



Humanitarian
innovation fund

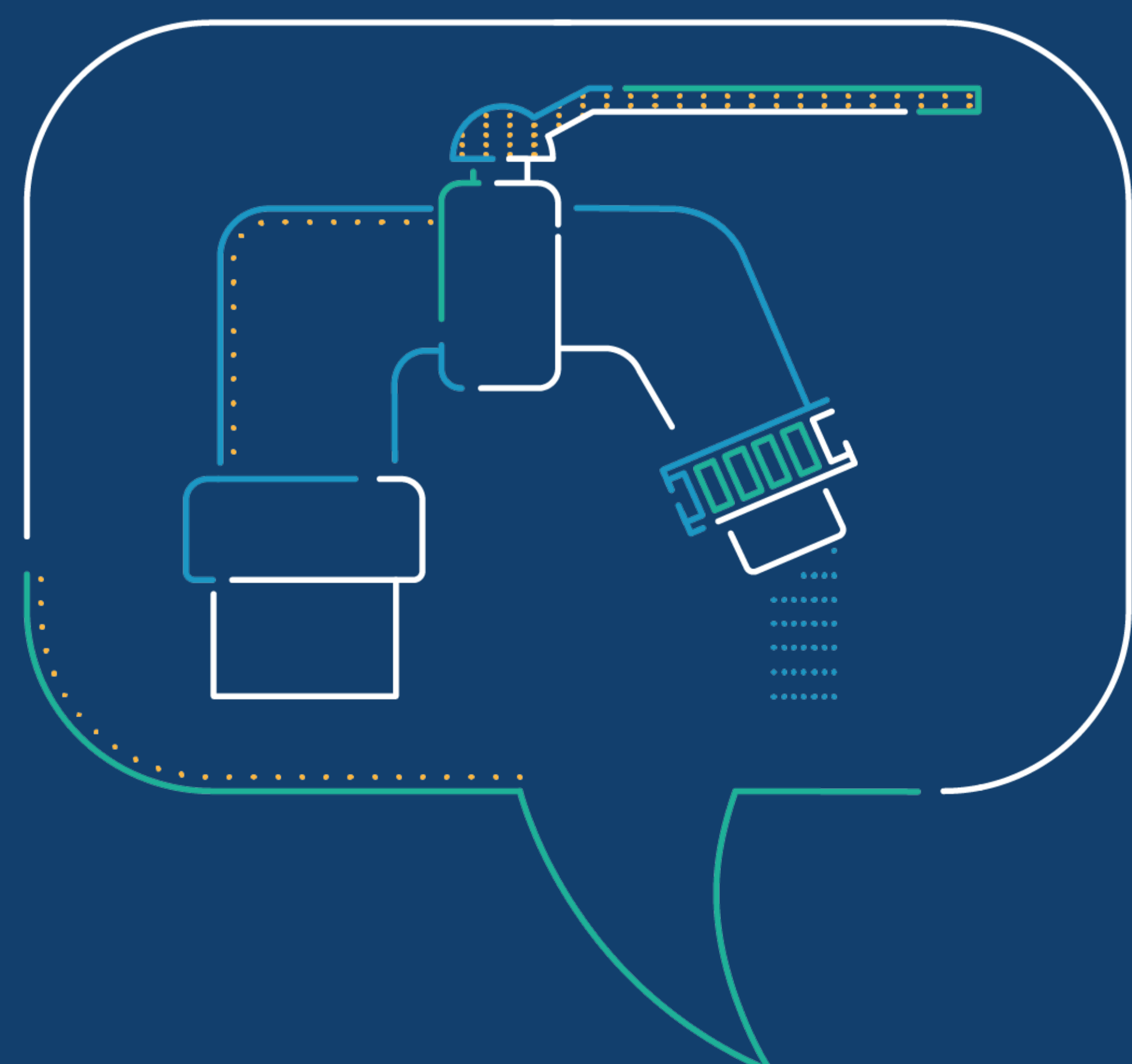
