

## 4.1. Peacebuilding indicators

M&E for peacebuilding is similar to M&E for development activities. However, as the results of peacebuilding interventions are different from those of traditional or typical development projects, peacebuilding M&E approaches also have some distinct features – **peacebuilding indicators often measure changes in perceptions, relations, behaviour and capacities related to conflict and peace.**<sup>15</sup> Traditionally, evaluations focus on quantitative indicators; however, as peacebuilding is qualitative in nature, it is critical to integrate qualitative indicators, and to support quantitative indicators with qualitative data. The middle column of Table 5 shows examples of generic indicators to support the measurement of peacebuilding-relevant change at input, output, outcome and impact levels.

**Table 5: Examples of peacebuilding indicators<sup>16</sup>**

	Key questions	Potential indicators	Supporting data
<b>Input</b>	<b>Were inputs the most cost efficient way to influence the situation?</b>	<ul style="list-style-type: none"> <li>• Timely delivery of financial resources.</li> <li>• Presence of staff, volunteers, partners, etc.</li> <li>• Availability and use of facilities/equipment.</li> <li>• Number of staff trainings/materials provided.</li> </ul>	<ul style="list-style-type: none"> <li>• Perception on quality of support by staff, volunteers and other contributors.</li> <li>• Quality of staff trainings or materials provided.</li> </ul>
<b>Activity/ Output</b>	<b>Were activities conducted (outputs produced) as planned in terms of content, timing, location, format, quality?</b>	<ul style="list-style-type: none"> <li>• Number of activities conducted, participants trained, events hosted, etc.</li> <li>• Number of publications or other outputs produced.</li> <li>• Number of proportion of target group expected to be involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Perception of the quality of activities conducted or outputs produced.</li> <li>• Characteristics of participants.</li> </ul>
<b>Outcome</b>	<b>What practices, behaviours, structures, and/or policies have changed? Are there new platforms for peacebuilding or mechanisms for conflict resolution? What do these look like?</b>	<ul style="list-style-type: none"> <li>• Type/degree of change in practices and behaviours of participants or community members.</li> <li>• Type/degree of changes in structures or policies adopted by business, government, organizations, institutions or decision-making bodies.</li> <li>• Number and quality of new platforms for peacebuilding (or conflict resolution mechanisms) established.</li> </ul>	<ul style="list-style-type: none"> <li>• Description or case studies of how new practices and behaviours, structures and policies, or new platforms for peacebuilding have influenced the community.</li> </ul>
<b>Impact</b>	<b>What happened as a result of the program/activity? Did it prevent conflict or build peace? Why?</b>	<ul style="list-style-type: none"> <li>• Measured reduction in violence; increased sense of security; improved inter-group relations.</li> <li>• Transformed conflict causes, drivers and/or triggers.</li> </ul>	<ul style="list-style-type: none"> <li>• Updated conflict analysis.</li> <li>• Community perceptions survey results.</li> </ul>

<sup>15</sup> UNICEF, 'Conflict Sensitivity and Peacebuilding Programming Guide', 2016, <https://www.unicef.org/media/96576/file/Programming-Guide-Conflict-Sensitivity-and-Peacebuilding.pdf>; pp. 32–33

<sup>16</sup> UNICEF, 'Adolescents as Peacebuilders Toolkit: For program planning and evaluation with the Peacebuilding Competency Framework', 2016, Prepared by Taylor O'Connor for the Adolescent Development and Participation Section', <https://www.unicef.org/media/59166/file>; p. 42.

The use of **proxy indicators** can be helpful to measure contributions to peace, particularly when the conditions for longer-term measurement of change in perceptions, relations, behaviour or capacities related to conflict and peace are beyond the means of a particular WASH intervention. In this case measuring indirect contributions to relevant dimensions of peace (e.g. social cohesion) can be helpful. Below is an example drawn from **UNICEF Ethiopia's 'Conflict Sensitivity, Peace Building and Social Cohesion Guideline for WASH Programming'**<sup>17</sup> illustrating the use of proxy indicators to measure capacity to prevent and mitigate WASH-related conflicts at output level.

