# Measuring Socio-Technical Assistance and It's Impact

## Nepal EQ Response - A Coordination Perspective

# Poll!!

Yay!


Many levels of STA (support to households; government; local, national and International NGOs; vendors and producers; community groups), all of which can be measured along with their impact through various practices. Today we will primarily be focussed on HH level STA for the emergency and recovery and reconstruction phases.

The different stages of support required mean different combinations of social or technical support.

We will look at the relationship between NFIs and STA, and how 'self recovery' is impacted by STA, and ideas and practices from Nepal for measuring STA and challenges in measuring the impact of STA.

What effect does using the term Technical Assistance as opposed to Socio-Technical Assistance have? In Nepal, whether it is because of this or other reasons, there is a focus on the engineering and technical support, with less focus on the social aspects of assistance and communications.

BBB vs BBS - Paradigm shift from "Build Back Better" to "Build Back Safer". This has directed the reconstruction towards the measuring the quantity of

compliant houses potentially at the expense of architectural values, planning, socio-cultural aspects, building functions, etc. have never been measured.

Finally, STA or TA is often focussed on trainings, while we do so much more and so much more is needed, with a lot of it relying on people's ability to communicate, not actual technical capacity.

We need to measure STA in order to measure the impact of STA.

## Emergency Phase, Distributions, Temporary Shelter and Data Collection



Data was collected on the numbers distributed such as CGI, tool kits, bamboo, tents, tarpaulins etc. The appropriate use of these items required a certain level of STA, data on this type of support, apart from a limited range of trainings, was not considered an activity at this stage of the response. At a deeper level, and as is also a challenge during recovery, qualitative data on how the distributions were received or their actual impact is generally only measured buy agencies on an adhoc basis without a unified reporting system.

Many POs supported the construction of temporary shelters; material, labor, cash and the complete constructions. 3 years on, we estimate that well over 100,000 HHs are still in temporary shelter. You can imagine the need for ongoing STA for HHs in these conditions. Aside from a limited range of trainings, the associated TA was not collected as an activity in the 4W nor how the support was received by the recipient. Similarly, most of the kit distributions and guidance to partners came with the usage information, but not guidance on delivery and timeframes for support. How well the information was received, and its effectiveness has only been measured by individual partners. For example, during construction of shelters, IEC materials were developed and distributed on Fire Safety, Tying of roofs, etc. How well the information was delivered to the beneficiaries and its effectiveness were never measured.

How can we leverage off the partner assessments, and bring together all the qualitative information? Can we design a tool or adapt the 4W to collect assessment data of this kind? Common Kobo tools beyond the emergency, and supporting the use by government and donors. Common assessment formats are now being promoted, not just for rapid needs assessments, although the take up is slow. It is a challenge that may be worth addressing. How can we utiilise community perception data? Obviously uniform granularity, data formats and P-CODEs would be a great benefit.