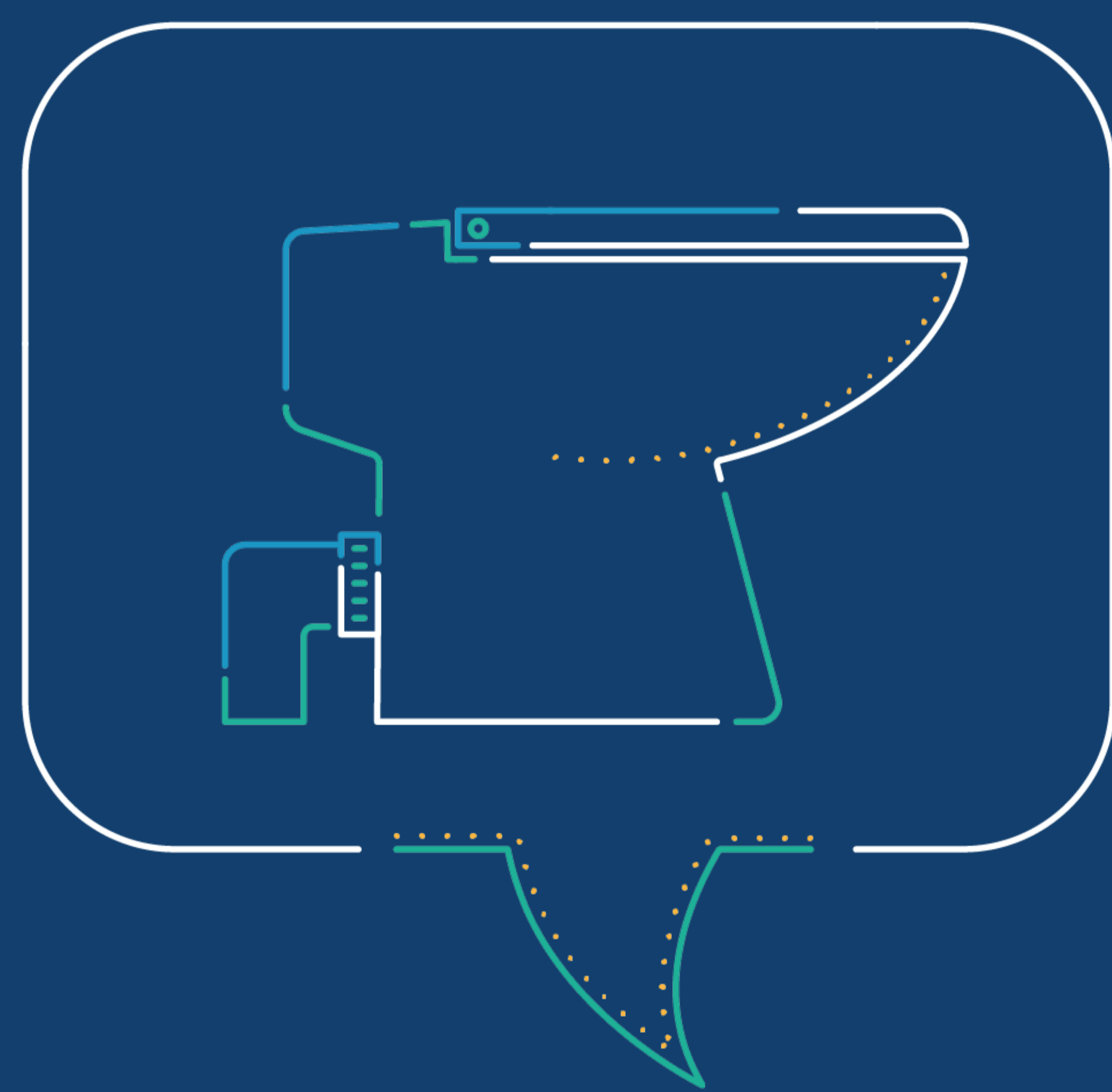
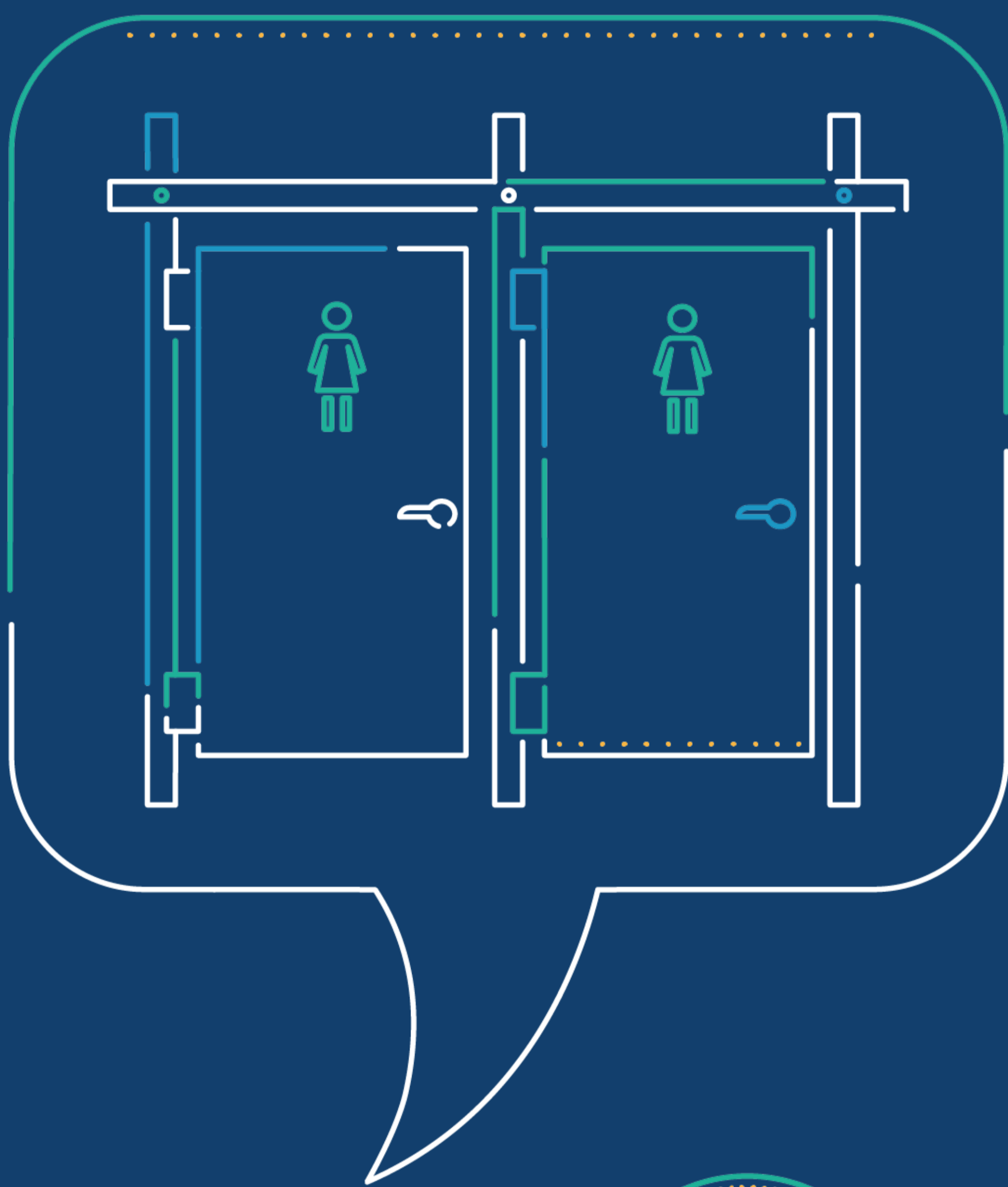
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CHALLENGE:

User-centred sanitation design
through rapid community engagement

HANDBOOK 3:

Call for Rapid Community Engagement Projects



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 on and evaluate the effectiveness of up to five projects exploring community engagement in the design and implementation of sanitation facilities in rapid-onset emergencies;
 - draw together good practice guidance on how to carry out and evaluate rapid community engagement 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 Rapid Community Engagement Projects](#).

To apply for the Call, fill out the application form via our Common Grants platform accessible from the [Call for Projects webpage](#).

Separate Handbooks for the two remaining Calls are available on the [Challenge website](#).

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

In the immediate aftermath of a rapid-onset emergency, the provision of sanitation facilities is a pressing concern. Without prompt and adequate action to separate people from excreta, disease can rapidly spread and increase the health risk of those affected by the emergency.

However, simply making sure that sanitation facilities are provided in an emergency context is not always sufficient. Sanitation practices and preferences can vary considerably as a result of economic, cultural and contextual differences. Perceptions and experiences of what privacy means in relation to sanitation will also differ. In an emergency context, other aspects of sanitation such as accessibility for children or people with disabilities, and safety for women and children when accessing latrine areas will also need to be considered.

Therefore, to make sure that sanitation facilities provided in an emergency are appropriately used and, ideally, maintained, it is crucial to engage with the affected communities to understand how to build sanitation they want and can safely access.

But taking such a user-centred sanitation design approach in a rapid-onset emergency is a challenge. First of all, while the practice of engaging users in the design of sanitation facilities is not new in the humanitarian setting, there is little recorded evidence of methods used and the effectiveness, or impact, of doing this work. There is limited knowledge about when and how to appropriately and effectively engage with communities affected by emergencies, what information is key to obtain from the engagement to support Water, Sanitation and Hygiene (WASH) engineers in making sanitation design decisions, and how to rapidly gather this information from the community. There are also significant ethical considerations relating to the involvement of community members in the sanitation design process and the management of their expectations.

Once insights are gathered, there is the additional challenge of making sure that these are translated into reliable and actionable information for humanitarian and sanitation practitioners, and that they ultimately lead to suitable sanitation facilities for the community. If this information is lost or cannot be effectively used by decision-makers, the process of community engagement becomes redundant, or even detrimental to those involved.

Innovative approaches to rapid community engagement in acute emergency settings and an effective communication with key decision-makers to make sure sanitation provision reflects the community's needs and preferences would be hugely beneficial. These approaches would not only strive to improve the provision of sanitation in emergencies, but could also support a more user-centred approach to decision-making in humanitarian contexts.

THE CALL

We're looking for proposals for innovative projects that use rapid community engagement to understand the sanitation needs and practices of communities affected by emergencies and make sure that these are adequately reflected in early stage sanitation provision.

Successful applicants will work together with a Research and Evaluation Partner who will lead on the monitoring and evaluation of the impact of the projects. Successful applicants will also work with a Dissemination Partner who will be responsible for ensuring that the findings of the Challenge are communicated in an engaging and effective way.

Funding of up to £100,000 per project will be made available for up to five selected community engagement projects.

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:

- Be part of a humanitarian organisation or have a confirmed collaboration with a humanitarian partner who can provide safe and appropriate access to an emergency setting;
- Have in-depth expertise and experience in designing and implementing community engagement approaches (e.g. consultations, public dialogue, ethnographic methods, focus groups, prototyping);
- Have experience of emergency sanitation provision in a range of settings;
- Have a strong understanding and experience of translating community engagement findings into actionable information for decision-makers;
- Have a strong understanding of the ethical considerations of community engagement;
- Knowledge of user-centred / human-centred design approaches is desirable, and a willingness to use innovative approaches to develop and adapt the project is essential.

In order to meet the eligibility requirements for this Call, applicants are encouraged to form appropriate partnerships that cover relevant skill sets and experience. We welcome applications from all types of organisations, non-profit as well as for-profit, from any country.

THE ROLE

PART 1

Selected Rapid Community Engagement Projects and their teams are expected to:

- **DEVELOP A ROBUST AND INNOVATIVE PLAN TO SUPPORT A USER-CENTRED APPROACH TO SANITATION DESIGN IN EMERGENCIES**

Applicants are expected to develop a rapid community engagement plan to help shape sanitation design and implementation in the first stages of a rapid-onset emergency. As part of this plan, applicants are expected to detail how they intend to:

- Engage with WASH engineers to understand the kind of details that would help them make informed and appropriate sanitation decisions, the resources available in the given emergency context and feasible sanitation solutions;
- Engage with the communities affected by the emergency to understand their sanitation needs and preferences;
- Make sure that insights gathered from the community engagement are reflected in the sanitation design;
- Collect information about the design and impact of the community engagement process and the resulting sanitation provision.

