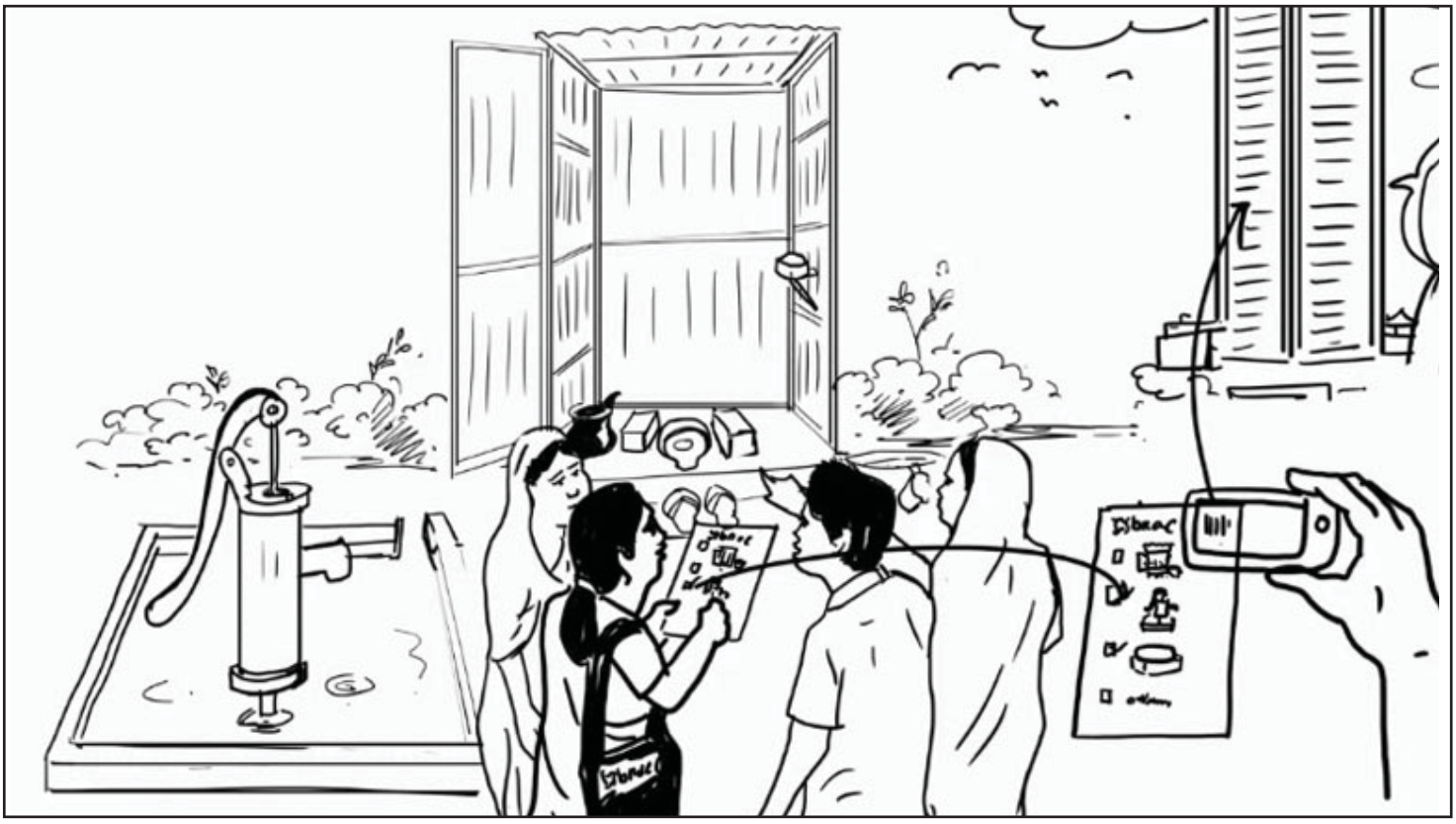
brac

in association with IRC

Qualitative monitoring (QIS)—1



Clip from BRAC animated film on QIS. The animation can be seen at http://www.ircwash.org/projects/brac-wash-ii-dgis-and-bmgf

Measuring quality and behaviour change

Monitoring plays a critical role in BRAC WASH at every level. The monitoring and control team reports independently inside the programme while the BRAC Research and Evaluation Division conducts external monitoring.

In the beginning, monitoring was about measuring inputs and outputs – visits made, resources used and facilities in place. Results are reported to programme management via the Management Information System (MIS).

What was missing was a way to assess the quality of the programme and the impact on changes in behaviour at household level. In 2012, BRAC WASH and IRC introduced the Qualitative Information System (QIS), working with field and head office staff to develop 'ladders' that show levels of quality for 15 outcome indicators considered most critical to programme quality.