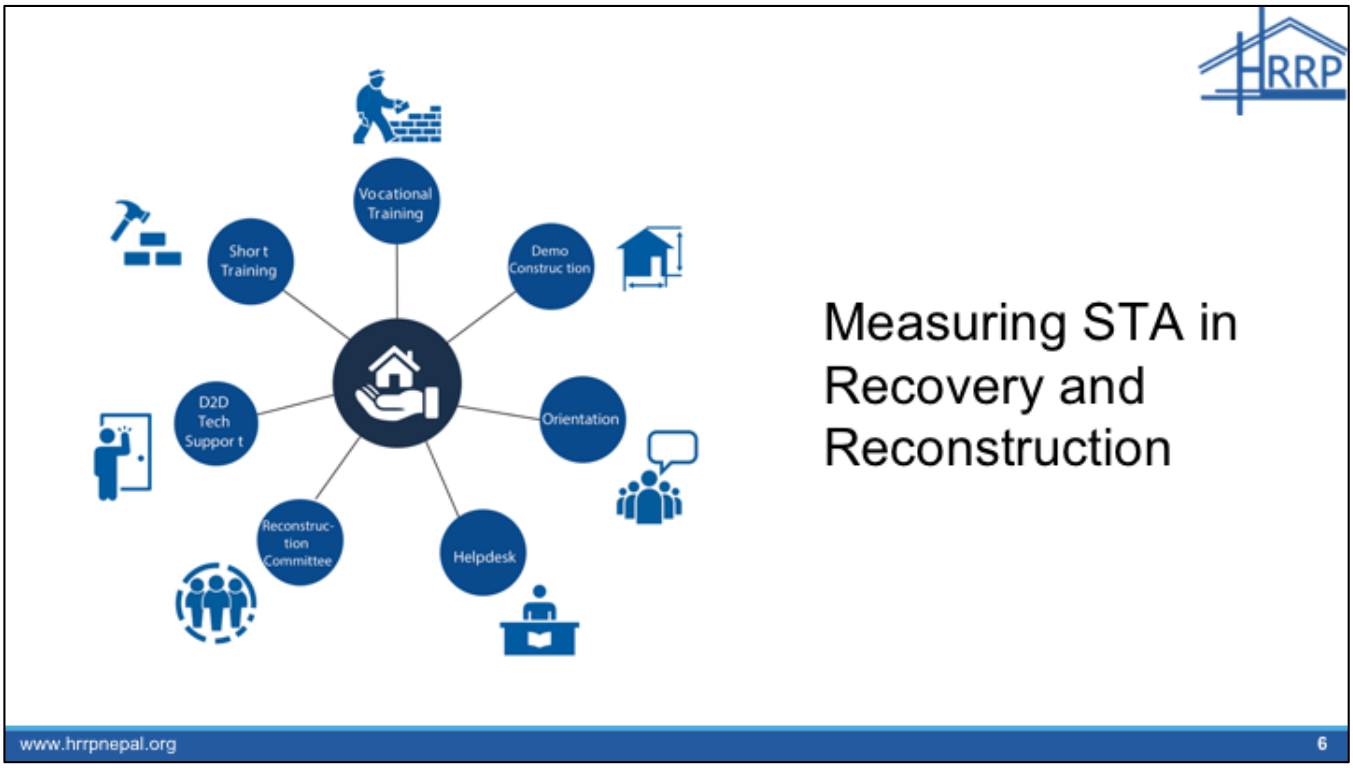

As we saw yesterday, during the winterisation response in Nepal, guidance or key action points were produced with a recommended NFI kit. As you know, this is a common practice for NFIs at different stages of a response. Guidance generally does not have any indication of what activities should accompany the advice, and so these activities are difficult to measure. The key action points were not for agencies, but rather for HHs, messages for HHs, yet there was no recommendations on delivery for the agencies reading the guidance. IEC material was produced but without activities associated to the delivery or communication of the material.

If we include activities within the guidance then the role out of these activities can be measured and gaps and duplications can be determined through the 4W, which in turn may encourage partners to do it. Some of these activities could include reporting/monitoring the effectiveness of distributions.

After 3 years many temporary shelters are still inadequate and have been maintained or built badly, which may have been avoided/minimised if TA was encouraged at an early stage.

Can an NFI Kit and guidance include other measurable activities apart from

distributed items?




The STA activities were developed with and by government and partners. This became the basis not only for 4W activities but also for comparative mapping.