The plan should include details about methodology, format, materials/tools used, logistics, as well as ethical considerations and how they will be addressed. Details of the requirements of engagement plans are included in the Criteria section of this Handbook (see pages 9 and 10).

- **ATTEND HIF'S INNOVATION WORKSHOP AND REFINE THE ENGAGEMENT PLAN**

On 11-12 July 2017 the HIF will host an Innovation Workshop in the UK with up to 10 shortlisted Rapid Community Engagement projects. In the workshop, experts will facilitate discussions on current practice in user-centred design approaches, community engagement and possible ways of translating these into emergency sanitation contexts. The workshop will also explore methods to monitor and evaluate engagement efforts.

Participants will include the Research and Evaluation Partner, the Dissemination Partner, humanitarian and sanitation practitioners, the HIF, and representatives from all shortlisted community engagement projects.

During the workshop, each shortlisted team will be expected to present their proposal. Applicants should incorporate relevant feedback and other learning into their final proposals to the Call.

THE ROLE

PART 2

- **IMPLEMENT THE RAPID COMMUNITY ENGAGEMENT PLAN IN A RAPID-ONSET EMERGENCY CONTEXT (OR ALTERNATIVE SUITABLE CONTEXT)**

All proposed engagement projects should be intended for use the early stages of a rapid-onset emergency (within 12 weeks of the start of the crisis). The engagement itself can be carried out by the project leads or by trained humanitarian practitioners on the ground.

The selected projects will be expected to test their interventions in settings as similar as possible to the intended rapid-onset emergency settings. However, due to the logistical and ethical challenges of testing in such environments, stable or protracted settings that mimic the intended conditions will also be accepted. Interventions may be designed for any rapid-onset emergency type or location.

- **DEVELOP A RELIABLE FRAMEWORK FOR DATA COLLECTION**

Together with the Research and Evaluation Partner and other selected Community Engagement Project leads, teams will be expected to develop a robust and reliable plan to collect data on the engagement process and its impact on sanitation provision.

- **COLLECT DATA ON THE ENGAGEMENT PROCESS AND IMPACT ON SANITATION PROVISION**

As part of the project, the selected teams will be required to collaborate with the Research and Evaluation Partner and collect robust data on their community engagement approach and its impact on sanitation provision. Teams will be expected to collect information about the extent to which the insights gathered during the community consultation phase were useful for WASH practitioners, and whether they had an impact on the sanitation facilities provided and their use.

Selected applicants will also be expected to work together with the Dissemination Partner to make sure that throughout the duration of the project they collect materials that can be used to communicate in an engaging way the experiences and findings of the engagement projects.

All the data collected on the projects will be shared with the Research and Evaluation Partner for analysis. A review of all projects and the impact of their different community engagement approaches on emergency sanitation design will be collated by the Research and Evaluation Partner in a Good Practice Guide (see details about this in the [Research & Evaluation Partner Call Handbook](#)).

- **PRODUCE AND DISSEMINATE A SUMMARY REPORT**

At the end of the project, teams are expected to produce a brief summary report of their experiences of implementing their community engagement plan in an emergency setting. This should include an overview of successes, failures and learning from the project. Teams are encouraged to disseminate this report as widely as possible within the broader humanitarian community.