**Table 6: Examples of social cohesion indicators**

**Measuring Social Cohesion contributions and examples of indicators**

**Outcome level result Statement**

Key WASH services stakeholders (local authorities, communities, women/girls, children/youth) in targeted conflict-affected [...] contexts experience improved social cohesion

*Perceptions of horizontal/vertical social cohesion among key WASH services stakeholders (local authorities, communities, women/girls, children/youth)*

**Output level result Statement**

WASH governance structures and community-based platforms have enhanced capacity to prevent and mitigate conflicts arising from WASH interventions

*#/type of project stakeholder trained/technically supported in WASH-related conflict management*  
*#/type WASH-related disputes satisfactorily resolved*  
*#/type of project related meetings engaging local authorities and communities*

For example, take indicator '#/type of project related meetings engaging local authorities and communities'. If such meetings were not taking place before but are now happening regularly, this can be indicative of increased trust and willingness to collaborate (both dimensions of social cohesion). If this is positively correlated by relevant stakeholders (participants, community, implementing partner) with '#/type WASH related disputes satisfactorily resolved' (e.g. the meetings have led to the resolution) and with '#/type of project stakeholder trained/technically supported in WASH-related conflict management' (e.g. the trainings have provided the necessary capacity to contribute to the resolution of the same), then we can begin to generate evidence of social cohesion being strengthened and of a contribution to peace in the target community through the WASH intervention. For more information on Conflict Sensitivity and Peacebuilding indicators in UNICEF's Strategic Plan's *see M&E Tool 2 – UNICEF Strategic Plan Conflict Sensitivity and Peacebuilding Core Standard Indicators*.

## 4.2. Means of verification and data collection



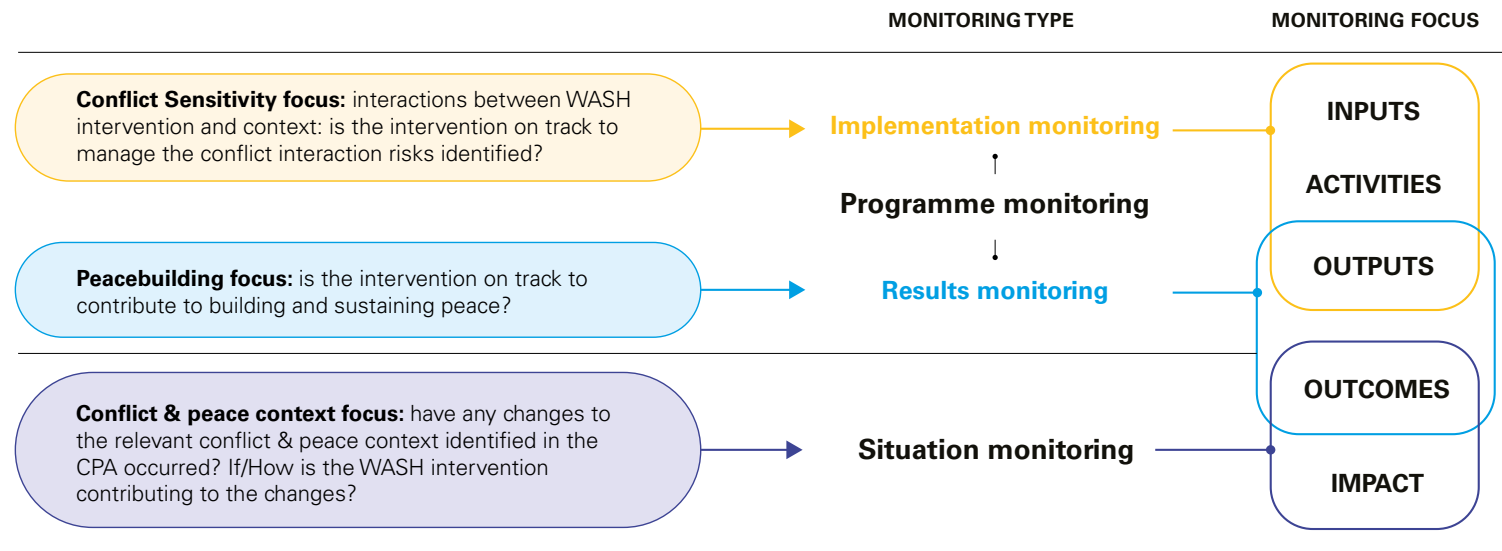
Monitoring progress towards delivering peacebuilding results can be more easily done if it is based on a robust conflict-sensitive M&E plan. WASH teams and sector partners can seek opportunities to integrate a conflict-sensitive lens and appropriate peacebuilding indicators into the results-based management monitoring framework shown in Figure 14 to generate relevant and timely data about contributions to resilience and peace made by WASH programmes. Peacebuilding monitoring would be anchored in the *results monitoring dimension*, complementing monitoring data on the context (situation monitoring) and the interactions between the intervention and the context (implementation monitoring).