Number x Quality x Time – looking at the overall outcome, so number of houses built x the quality of the houses (in this case that they are compliant and able to receive the grant) x the time required for all houses to be rebuilt. In terms of TA, this equates to coverage x technical assistance x speed, so the number of houses receiving STA x the quality of STA x the timeliness and adaptability of TA. (all this comes from discussion paper done in the shelter cluster which is attached)

Targets and indicators can refer to no. of households and communities that have taken part in orientations with standard content, no. of construction workers trained to agreed standards, no. of demonstration houses built to agreed standards, no. of technical resource centres / helpdesks providing agreed set of services, no. of visits carried out by door to door technical assistance teams, etc. But this does not measure impacts. Need to look at the outcomes of these to understand the impact. Much more difficult to do and as

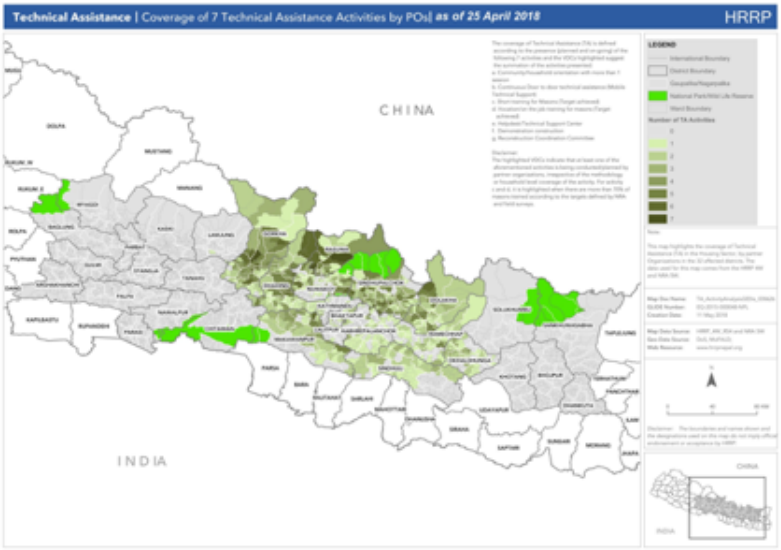
a sector we have yet to really get to grips with this.

The importance of Targets - with out targets, gaps or duplications cannot be determined. STA targets are harder to define, but are important if we want to advocate for donors and agencies to address supporting self recovery.

# Combined TA map

## Core Activities

a. Community/household orientation (BBB messaging)
b. Technical Supervision (Mobile Technical Support)
c. Short training for Masons (Target achieved)
d. Vocation/on the job training for masons (Target achieved)
e. Helpdesk/Technical Support Center
f. Demonstration construction
g. Community Reconstruction Committees



## 4W Design to encourage STA measuring

- Core STA activities are defined, with guidance
- Core and other STA added as an activity
- Additional Fields are added to capture some slightly more qualitative indicators. Fields can have varying values

Examples

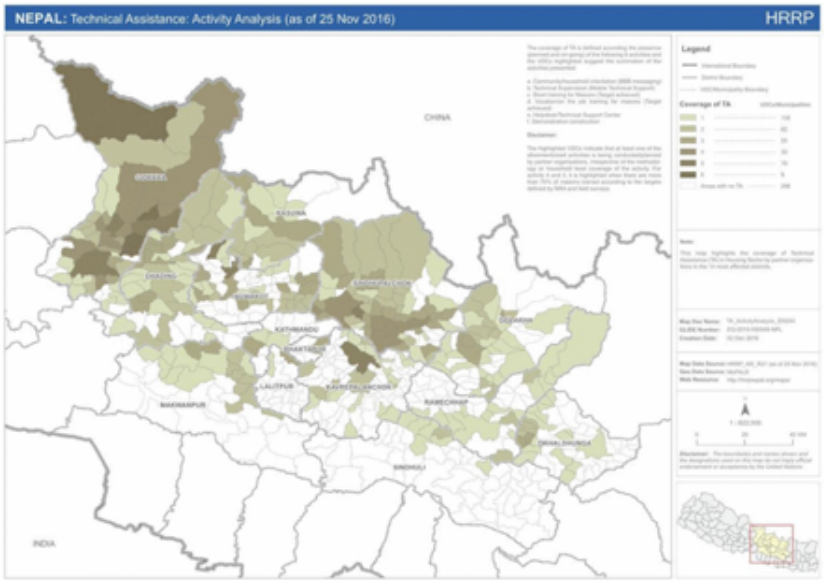
- HH Level Reconstruction Orientations
  - # of session planned/completed per HH
  - # of Hours per Session
  - # HHs Targeted
- Door to Door STA
  - Continuous or One-Off
  - Team composition