RAPID COMMUNITY ENGAGEMENT PROJECTS

CRITERIA – PART 1

To enable a user-centred approach to sanitation design in rapid-onset emergencies, we're looking for community engagement projects that will take into consideration the following points:

- **User-centred design of sanitation facilities:** Proposals must describe how they will enable sanitation expertise and views of community groups and humanitarian practitioners to be exchanged as part of an engagement process to allow the design of safe, hygienic, accessible and culturally appropriate sanitation facilities. Proposals should describe how the design of the engagement process will be informed by the expertise of humanitarian sanitation engineers during the rapid-onset emergency.
- **Suitable for a rapid-onset emergency context:** Proposals for community engagement projects must be suitable for rapid-onset emergencies. Humanitarian organisations typically aim to provide sanitation facilities within fewer than 12 weeks following an emergency event. Engagement plans should be designed to be sensitive to this timeframe, as well as complementary to the other humanitarian activities taking place.
- **Ethics:** Proposals must consider the ethical impacts/dimensions of the project and how to mitigate any risks. Engagement methodologies should not place at risk, humiliate or otherwise adversely affect any member of a community through participation.
- **Community representation and diversity:** Proposals must describe how they intend to identify and approach members of the community for the purpose of engagement. This should include considerations to how different types of users, including under-represented groups such as children, women or those with disabilities, their beliefs and needs will be understood and incorporated into the engagement.
- **Contextual specificity:** Proposals should consider the extent to which contextual factors such as language, culture, education, or available infrastructure can impact on the community engagement approach and how these will be considered in its design.

RAPID COMMUNITY ENGAGEMENT PROJECTS

CRITERIA – PART 2

- **Testing for rapid-onset emergencies:** Proposals must consider how they will test the suitability of their engagement process for the chosen rapid-onset emergency context. Although testing in a rapid-onset emergency is desirable, proposals must consider that this may not be possible due to practical, logistical, ethical or political reasons. Proposals must detail a plan to test their intervention in a setting as close to the intended rapid-onset emergency type as is feasible, as well as a contingency plan in the event that testing in this setting is not possible.
- **Implementation of sanitation facilities:** Proposals must describe how information gathered during the engagement will be incorporated into the design, selection, implementation and management of sanitation facilities. Implementation plans must also show consideration to the full supply chain of sanitation provision, from ordering of equipment, to transportation, construction and maintenance.
- **Monitoring and evaluation:** Proposals must include an outline of how successes and failures of the project will be measured and reported. In particular, they should detail how they will evaluate whether the process of engagement and the resulting sanitation facilities provided meet the needs of the community.



APPLICATION TIMELINE AND PROCESS



1: RAPID COMMUNITY ENGAGEMENT PROJECTS CALL OPENS

The Rapid Community Engagement Projects Call opens for applications the week commencing the 27th February and is open until the 31st May 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: INNOVATION WORKSHOP

