengthen to improve programme quality and impact.

Since the achievement of the WASH SDG requires collaborative effort among all stakeholders, we must better understand the scope and impact of World Vision's specific and strategic contribution. As we review our evaluation results and assess our role in achieving the SDGs, we are asking ourselves where we can best focus for excellence and where we should relinquish other areas to collaborators in order to ensure sustainable and lasting impact for the communities and children we serve.

We also recognise areas that need strengthening, such as more rigorous focus on evidence-based programming. We also need to strengthen post-implementation monitoring systems to support sustainable results, and more rapid response to concerns flagged during monitoring. This will be developed in close partnership with government the ultimate duty bearers for implementation and standards. As well, we are assessing the development of a more comprehensive model for behaviour change to deliver more frequent and meaningful engagement with community members. This model will build upon learnings from other successful behaviour change models to encourage adoption of core behaviours related not only to WASH, but to health, early childhood development, and nutrition.

SUMMARY AND LEARNINGS FROM 14-COUNTRY WASH EVALUATION



Since 2014, World Vision has partnered with The Water Institute at UNC to conduct rigorous WASH programme evaluations. In 2017, UNC conducted a 14-country evaluation, which explored WASH programmes against SDG standards. The countries evaluated were:

- Ethiopia
- Ghana
 - L
- Honduras
- India
- Kenya
- MozambiqueNiger
- Rwanda

Malawi

• Mali

ZambiaZimbabwe

• Tanzania

• Uganda

This evaluation measured indicators in areas where World Vision (and other organisations) work, and in comparison areas (where World Vision doesn't have active programmes, but where others implement), to understand WASH progress against SDG targets and identify areas of potential programme improvement. Enumerators conducted more than 35,000 household surveys and evaluated WASH in 2,000 health facilities and more than 2,600 schools. Nearly 11,000 microbial water samples were collected and analysed. UNC staff indicated that this was likely the largest multi-country WASH study of its kind conducted.

The results of the cross-sectional analysis revealed several opportunities for WASH programme improvement for World Vision and the WASH sector writ large. Overall, the evaluation showed that World Vision programme areas in several countries showed significantly higher levels of basic water access compared to areas where World Vision does not work. The higher levels of basic water service were statistically significant, indicating use of higher quality water services at scale, in 5 countries (Ethiopia, Ghana, Malawi, Mozambique, and Zambia). Overall, continuous water service (reported to be available 24/7) was high (greater than 70 per cent) in both World Vision and non-World Vision areas in 12 of the 14 countries evaluated, and water service levels in schools were significantly higher in World Vision operational areas in six countries. World Vision and non-World Vision areas showed similar low service levels in water quality, sanitation, and hygiene; and microbial water quality (E. coli) at the water point needs improvement across all countries.

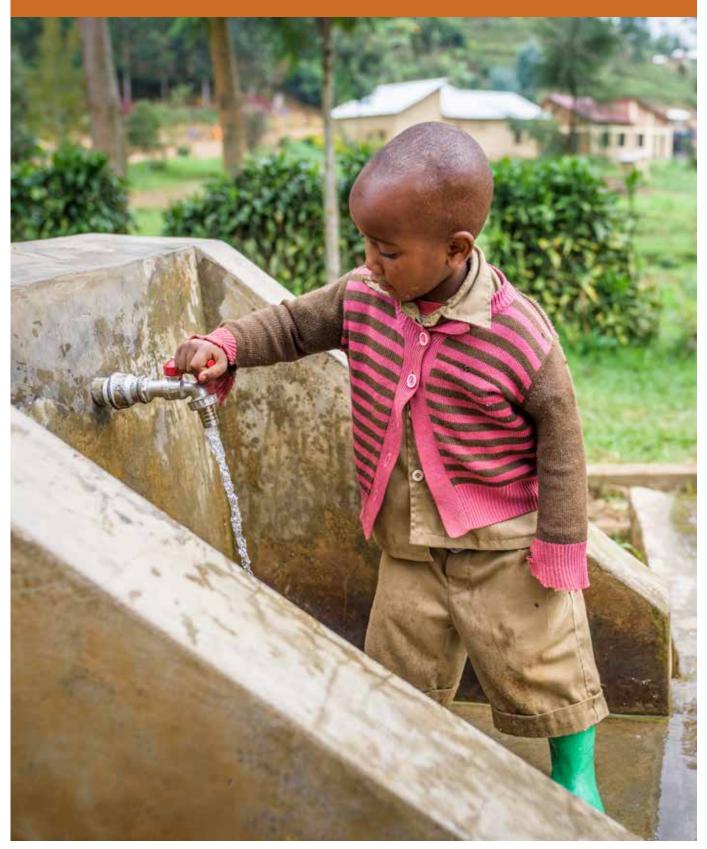
The main areas for improvement across World Vision WASH programmes identified by the 14-country WASH evaluation are:

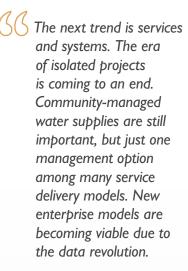
- WASH behaviour change at the household-level (including handwashing with soap and proper water storage), remains a sector-wide challenge.
- Water quality is a significant problem. This is due, in part, to problems at the water point, but, more importantly, problems with safe water collection, transportation and household storage.
- Sanitation access in schools and homes is very low and requires significant increased investment, a targeted intervention strategy including monitoring to assure improvements.
- WASH in healthcare facilities (e.g., latrines, handwashing stations, a clean water source, dedicated maternal facilities, and medical waste disposal) is very limited.

In response to these findings, World Vision is engaging in a strategy and implementation review process to identify areas for programme quality improvement, with special emphasis on improving implementation of behaviour change programming and ensuring sustainable water quality from source to consumption. We are partnering closely with national governments in this planning to ensure learnings are reflected in policy development and implementation at a national level.

The full report of the evaluation will be complete and available later in 2019. If you are interested in receiving this report, <u>please sign up here.</u>

LOOKING FORWARD





GUEST EDITORIAL: RURAL WATER SUPPLY NETWORK

UNIVERSAL ACCESS TO WATER AND SANITATION: REACHING FOR THE STARS

By Sean Furey, Director, Rural Water Supply Network; Water and Sanitation Specialist, Skat Foundation, Switzerland

It's not rocket science. It's harder.

We are not landing a man on the moon and returning him safely to Earth. We are lifting more than a billion men, women and children out of abject poverty, and keeping them there.

Improving hygiene practices and access to safe water and sanitation is a great entry point for helping the world's most vulnerable because these are basic building blocks of everyone's daily life. Rich or poor, islander, slum dweller or nomad, WASH is a universal need, and achieving universal access is a goal that everyone can buy into.

All too often, interventions by well-meaning outsiders make little difference, or make a bad situation worse. Those smiling children photographed drinking from a new tap or handpump spout? Six months later they can be back taking water from a dirty pond, while the donated handpump stands rusting because the charity that installed it didn't check whether the groundwater was acidic, or because the nearest shop selling new pump valves is 200 miles away.

What makes World Vision special is its ability to plan, do and learn at scale. The numbers in this report are impressive. However, they only give an idea of the scale of World Vision's impact, not the quality. Are the lives touched by the work of World Vision now better as a result? That is core to everything, and that's what's great about the stories in this report. They remind us that each of us is more than a data point in a spreadsheet — every child should grow up in a world of hope, health and opportunity.

So, looking ahead, what can we expect? In rural water supply, the part of WASH in which I work, there are three areas where World Vision and its partners play a vital role.