Defining TA core package, standards:

- Targets and indicators need to be defined based on some sort of core package of TA activities (for coverage and planning) as well as based on standards, e.g. number of visits by D2D teams, or structure of D2D teams, etc.
- Need to find the balance between being prescriptive (if too prescriptive POs might not be too keen or may find it hard to implement, or may not be able to find new and better ways of doing TA in different contexts) and being more open (if too ill defined then there won't be a common understanding of what TA is and what activities should be implemented).

## Timeframes for TA




What is the potential of a temporal component for visualising TA and addressing gaps and duplications?



STA can/should also be assessed against the time frame for the recovery and reconstruction. Without a link to the time frame for recovery it is especially difficult to assess gaps in delivery. Responders and policy makers will often consider the job done if it is reported that an activity is complete in an area, potentially leaving many HHs behind in the recovery, and that shelters and houses are maintained and continue to be appropriate.


- We Need a baseline to work from, such as a KAP assessment or similar framework; it is challenge to bring all this together if it is an agency responsibility (not cluster); if it is agency based then how do we address areas with no partners, and the variety of methods and interpretations? Can government detailed damage assessments include something along these lines?
- If the goal is something like “All families and communities reconstructing and repairing their homes can build back safer and create more sustainable houses and human settlements” then it could be a challenge to assess the impact of any one STA activity.
- Approaching measuring the impact in a collective way may be more useful but is potentially more challenging also. How would areas with no STA be involved? Especially in a context like Nepal where the number of areas with no STA far outweighs areas with STA.
- Qualitative vs. quantitative – working at scale with qualitative data collection can be really difficult but potentially necessary to really understand the impact of STA.
- Community perceptions and feedback – can feed into measuring impact of STA especially if data can be in a common format with other data?

Impact of STA in areas with partners should be compared to areas without. It is very

possible that we feel our work has an impact when actually in areas without us, progress and perceptions are just as good. In responses where government are the only ones involved in STA, like the majority of Nepal, how does this differ?

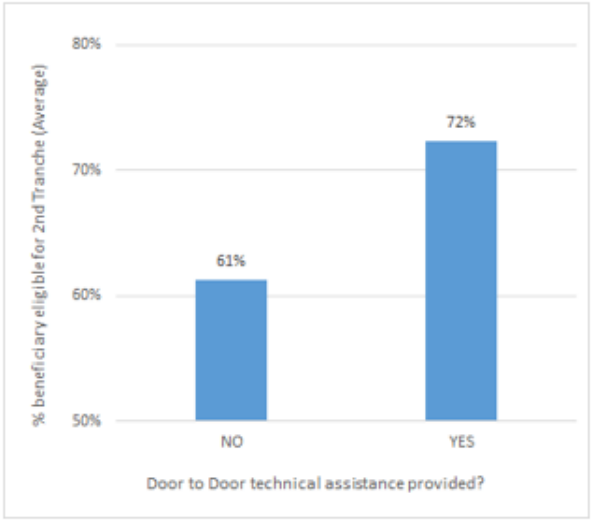
How much does personality of staff matter, and how can we work with that?

