

## **Scope of Work: Consultant, Human Centered Design Approaches for Sustainable Latrine Construction and Utilization in Takunda Target Communities.**

**Supervisor Title: Director, PRO-WASH**

**Work Location: Remote with potential travel to project areas in Zimbabwe**

**Deadline to apply: Thursday, July 22<sup>nd</sup> at 5 p.m. EDT/USA**

**Send all questions and application materials to: [prowash@savechildren.org](mailto:prowash@savechildren.org)**

### **Background**

PRO-WASH (Practices, Research and Operations in Water, Sanitation and Hygiene) is a five-year project led by Save the Children and funded by the USAID Bureau for Humanitarian Assistance. PRO-WASH works with partners to strengthen the quality, effectiveness and sustainability of WASH practices in BHA-funded development and emergency food security activities. As part of PRO-WASH's ongoing technical support to partners, PRO-WASH will be hiring a consultant to support the Takunda, a USAID funded Resilience Food Security Activity (RFSA) in Zimbabwe to use human centered design approaches to support sustainable latrine construction and utilization in Takunda target communities.

Use of improved sanitation facilities remains low in majority of Zimbabwe's rural communities, despite the concerted efforts to improve water, sanitation, and hygiene (WASH) by the government of Zimbabwe, with support from development partners. An estimated 15% of households in Manicaland and 36% in Masvingo province still practice open defecation, while 55% and 51% of households respectively, use improved facilities which are not shared with other households. Takunda aims to increase access to improved sanitation facilities in Zaka and Chivi districts in Masvingo province and Mutare and Buhera districts in Manicaland. To enhance sustainable uptake of improved sanitation facilities, Takunda wishes to apply Human Centered Design (HCD) techniques to understand consumer preferences to improve the design and delivery of latrines for rural communities in Takunda target districts.

During the knowledge and evidence gap identification process, conducted as part of the inception phase workshops for the two Zimbabwe RFSA's, a question arose on the use of HCD to increase latrine coverage and use at village level. It is in this vein that Takunda is partnering with PRO-WASH, to employ human centered design techniques to develop a sanitation strategy. These techniques will engage target communities in identifying barriers and motivators to latrine use, toilet / latrine features that are conducive to women, people with disabilities, or other segments of the population often left out of latrine design and could possibly increase willingness to build and consistently use toilets/latrines at the household's level. This study / pilot will also explore entrepreneurs offering sanitation products or interested in expanding into

sanitation services, and business models for increasing household ownership of improved sanitation and other related WASH services.

PRO-WASH will provide technical support for the HCD research through an independent consultant which will include developing the study methodology and tools, conducting training/coaching staff on HCD, analyzing data, and generating a draft report. The hired Consultant will have the following specific responsibilities:

- Produce the inception report for the study, outlining their understanding of the work to be done and how they will do it, including specific activities, timelines and required support from Takunda
- Conduct a desk review of the WASH sector in Zimbabwe and specifically to Takunda project areas. This desk review will help guide the study / pilot.
- Train Takunda staff on HCD for WASH and prepare them for data collection.
- Develop the study methodology and tools.
- Lead data collection (physically if possible), monitoring all teams and participating in the process to understand the context and be able to interpret findings.
- Organize, manage, and analyze all collected data, in line with study / pilot objectives.
- Draft a report of report findings, responding to study questions and study / pilot objectives and making clear recommendations to Takunda on how to use HCD approach to promote WASH.
- Develop a PowerPoint presentation of study / pilot findings.
- Produce a final report incorporating all stakeholder comments.

### **Key Study Objectives**

This study will use HCD approaches to assess households' needs, preferences and willingness-to-pay for sanitation and handwashing products including an understanding of the incentives and barriers that drive household decision-making around the construction and maintenance of improved latrines and hand-washing facilities. Specifically, the study will:

- Assess preferences for different toilet / latrine designs for sub-sets of the Takunda target population, including variations needed to adapt to local socio-economic context, geographic locations, gender, religious and social norms, and disability. An assessment of available / preferred designs / technologies should consider available materials, local capacities, environmental issues, and safely managed sanitation requirements.
- Assess the current presence, motivation, and capacities of local entrepreneurs either those already trained and currently engaged in installation of improved latrines and those selling -related products, including hardware and construction materials.
- Assess potential existing financing options for households and businesses and their feasibility (e.g., banks, micro-finance institutions, village savings, and loan associations (VSLAs))

- Assess potential for private-sector partnerships with existing partners operating in Zaka, Chivi, Buhera and Mutare districts, particularly around sanitation and hand-washing supplies and services.

## **Research Methods**

The study /pilot will employ a descriptive, cross-sectional approach, using HCD qualitative data collection methods to answer key research questions. The exact methodology and data collection tools to be used will be determined in conjunction with the retained consultant, PRO-WASH and Takunda staff. The qualitative data to be collected should be able to answer questions of diverse household types, latrine preferences, latrine use and perceptions, local accessibility, availability of local vendors selling sanitation products, entrepreneur demographics, business capacity and accessibility, household and entrepreneur level of financing. Annex 1 provides an overview of the key research questions that will be refined with the selected consultant, PRO-WASH and Takunda.