Healthy Hygiene and Innovative Solutions in Ethiopia

World Vision Ethiopia, alongside the local government, established WASH Business Centres and provided training on maintenance of water facilities and production of sanitation inputs including pit latrine slabs, reusable sanitary pads, handwashing basins, and liquid soap. In Enemore Area Programme, the centre (consisting of seven young men and women) has already produced and sold 235 latrine slabs, 34 handwashing basins, and 183 litres of liquid soap. The products are contributing to healthy hygiene behaviours as the locally made products are more financially accessible for families.

Technology is a common starting point for intervention. Often, the developers focus too much on technology and not enough on the context in which it will be applied, user needs, and business models to sustain usefulness. Well-funded pilot projects often fall into the so-called 'Valley of Death' of innovation and fail to scale. World Vision is well positioned to take promising technologies to scale to benefit thousands, if not millions, of people.

The next trend is services and systems. The era of isolated projects is coming to an end. Community-managed water supplies are still important, but just one management option among many service delivery models. New enterprise models are becoming viable due to the data revolution. Real-time monitoring allows proper asset management, rapid response repairs, working supply chains, and accurate calculations of risks and costs. Services are part of a complex web of social, political, environmental and economic systems at various scales, from household to national. Understanding where and how to intervene in these systems is difficult because the potential for unintended consequences is so high.

In the area of services and systems, World Vision is strong in taking a longterm view. While visible results, such as water points and latrines, are important for building trust and confidence, tackling the underlying causes of the water crisis can take 10 to 20 years of patient relationship and capacity building. My own organisation, Skat, has worked in Ukraine and Moldova for over a decade and only now do we see positive indications of sufficient local government skills, funding and political will to continue delivering and improving the public services that our team has implemented. A challenge for implementers and funders is how to measure progress beyond simplistic figures of 'beneficiaries served'.

Finally, there is investment in people and lifelong learning. The WASH crisis won't be solved by a magic technology or business model; it will be solved by capable, motivated people. Water supplies that last must be built well in the first place and then maintained. This takes skilled drillers, hydrogeologists, masons, plumbers and community mobilisers.

Organisational learning is essential, too. That's why I welcome World Vision's 14-country evaluation, undertaken by The Water Institute at UNC. In a competitive funding environment and rising public cynicism, it's all too tempting to paint an unrealistically rosy picture. Some WASH interventions will fail; it is a reality of working in challenging and complex environments. So, if an organisation says everything they've done was successful, raise an eyebrow. If an organisation admits where they've fallen short and shows how they've learned and adapted in response, that should be applauded. That's what we see in this report: success where it has been achieved, and areas of learning where more can be done. This culture of professionalism, honest reflection, and rigorous learning from success and failure is what we encourage in the Rural Water Supply Network. We provide a platform for practitioners and researchers to learn from each other and collaborate.

The challenge of universal access to safe, affordable drinking water is massive and like a moon shot. It is a team effort, and World Vision is a great team player. However, unlike a one-off space mission, this challenge is a continuous process of striving and improving, and no less a noble endeavour for it.



Aiming for clean water and sanitation for all, SDG 6 calls for a significant shift from simply improving access to fully encompassing service quality and universal access essentially a shift from an output- to an outcome-focused approach.

GUEST EDITORIAL: WORLD HEALTH ORGANIZATION

TO IMPROVE WATER QUALITY, WE MUST CLOSE THE CRITICAL DATA GAP

By Bruce Gordon, Coordinator of the Water, Sanitation, Hygiene and Health Unit, and Jennifer DeFrance, Technical Officer, World Health Organization

To ensure sustainability and resiliency of water, sanitation, and hygiene services, implementation approaches must reflect past experiences – both successes and failures – including consideration of specific monitoring data related to quality and functionality of services. Implementation can only be successful in the long term if carried out within an enabling environment, meaning the support of government and the engagement of community, alongside collaborative partners sharing lessons learned.

As WASH requires a systems approach, the sector must re-think any 'go-it-alone' initiatives that may initially move quickly, but lack sustainability. More than ever, meaningful partnerships are required.