<sup>17</sup> UNICEF Ethiopia, 'Conflict Sensitivity, Peace Building and Social Cohesion Guideline for WASH Programming in Ethiopia', 2022 <https://www.unicef.org/ethiopia/media/5356/file/Conflict%20Sensitivity,%20Peace%20Building%20and%20Social%20Cohesion%20Guideline%20for%20WASH%20Programming%20in%20Ethiopia.pdf>; p. 14.

**As peacebuilding M&E requires measuring changes in perceptions, relations, behaviour and capacities related to conflict and peace,**

creative and innovative methodologies that are often more participatory are needed to generate such data.<sup>18</sup> UNICEF's Conflict Sensitivity and Peacebuilding Programming Guide<sup>19</sup> includes six tools that can be used to collect qualitative and quantitative monitoring and evaluation data for peacebuilding programmes, such as key informant interviews (KIIs) and focus group discussions (FGDs) as well as more child and adolescent-centred innovative methodologies such as 'peacebuilding diaries' and 'participatory video evaluations'. Below are a few examples relevant to WASH peacebuilding programming.

**Figure 14: Integrating conflict sensitivity and peacebuilding into results-based management monitoring framework<sup>20</sup>**



**RESOURCE BOX**

**Quantitative surveys i.e. Knowledge, Attitudes, Perceptions (KAP) surveys:**

KAP surveys are ideal for collecting baseline and evaluative data. They can be implemented at national level but can also be adapted and applied at local level through tailored representative sampling approaches. UNICEF's Peacebuilding, Education and Advocacy Programme (PBEA) partnered with the Harvard Humanitarian Initiative (HHI) to design and pilot KAP surveys in a number of countries to measure change over time along relevant dimensions of resilience and social cohesion including: 1) trust; 2) social relationships; 3) civic and social participation; 4) inclusions and attitudes towards social processes and services; and 5) constructive dispute resolution and its relationship to educational experiences - details of the methodology can be found in UNICEF: 'Compilation of Tools for Measuring Social Cohesion, Resilience, and Peacebuilding', 2014, [https://inee.org/sites/default/files/resources/052814\\_UNICEF-PBEACompilationOfTools\\_UNICEF\\_English.pdf](https://inee.org/sites/default/files/resources/052814_UNICEF-PBEACompilationOfTools_UNICEF_English.pdf)

**Most significant change:** The 'most significant change' technique is a form of participatory M&E in which stakeholders are involved both in deciding the sorts of change to be recorded and in analysing the information that can be used to assess the performance of a programme as a whole. Essentially, the process involves the collection of significant change stories from young people, youth, adolescents and their caretakers, and the systematic selection of the most significant of these stories by participants themselves, other stakeholders and/or staff - for example, this approach can be useful to capture any changes in young peoples' ability to engage and influence WASH related change in their communities through their participation in a UNICEF-supported WASH intervention.

**Observation:** One way of discerning whether participants have achieved certain competency outcomes is through group observation e.g. during group activities in which participants experientially learn peacebuilding competencies. When assessing and evaluating outcome measures through observation, it will be useful to develop a checklist or evaluation score sheet for the facilitator to use during the group activity – for example, this approach can be useful to determine if WASHCO members have gained relevant conflict management competencies and to monitor how these competencies are being applied in meetings to resolve WASH related disputes. A checklist of behaviors, actions, dynamics, outcomes, that are relevant can be captured and used by observers (implementing partners, WASHCO members, third party monitors)

18 UNICEF, 'Conflict Sensitivity and Peacebuilding Programming Guide', 2016, pp. 32–33.

19 Ibid., pp. 62–66.

20 Adapted from UNICEF, 'Results-Based Management Handbook: Working together for children', 2017, <https://www.unicef.org/rosa/media/10356/file>, p. 107.