QIS is used within BRAC WASH to measure the quality of the programme in a participatory way.

brac

in association with IRC

Qualitative monitoring (QIS)—2

QIS ladders reflect community realities

QIS measures indicators such as participation and inclusiveness and also measures behavioural change, using 'ladders' to show progress and levels of achievement.

Quality criteria are turned into scores on the ladder steps, using the knowledge of field staff who have extensive experience of community realities. Each step describes a state of affairs (mini-scenario) for the desired quality or behaviour. At the bottom (scoring 0) the desired action is completely missing; at the top (scoring 4) all indicators are met. A score of 2 indicates the benchmark minimum that should be achieved.

QIS in action: a member of the field staff uses a mobile phone to capture data at community level

BRAC WASH has developed QIS scales for 15 indicators—three for measuring the performance of Village WASH Committees, seven for households, four for schools, and one for rural sanitation centres. The example below looks at what happens when pit latrines are full. The worst state is when a household returns to open defecation; the ideal is for pit contents to decompose for at least 12 months following which a tree is planted on top.

SLUDGE MANAGEMENT WHEN LATRINE PIT IS FULL	SCORE ACHIEVED
IDEAL: Compost produced from the sludge was used on crops/trees	4
To make compost, sludge is kept at least 12 months inside the pit or a useful tree is planted in the pit after 12 months	3
BENCHMARK: After depositing sludge in a hole in garden/field, A pit latrine hole is covered or, in the case of a double pit, the old pit is covered with soil.	2
Owners empty full pit or get others to empty it and reuse latrine, but sludge is dis–posed in open environment. Or the owner makes a new latrine, but leaves the old one uncovered	1
No emptying. Household returns to open defecation	0

brac

in association with IRC

Qualitative monitoring (QIS)—3

Findings from BRAC WASH I, II and III

QIS research shows how BRAC WASH has made progress over time. Many indicators show the highest scores in BRAC WASH 1 upazilas where the programme has been working for the longest period. Almost all households in these areas are at or above the benchmark for consistent use of the latrine by all household members.

Process indicators including Village WASH Committee performance and levels of women's participation are also high in BRAC WASH I areas.

Some outcome indicators still need to improve. Handwashing after defecation is not yet universal, but scores in WASH I areas are three times higher than in areas where BRAC WASH has worked for a shorter period.

The fact that scores are higher in WASH I upazilas than in WASH II and III areas appears to support the need for long term interventions. It takes time for changes in behaviour to become embedded in communities.

QIS indicators for Village WASH Committees, households and schools

Topics and indicators	WASH I		WASH II		WASH III	
	At or above benchmark	Below benchmark	At or above benchmark	Below benchmark	At or above benchmark	Below benchmark
Indicators for Village WASH Committee (VWC)						
Safe and protected DW source by programme	55%	45%	na	na	na	na
VWC Performance	99%	1%	69%	30%	90%	10%
Women's participation/gender balanced management	98%	2%	58%	40%	91%	9%
Indicators for Households						
Safe and protected main drinking water source	83%	17%	72%	28%	57%	43%
Drinking water management from source to cup	74%	26%	44%	56%	57%	43%
Sanitary and hygienic household latrine	85%	16%	39%	61%	31%	69%
Use of latrine by all household members	96%	4%	81%	19%	91%	9%
Consistency of latrine use at all times	97%	2%	87%	13%	97%	3%
Hand washing provisions post defecation	78%	23%	24%	76%	25%	75%
Sludge management when pit is full	86%	14%	42%	58%	32%	20%
Indicators for Schools						
Sanitary, used and hygienic school toilet (Girls)	95%	5%	84%	16%	94%	6%
Sanitary, used and hygienic school toilet (Boys)	80%	20%	63%	37%	81%	19%
Presence & performance of student brigade	93%	7%	33%	58%	39%	61%
Menstrual hygiene management provisions for girls in school	82%	18%	63%	37%	82%	18%
Presence at and performance of school WASH committee	90%	10%	32%	68%	37%	63%

brac

in association with IRC

Qualitative monitoring (QIS)—4

Asking people about conditions of daily life can open new areas for research

QIS tells you about changes at individual or household level. It can also suggest new and emerging issues for research.

One BRAC WASH initiative was to obtain information about people who have difficulties to use sanitation facilities unaided, whether through old age, pregnancy, illness or disability.

It asked people: **What do you do now and what would you prefer to do to overcome this difficulty?**

The answers showed that more than a quarter of people with limited mobility had to be carried to the latrine. Research also showed that this was not what most people with limited mobility wanted. All the preferred choices—a wheelchair, tricycle or raised or special latrine seat— give people more autonomy.

Adapted Oct 2014 from material presented at the BRAC WASH annual review (March 2014)