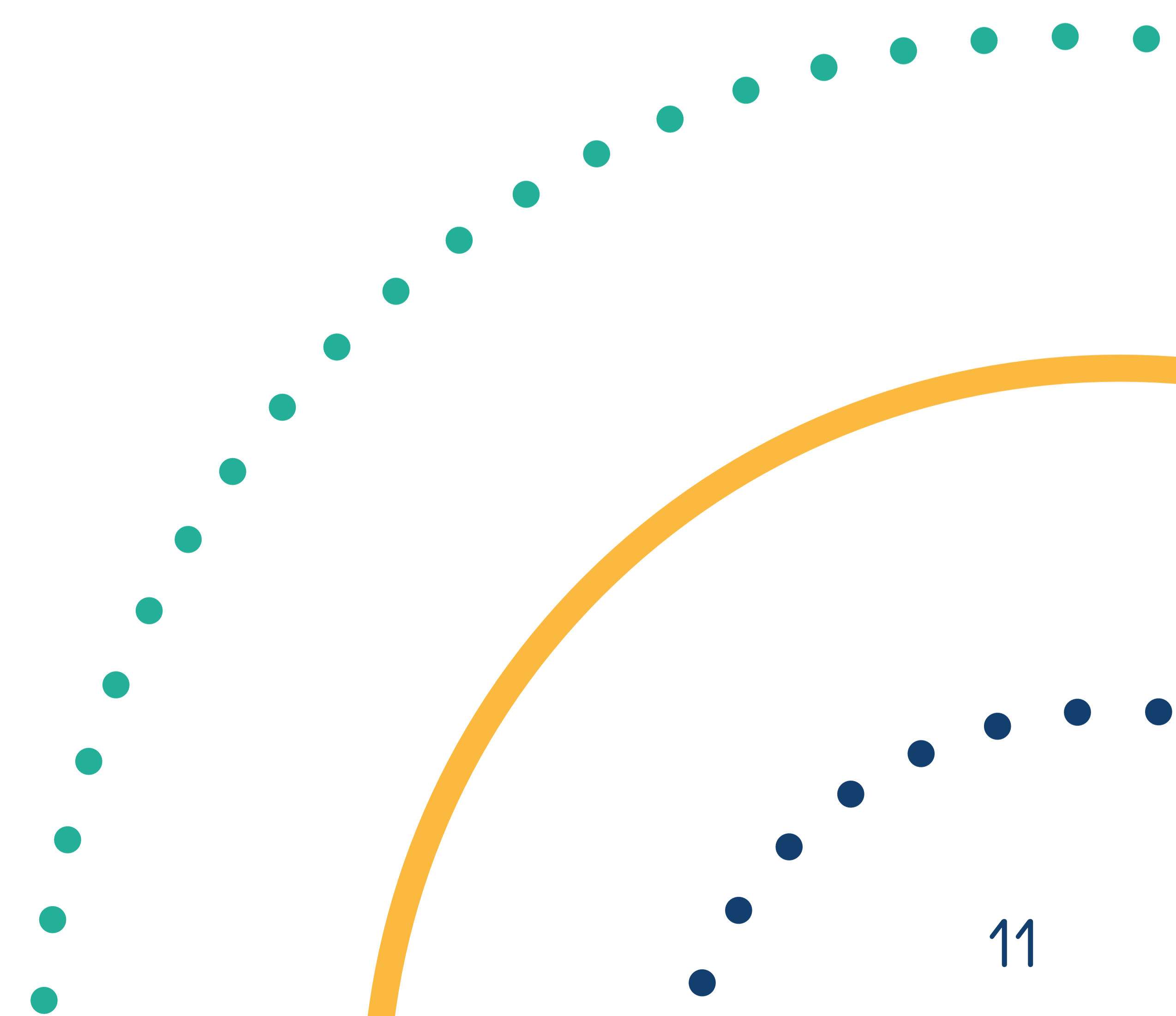
Up to 10 applications will be shortlisted and will receive feedback from the HIF. They will also be invited to attend a 2-day Innovation Workshop to be held on the 11th and 12th July 2017, in the UK.

4: SHORTLISTED PROJECTS UPDATE PROPOSALS

Shortlisted applicants will have until the 31st July 2017 to update their proposals based upon learning and feedback received during the Innovation Workshop.

5: UP TO 5 RAPID COMMUNITY ENGAGEMENT PROJECTS SELECTED

After a review of the updated proposals, up to five projects will be chosen by the HIF to be implemented in their intended rapid-onset emergency settings.



YOUR APPLICATION

To apply for the Call, register via our Common Grants platform accessible from the [Call for Rapid Community Engagement Projects 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 Rapid Community Engagement Project including: methodology, materials, intended emergency context, logistics.
- Details of the types of data that you will collect during the engagement project;
- Details of your team's expertise and experience;
- A budget and work plan.

If the lead of the application is not a humanitarian organisation, a letter confirming partnership with a humanitarian organisation is required. Organisations are allowed to apply more than once, in different partnership arrangements.

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, where information needs to be gathered quickly, without placing a burden on the affected community.

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 or improved solutions to existing and emerging problems.

When talking about the different types of innovation, we refer to the '4Ps' model developed by John Bessant and Joe Tidd. This builds on the hypothesis that positive change is at the core of any successful innovation. Using this model, four types of innovation are identified: product, process, position and paradigm (read more on our post '[Types of Innovation – The 4Ps](#)').

Each of these types of innovation is important. At the HIF, our focus is on supporting innovation (of any type) that contributes 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-centred 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 (or service) around how users can, want, or need to use the product (or service), rather than forcing the users to change their behaviour to accommodate the product (or service).

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.