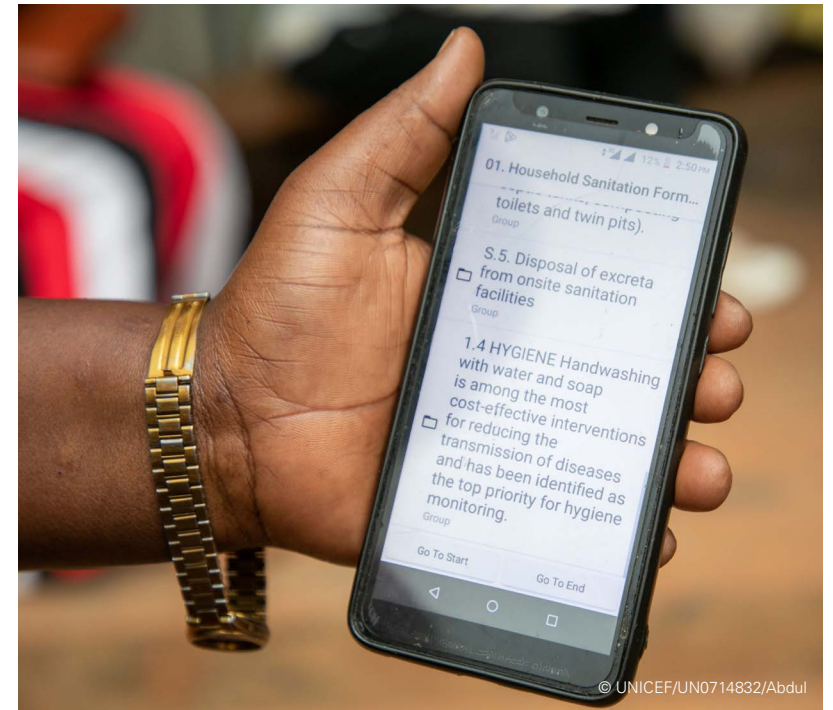
**Technology for development (T4D) can be leveraged** to support data collection for peacebuilding M&E. Interactive real-time monitoring platforms make it possible to strengthen vertical social cohesion by supporting the participation of communities in the design and implementation of WASH services – the platforms can be used to monitor critical aspects of conflict and peace interactions with WASH such as access and satisfaction with services, and grievances about inequity. They can also be used to monitor conflict dynamics and events related to WASH.<sup>21</sup> T4D platforms and two-way communication can be leveraged simultaneously to promote and monitor conflict sensitivity/peacebuilding approaches e.g. strengthen vertical social cohesion through greater accountability and participation in services, while using the platform to regularly survey the changed perceptions of services/providers. Interactive real-time monitoring platforms can strengthen civic engagement and collective action if supported by an equity focus, ensuring that key population groups such as women, adolescents and youth are reached. Young people’s appetite for and capacity to engage with technology and innovation can be leveraged to promote inclusive and participatory engagement even in remote areas, potentially contributing to address grievances arising from exclusion and marginalization, as demonstrated by the success of the U-report platform (*see CPA Guide, Step 6.2. Harnessing technology*). Technology-based innovations are accelerating the pace of data collection and enabling quick corrective action as well as longer-term decisions. They are enabling more adaptive and responsive programming for results<sup>22</sup> – a core aspect of conflict-sensitive programming in FCCs.

#### CASE STUDY

### Strengthening vertical social cohesion through improved real-time WASH monitoring:



In rural **Zimbabwe**, the Government, UNICEF and partners are working to improve equitable access to safe drinking water, sanitation and hygiene services. Towards this end, the Government has invested in the **Rural WASH Information Management system** to improve data reliability, equity analysis and the use of technology in emergency preparedness and response. However, the system has struggled with several challenges, including lack of consistent communication between key informants and enumerators and the **absence of two-way engagement with communities**. To address these shortcomings, UNICEF supported the Government to develop a mobile-to-web monitoring system that captures and stores WASH information in real time, using RapidPro. The Rural WASH Information Management System provides quick access to current data on rural WASH infrastructure; and the SMS interface enables communities to report changes in the infrastructure functionality by text messages delivered directly to government representatives, allowing for quick responses to problems as they arise. With the improved functionality of water points, women and girls no longer have to travel long distances to fetch water at alternative sites and have more time available to attend to their education, economic activities and family obligations. Since the project’s inception, 1.8 million children have been reached via community real-time feedback on WASH service functionality and delivery through the use of mobile open-source technology.



