

Integrated monitoring— 1

BRAC WASH combines three monitoring systems to provide an evidence base for learning and programme management.

- **Management Information System (MIS)**

Provides a picture of how programme targets are being met and provides inputs for planning.

- **Monitoring and Quality Control (M&QC)**

Ensures that subsidies for the ultra-poor and loans for the poor are used as planned. Supports staff motivation, integrity and transparency.

- **Qualitative Information System (QIS)**

Shows behaviour change such as how people use latrines and practise handwashing, and evaluates village WASH committee performance

In addition, the BRAC Research and Evaluation Division (RED), BRAC Monitoring and Investigation Department and internal and external auditors monitor outputs, outcomes and indicators to check that programme goals are being met and to ensure transparency and integrity.

MIS uses the Monthly Performance Report (MPR) as a framework to collect data about what has been done.

M&QC can identify problems—for example if households break latrine water seals.

QIS reveals how hygienic behaviour practices change as a result of an intervention.

Triple monitoring systems provide rich evidence to manage and learn from BRAC WASH



MIS records what has been done; M&QC identifies any problems; QIS reveals how people's behaviour changes.

Integrated monitoring—2

Ensuring accuracy and integrity of data collected at community level

BRAC WASH takes steps to ensure the accuracy and integrity of data collected at community level and collated in the MIS database.

An internal monitoring and quality control (M&QC) unit was created to check the validity and reliability of MIS data and the quality of services.

A senior manager and three regional managers work with 52 quality controllers at field level to verify inputs, activities, outputs, outcomes and impact, using quantitative and qualitative methods.

Quality controllers cross-check the performance of Village WASH Committees (VWCs).

Every household directly supported by BRAC is surveyed to ensure it is receiving the promised service. Data goes to the upazila manager and head office and is disseminated to the field operation team and senior managers.

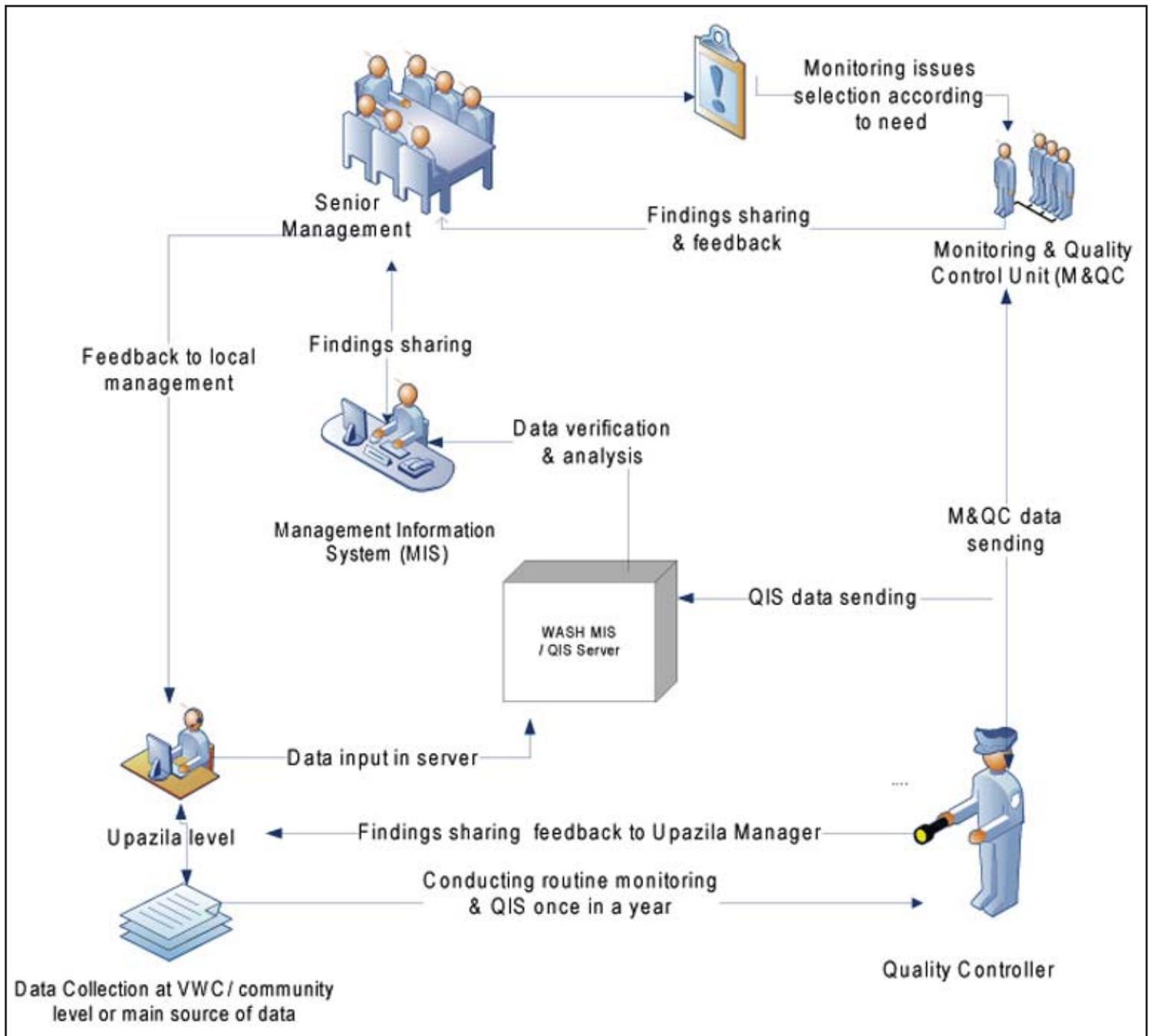
The M&QC team also undertakes participatory monitoring as part of QIS evaluation to collect evidence of the impact of the programme on people's lives. Field staff use smart phones to capture images and scan bar codes. Data can be uploaded and the support team can contact enumerators directly by phone to discuss any problems.



One issue that the M&QC team examines is whether latrines are constructed too close to water points so that they might compromise water safety.

Integrated monitoring—3

How monitoring systems combine to feed information for decision making



The diagram shows how information collected at the community level (bottom left) flows to the upazila (sub-district) and to senior managers who also receive information from the MIS database and from M&QC and QIS. Managers share information back to programme staff.

Integrated monitoring—4

Strengthening capacity and making monitoring gender sensitive

Some challenges need to be addressed to make monitoring more effective:

- Strengthen local capacities to monitor programme performance, especially for staff and Village WASH Committee self-assessment
- Refine monitoring to make it more gender sensitive
- Develop real-time data management with geo-referencing for all systems

Monitoring can reveal the human emotions within community development

Mahidul Islam, regional manager for monitoring and quality control saw Aklima Begum installing a pit latrine next to her home in Ganak Para village in Shariakandi Upazila, Bogra. She told him that BRAC WASH staff had convinced her of the dignity a latrine would bring.

“I felt shy because I did not have a latrine. I proposed to my husband that we get one but he is a day-labourer and said, ‘Why does a poor person need a latrine?’

The BRAC WASH programme assistant told her it could take time to get a subsidy. “I was fired up and could not wait. I was highly persistent and my husband scolded and beat me. I was crying. I did not cook for him and we were not talking.

“The next day, early in the morning without a word, my husband took the goat to market and sold it. He came home with the latrine materials. I felt so happy and proud.” Finally, the family came together to construct the latrine.



As well as telling BRAC WASH what is happening, monitoring can sometimes show why it is happening. Aklima Begum had to win an argument with her husband to build a latrine. When he changed his mind the family came together to install it.