

# Driving impact and innovation through evidence | Monitoring, evaluation, and learning

As a data and evidence driven organization, we are committed to a rigorous monitoring, evaluation, and learning process. We continuously adapt and test new models to ensure high quality implementation of our work. We are dedicated to generating a credible evidence base for influencing action and drive scale of affordable water and sanitation financing for all.

## Our framework for measuring impact

Grounded in our theory of change, our framework is the underlying process we use to capture and understand the performance of our work, identify potential risks, and validate resulting change that often occurs in complex environments. The practice and tools of our framework allow for flexibility to adjust to various regional contexts and ensures minimum requirements are met.

Our framework provides insight into our work. We track our impact by analyzing monthly and/or quarterly partner reports and progress, conducting borrower visits and viability assessments, and rigorous research. These methods allow us to evaluate the outcomes of our interventions, which is especially critical as we continue to innovate with new types of partners and channels, explore different financing solutions, and work through multilateral partnerships to bring about system level policy and practice change.

**Monitoring, evaluation, and learning activities**



## Accountability is key

We are accountable to the 2.1 billion people living without access to safe water and 3.4 billion people living without access to a toilet. We are also accountable to global stakeholders with which we partner around the world.

To conduct our monitoring, evaluation, and learning practices effectively and objectively, the Insights and Innovations team operates as a separate unit within the organization. To remain accountable to our global stakeholders, the Insights and Innovations team regularly engages vetted 3rd parties to conduct independent monitoring visits, research, and evaluations. This allows for the Insight and Innovations team to remain lean and adapt to regional contexts.

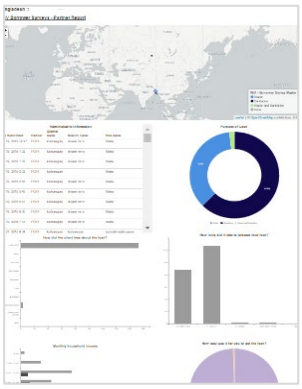
**Core areas of the Insight team's activities include:**

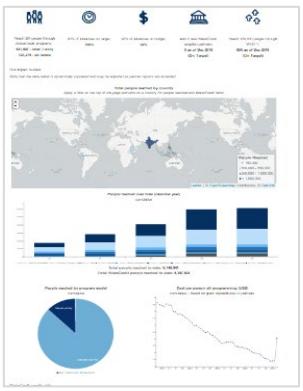
- Monitor: Measure and track progress and impact.
- Evidence: Build an objective and credible evidence base to instill confidence in our work through data analysis, program tracking, result measurements, research, and business case studies.
- Learning: Synthesize learnings and incorporate best practices to improve performance through efficient adaptation and uptake for future interventions.
- Validate: Conduct due diligence to confirm results and to inform current and future strategies.

## Our tools

Our framework utilizes a variety of tools to capture our impact. Our toolbox includes; a cloud-based management information system (WaterPortal), and a mobile data collection platform (mWater).

These collaborative tools provide staff methods for tracking ongoing activities with current partnerships and evaluate; WSS financing information, WSS improvement quality, monitoring visits and other key performance indicators.





## Measuring and analyzing results

Key performance indicators (KPIs) are collected on a regular basis and used to measure and inform our work. The types of KPIs we collect on a regular basis include:

**Reach:**

- Number of people reached
- Amount of mobilized capital
- Efficiency of capital

**Household:**

- Characteristics: household size, age, gender, location, income
- User satisfaction with the water and sanitation improvement and intervention
- Changes in socioeconomic status and water and sanitation practices, safety and time savings

**WASH products:**

- Types, functionality, usage
- Volumetric measurement

**Partners and interventions:**

- Channels and innovations
- Forecasts vs. actuals
- Sustainability of business operations
- Partner capacity and progression against set milestones
- Capital efficiently