World Vison's commitment to partnerships, evidence and learning, whether through prioritising real-world research or regularly sharing evaluations, promises to be a rich contribution to an increasingly effective overall sector response.

Through the SDGs, countries around the world have expressed strong political will to ensure drinking water is universally safe. Measurement of SDG Target 6.1 is carried out through an indicator 'safely managed drinking water services', emphasising the need for structured actions to prevent contamination throughout the water supply system, from source to point of use. In addition, water quality data and, in particular, measurement of faecal contamination, as well as the priority chemicals arsenic and fluoride, are considered in the estimate of 'safely managed drinking water services'.

Despite this political commitment, the WHO and UNICEF's SDG baseline report highlights the significant need to improve water safety. It is estimated that two billion people are drinking faecally-contaminated water and likely that levels of water quality compliance are low in many developing countries. Yet, in the SDG baseline report, estimates on water quality were only available for 45 per cent of the global population and for only four of the eight SDG regions. Therefore, policy and planning action in the SDG period must respond to address this data gap, as well as monitoring data indicating unsafe drinking water. Through its Guidelines for Drinking-water Quality, WHO emphasises the need for water safety planning and regular surveillance of water quality. World Vision's efforts to monitor and report on water quality are therefore, an important contribution to this end. We need all partners in WASH to invest in this objective to close the water quality data gap.

Making Hygiene Behaviour Change Disability Inclusive in Malawi

World Vision Malawi took the WASH UP! programme to a new level this year, successfully forming partnerships and developing specialised materials and training to support inclusion of children with disabilities. World Vision started working with the Malawi Council for the Handicapped and Malawi Against Polio, assisting children with disabilities, and teaching learners to relay WASH messages to other learners with disabilities including teaching sign language, fostering communication with children with hearing impairments. To date, five schools have been reached and 432 learners (242 girls) have been trained in these specialised communication skills. This programme is implemented in conjunction with the education department.





Helping Families Access Emergency WASH in Afghanistan

In FY18, while all five country WASH programmes in the Middle East region responded to emergency WASH needs, the response by Afghanistan and Syria WASH teams was most expansive. In Afghanistan, families faced one of the country's worst droughts in years, causing many to travel to neighbouring provinces to find water. The Afghanistan team provided emergency water trucking to homes and camps (for internally displaced persons), serving 55,573 people dwelling in Ab Kamari and Jawand districts of the Badghis province. In Syria, ongoing conflict continued to drive families to seek refuge in nearby cities or countries. The Syria WASH team provided daily water trucking, sewage and trash removal, and hygiene kits to internally displaced persons in several camps. A total of 28,951 people received new access to water, while 57,322 people who remained in camps from prior years still access clean water.

MOVING FORWARD — 2019 AND BEYOND

Learning has power when it is applied. World Vision is working to internalise lessons learned from 2018 to leverage our strengths and address our weaknesses. As we move toward our goals, we are anchoring learning in three key ways:

Keep the baby, discard the bathwater

World Vision has been developing and implementing WASH projects for decades, with intentional scale up since 2010. To date, we have reached many millions of people, improving their access to clean water and sanitation. This focus on access has built a foundation we are eager to build upon as we deepen focus on water quality and safe management. We are in the process of honing our focus on areas of strength and impact, and minimising initiatives in areas that are either the responsibility or expertise of others.

Deepen collaboration with core partners

We know this vision cannot be achieved alone. World Vision would not be where it is today without the support of key stakeholders and partners, and we want to continue building these relationships to realise our goals. In 2019, we intend to strengthen collaboration with local governments in the 14 evaluation countries to ensure results are understood and internalised. We will support government initiatives to respond to and reinforce WASH quality at a national level.

