



IRC

Supporting water sanitation
and hygiene services for life

Assessment of policy relevance for the WASH Strategy of the SMART Centre Approach

24th November 2020



Introduction

- ❑ Response to the ToR to undertake and assessment across 6 SMART Centres: Tanzania, Malawi, Zambia and Ethiopia, Kenya, Niger. split between established and more recent centres.
- ❑ Will place SMART within FIETS Sustainability Factors (Financial, Institutional, environmental, Technical, Social) and SDG goals.
- ❑ Along with sustainability, Provide feedback and advice on evaluative criteria of Coherence, effectiveness, efficiency, impact, relevance.
- ❑ An opportunity to learn and develop knowledge around the application of the SMART approach.
- ❑ IRC Evaluation Team – Richard Ward, Sally Sutton, John Butterworth and Lemessa Mekonta.



Focus and Aims

❑ **Broad Aims**

- ❑ 1. To provide a reflexive and open space to consider SMART Centres
- ❑ 2. To learn about successes and challenges across the SMART Centre group (both internally and externally)
- ❑ 3. To assess the SMART Centre strategies methodologies, opportunities and potential
- ❑ 4. To understand SMART Centre within a sustainable WASH policy outlook and Self Supply practices
- ❑ 5. To gather data and information on functionality, O&M costs, consumer and user feedback
- ❑ 6. To also reflect on the impact of COVID on recent activities and outlook

	Focus Area / Theme	Topic	How
1	SMART Centres	Location and condition; Staff and materials; Business plan and vision; Finances.	Desktop/ KII
2	SMART Services	Range and quality; Customer engagement, marketing and promotion; Follow up and support	Desktop / KII / some primary data
3	SMART Monitoring	how and what activities are monitored by SMART Centre	Desktop / KII / some primary data
4	SMART Engagement:	coordination, collaboration and participation in relevant sector issues, locally as well as nationally	Desktop/ KII
5	SMART ToC:	Understanding Theory of Change	Desktop/ KII
6	SMART Governance	broad strategic goals of the overall SMART Centre approach, possibilities for scale and impact	Desktop / KII
7	SMART Financial Governance:	the financial sustainability and reporting framework	Desktop / KII






Approach / Methodology

❑ **Three Principles**

- ❑ **1. Online First Evaluation** – though we hope to supplement with community level data, we hope to collect community level information
- ❑ **2. Collaborative Approach with SMART Centre:** to conduct review and reflection exercises (as well as potential data collection)
- ❑ **3. Shared Documentation Processes** – using Teams and MURAL to build an online space where the evaluation takes place.



☐ Five Phases

- ☐ **1. Information Request** – an initial desktop material request for each SMART Centre.
 - ☐ **2. Respond** . Information will be curated on the shared platform so progress and gaps can be seen by all participants
 - ☐ **3. Desktop Review and Online KIs** – Initial findings per country will be developed via draft desktop reports.
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☐ Phases (cont.)

- ☐ **4. Reflection and Community Level Data Collection** – presentation of the initial desktop findings (draft country reports) and questions for Key Stakeholders
- ☐ 4(b) Finalisation of data collection approach and data collection (with MetaMeta)
- ☐ **5. Report and Finalisation.** review of the inputs from the KII and reflection and community Level data collection phases phase.
- ☐ 5b. An internal findings workshop will consider the proposed findings of the evaluation

Next Steps

1. Confirm data collection outline / timeline with DGIS/Meta Meta
2. Schedule country team kick off calls and data request

Thanks