<sup>21</sup> UNICEF, Digital UNICEF – Harnessing the power of technology and digital innovation for children, 2021, <https://www.unicef.org/media/100211/file/DIGITAL%20UNICEF.pdf>

<sup>22</sup> UNICEF, Digital UNICEF – Harnessing the power of technology and digital innovation for children, 2021, <https://www.unicef.org/media/100211/file/DIGITAL%20UNICEF.pdf>

### 4.3. Monitoring and measuring WASH in Emergencies' contributions to peace

Integrating conflict sensitivity and peacebuilding approaches to an emergency response can be challenging due to the complexity of the contexts in which emergencies occur and the speed with which organizations need to react, which leaves little opportunity for the use of sophisticated analytical and monitoring tools.<sup>23</sup> However, a rapid initial conflict analysis using the CP Scan (*see CPA Tool 3 – Age and Gender Sensitive Conflict and Peace Scan*) as part of a broader risk assessment (see section 2.1. Assessing and monitoring conflict risks above) will generate data about relevant WASH–conflict interactions that can then be monitored through the deployment of indicators of relevant type and frequency. Table 7 includes a selection of indicators drawn from the UNICEF 2017 indicator registry currently available at the **Global WASH Cluster page**, which can be adapted and used to capture relevant aspects of WASH–conflict interactions and help integrate resilience and social cohesion strengthening into WASH humanitarian response monitoring.

**Table 7: Indicators to capture aspects of WASH–conflict interactions<sup>24</sup>**

Strategic objective	Indicator type	Level	Indicator
<b>Protection</b>	Process	Overall	#/% of projects integrating protection lens and based on the <b>Do Not Harm approach</b>
<b>Protection</b>	Baseline	Overall	#/% of targeted people identified as in need of psychosocial support or <b>social cohesion activities</b>
<b>Recovery, resilience and preparedness</b>	Outcome	Overall	#/% of WASH-critical market systems reinforced and able to provide sustained WASH assistance and <b>anticipate future hazards/shocks</b>
<b>Recovery, resilience and preparedness</b>	Process	Overall	#/% of projects integrating <b>studies on hazards and risks</b>
<b>Recovery, resilience and preparedness</b>	Outputs	Water supply	#/% of targeted people/communities identified as high-risk groups for WASH related diseases benefiting from adequate/tailored <b>capacity-building activities/ contingency measures to anticipate future hazards/ shocks</b>
<b>Recovery, resilience and preparedness</b>	Process	Overall	#/% of projects that integrate technical studies (feasibility, governance, market assessment) of water/excreta disposal/ solid waste management system (as a whole) to <b>inform disaster resilience programme design</b>

UNICEF’s role as WASH Cluster lead and related coordination (WASH Cluster coordinator) and information management functions (WASH Information Management Officer) can be leveraged to strengthen the monitoring of contributions to resilience and peace of WASH response in FCCs.<sup>25</sup> The responsibilities of the WASH coordination platform include setting up and overseeing the WASH response monitoring plan, which includes aspects that are highly relevant to peacebuilding, such as **equity** as articulated in the five WASH commitments on protection<sup>26</sup> (‘monitor and evaluate safe and equitable access and use of WASH services in WASH projects’) and in **disparities in the response** – these might be geographic, by type of beneficiary or response, etc. – as captured in activity reporting tools like the 5W Matrix.<sup>27</sup> The coordination platform may also identify relevant indicators to complement the strategic indicators included in the yearly Humanitarian Response Plan (HRP), for example in response to the findings of a CP Scan and conflict risk assessment.<sup>28</sup> These processes and tools can be adapted depending on the context.

23 Conflict Sensitivity Community Hub, ‘“How To” Guide to Conflict Sensitivity’, 2012, <https://www.international-alert.org/app/uploads/2021/09/Conflict-Sensitivity-How-To-Guide-EN-2012.pdf>; p. 22

24 See link for UNICEF Indicator Registry here: <https://www.international-alert.org/app/uploads/2021/09/Conflict-Sensitivity-How-To-Guide-EN-2012.pdf>

25 For relevant resources please see the Global WASH Cluster site on response monitoring: <https://washcluster.atlassian.net/wiki/spaces/CTK/pages/10787689/Response+monitoring>

26 <https://washcluster.atlassian.net/wiki/spaces/CTK/pages/10782123/Accountability+Protection>

27 <https://washcluster.atlassian.net/wiki/spaces/CTK/pages/10787664/Activity+reporting>

28 Such additional indicators should be included separately, in the Strategic Operational Framework (SOF) as noted in <https://washcluster.atlassian.net/wiki/spaces/CTK/pages/10790459/Monitoring+Plan>