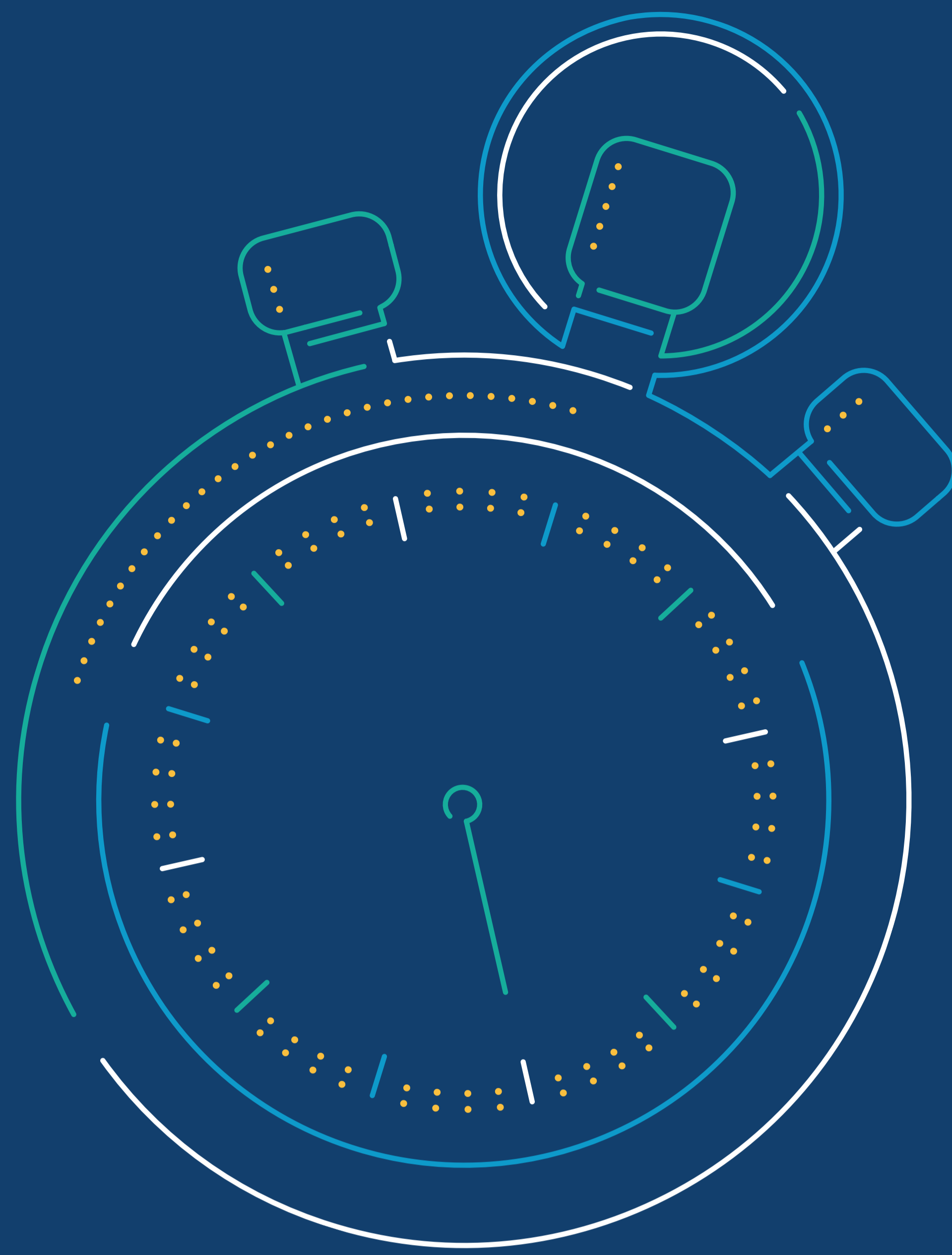
Approaches to user-centred sanitation design can take many forms and include different levels and types of community engagement. Engagement can range from observing users' behaviour to consulting with them on key decisions, or the co-design of sanitation facilities with communities. Applicants for this 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.

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 31 May 2017 (23:59 GMT)