## **Deliverables**

Expected deliverables from this study will include:

1. Inception report and work plan detailing the data collection methodology and tools, key resources, stakeholder interviews within the Takunda intervention area. Inception report and work plan should also detail the training and capacity building plan for Takunda staff who will participate in data collection.
2. Rapid desk review of past project reports, policies, strategies, and sanitation guidelines for Zimbabwe relevant to the Takunda RFSA.
3. Human Centered Design Training for Takunda staff and provision of tools they can adapt for ongoing application of HCD methods in the life of award.
4. A prototype design to latrines and promotion mode that is piloted within limited scope.
5. Detailed draft report of a) findings in response to study objectives and answering all research questions b) recommendations for implementation of a sanitation and handwashing strategy to achieve sustained gender equitable access to and utilization of improved latrines c) implementation strategy including the relevant materials and resource suppliers, a monitoring framework, and a proposed budget for implementation.
6. Validation workshop with Takunda RFSA, PRO-WASH, USAID and Government of Zimbabwe to present study findings, recommendations and gather feedback to finalize overall sanitation strategy,
7. Final sanitation strategy document which includes defined market segments for each sanitation and hygiene products and a range of viable business models for Takunda implementation areas, if appropriate.

## **Timeframe/Schedule**

- Part time, estimated from September 2021 until May 2022. The timeline will depend on the consultant and partner availability. A tentative timeline is listed below:
  - Consultant start-up and inception report: *September 2021*

- Desk review of past project reports, policies, strategies, on sanitation and handwashing in Zimbabwe- *October 2021*
- Training of field staff in HCD in preparation for data collection- *November 2021*
- Fieldwork – Data collection –*December 2021 and January 2022*
- Data analysis and study reporting –*January & February 2022*
- Prototype a model of sanitation promotion over a 6-month period *November 2021-April 2022*
- Report Writing *April 2022*
- Presentation of 1st Draft report, key findings, and recommendations-*May 2022*
- Submission of final report- *May 2022*

### **The Consultant will report to:**

Nicole Weber, PRO-WASH Director and the consultant will work closely with the PRO-WASH Market Based Sanitation consultant and the Takunda Resilience Food Security Management, WASH, Learning and SBC teams in Zimbabwe.

### **Responsibilities**

All costs associated with enumerator time, transport for all travel for both consultant and staff working on this study, costs associated with workshops, meetings and prototyping will be covered directly by PRO-WASH and Takunda.

### **Required Competencies**

The individual Consultant will have the following minimum competencies:

- Extensive experience in using Human Centered Design (HCD) approaches to conduct research in low resource settings, preferably, in Africa and preferably with WASH related services and behaviors.
- Experienced in the field of social marketing, including demand, and supply side dynamics, behavior change, preferably with WASH related services and behaviors.
- Very strong interpersonal and relationship building skills.
- Experienced in training and coaching others in HCD approaches and sanitation marketing, including remotely training and coaching staff
- Comfortable and experienced with remote data collection and oversight

### **Preferred Qualifications**

- Knowledge of the Zimbabwe WASH sector will be an added advantage.
- Experience in conducting similar work under USAID funded programs will be desirable.

### **HOW TO APPLY**

Please send your application to [prowash@savechildren.org](mailto:prowash@savechildren.org)

To apply, please include:

- A cover letter including:
  - Your ability and availability to undertake this work
  - An estimate of how many working days will be required to complete the work
  - Your requested daily rate in USD
- A copy of your CV
- Contact information for at least two references
- Links to examples of related reports, projects, guides or other materials that you have produced on this topic

### Annex 1: Key Research Questions and Proposed Methods

| No | Research question   | Proposed Data Source / Collection Method   | Participants [Indicative]   | Research Justification [or] How findings will be used   |
|----|---|--|---|---|
| 1  | What household toilet/latrine features and designs will increase willingness to build and consistently use toilets/latrines and handwashing facilities at the household's level?                              | This is to be determined following an appropriate HCD approach developed in collaboration with consultant. | <ul style="list-style-type: none"> <li>• Men, women, and youth</li> <li>• VHWs, EHTs, District Development Fund and Sanitation Action Groups, WASH service providers at community, district, and provincial level.</li> </ul> | Findings will inform the design of user preferred sanitation promotion activities and help Takunda refine the nature and type of support to provide to households, communities, and the stakeholders and service providers to |
| 2  | How can toilet/latrine designs include features that are more conducive to women users, people living with disabilities, or any other family members, such children under 5, men, adolescent boys, and girls? |  | <ul style="list-style-type: none"> <li>• Men, women, and youth</li> <li>• VHWs, EHTs, District Development Fund and Sanitation Action Groups, WASH service providers at community, district, and provincial level.</li> </ul> |   |
| 3  | What type of local entrepreneurs are available and what capacities do they  |  | <ul style="list-style-type: none"> <li>• VHWs, EHTs, District Development Fund and Sanitation Action Groups,</li> </ul>   |   |

|          |   |  |   |                          |
|----------|---|--|---|--------------------------|
|          | <p>have to design and construct alternative latrines that suit the needs and desires of communities? How readily available and affordable are the required materials? How might this work be a top-up to their existing businesses and how willing are they to take up the challenge?</p>   |  | <p>WASH service providers at community, district, and provincial level.</p> <ul style="list-style-type: none"> <li>• Entrepreneurs</li> <li>• Suppliers of building materials</li> </ul>  | <p>collaborate with.</p> |
| <p>4</p> | <p>Is there potential for financial support for household improved sanitation construction, and, or partnership with private sector in this endeavor? What would it take to mobilize these financing options and partnerships?</p>  |  | <ul style="list-style-type: none"> <li>• VHWs, EHTs, District Development Fund and Sanitation Action Groups, WASH service providers at community, district, and provincial level.</li> <li>• VSAL members</li> <li>• MFI's and other financiers.</li> </ul> |                          |
| <p>5</p> | <p>What behavioral and attitudinal issues impact the uptake of construction, continued maintenance and use of the improved latrines? How can we influence households' decision preferences towards prioritizing latrine construction using household financial resources? How can we improve willingness to re-build after latrines fall?</p> |  | <p>Men women and youth Sanitation Action Groups<br/>District WASH officials<br/>Latrine Construction<br/>Entrepreneurs</p>  |                          |