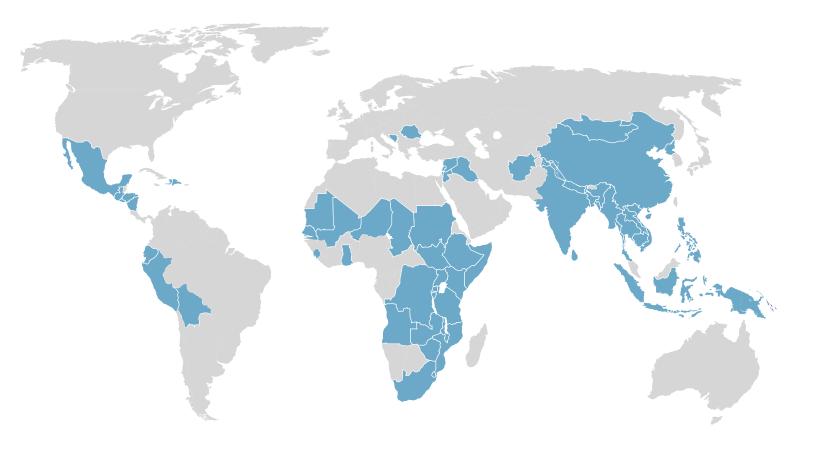
Invest more deeply in behaviour change

If water points, toilets and handwashing stations are the hardware, behaviour change is the necessary software to achieve impact. The latest SHINE (Sanitation Hygiene Infant Nutrition Efficacy Trial) and WASH Benefits Trials found that nearly all evidence that point-ofuse water treatment and handwashing promotion reduces diarrhoea reflects findings resulting from daily to fortnightly contact between WASH promoters and households. Many changes we intend in WASH happen at the household level, and will require cost-effective behaviour change models and intensive, high-coverage contact with families. If we do not invest deeply in quality behaviour change work, we will not achieve our WASH goals, and the changes we have achieved in WASH will not be sustained. World Vision is committed to developing and scaling up the necessary models and capacity to ensure strong 'WASH software' across these vital WASH programmes.

World Vision is grateful to our many supporters and partners around the world.Thank you for sharing with us your resources, your expertise and your energy. We are most of all grateful to God who provides all that we need to serve and partner with the poor around the world. We look forward to the journey ahead.

GLOBAL MAP

WORLD VISION'S GLOBAL WASH PROGRAMME REGIONS & COUNTRIES* IN 2018:



ASIA-PACIFIC

BANGLADESH CAMBODIA CHINA INDIA **INDONESIA** MONGOLIA **MYANMAR** NEPAL NORTH KOREA PAPUA NEW GUINEA PHILIPPINES SOLOMON ISLANDS **SRI LANKA** TIMOR LESTE THAILAND VANUATU

LATIN AMERICA & CARIBBEAN

BOLIVIA ECUADOR EL SALVADOR GUATEMALA HAITI HONDURAS MEXICO NICARAGUA

MIDDLE EAST & EUROPE

AFGHANISTAN IRAQ JORDAN LEBANON SYRIA

EAST AFRICA

BURUNDI ETHIOPIA KENYA RWANDA SOMALIA SOUTH SUDAN SUDAN TANZANIA UGANDA

SOUTHERN

AFRICA NIGER ANGOLA SENEGAL D.REPUBLIC OF CONGO SIERRA LEO LESOTHO MALAWI MOZAMBIQUE

SOUTH AFRICA SWAZILAND** ZAMBIA ZIMBABWE

WEST AFRICA

CENTRAL AFRICAN REPUBLIC CHAD GHANA MALI MAURITANIA NIGER SENEGAL SIERRA LEONE

** King Mswati III announced in April 2018 that Swaziland will now have a new name—the Kingdom of Eswatini—to mark the 50th anniversary of its independence. World Vision will start recognizing this new name in FY19.

^{*}This map includes all globally funded WASH programmes. The data in this annual review features WASH programmes supported by World Vision U.S. private funding.