## Other Ways to measure the Impact of TA

We can see a correlation between D2D STA and the rate of compliant construction

The table below shows a correlation between the number of Social mobilizers and technicians present in the field vs the number of compliant houses built ad the rate of construction

| Compliant reconstruction | Social Mobilizer & Technician |
|---|---|
| Eligible for 2nd Tranche | 69.0% |
| Eligible for 3rd Tranche | 63.9% |





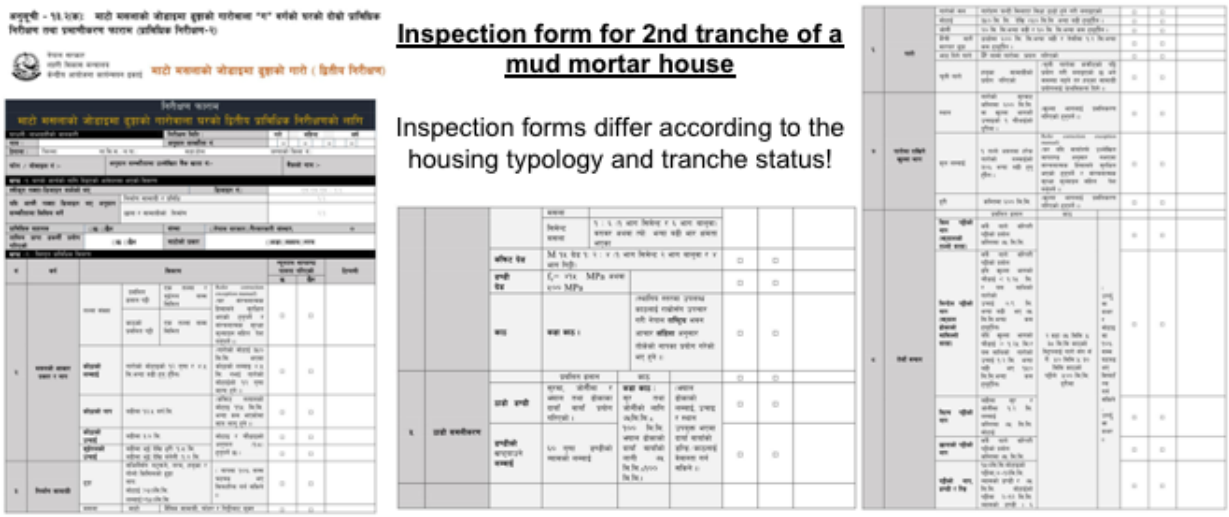

We can see a correlation between D2D STA and the rate of compliant construction, showing a positive impact of the delivery of TA.

The “Eligible for tranche” means they are compliant buildings.
The correlation suggests that if we increase the number of social mobilizers and technicians as a STA, we can complete a construction faster and effect

The graph on the left is from the 4W. It shows a measure of the impact resulting from Door to Door technical assistance. Here we can see a considerable increase in the compliant rebuilding.

Impact Vs Quality of TA: Quality of TA is much harder to measure, and needs more in depth studies and assessments.

# Conditional Cash






Largest conditional cash program ever – inspections gather detailed information on all aspects of structural compliance, dimensions, materials, number of inspections and more

Cash grant has been used as the leveraging factor to measure the number of compliant houses. It is more of quantity than quality. There are many cases of people constructing one room houses for getting the grants. The minimum standard size of houses has been defined in the later stage on Jan 2018.

The multi-level tranche delivery mechanism has indirectly encouraged/contributed to the house owners seek technical information in various possible ways which has been sidelined/ignored for measuring the impact of TA. Compliant houses are being constructed even where the access to TA supports from POs and regular DLPIU engineers visit are too limited. (In rural areas, replication of distinct type designs is common. These information/influencing factors go unmeasured. In the Inspection checklist such general qualitative details can be collected.)

Paradigm shift from “Build Back Better” to “Build Back Safer”. This has directed the reconstruction towards the quantity of compliant houses instead of building a better quality house. Architectural values, planning, socio-cultural aspects, building

functions, etc. have never been measured.


- **Swiss Red Cross and NRCS** built demonstration houses very quickly after the earthquake (in May and June 2015) which was a great initiative. But then they didn't get the results they expected as presented to a Red Cross shelter meeting on this where they explained that people didn't understand that the demo house was a scale model and they didn't understand the details / technology used. This was mainly because they had no staff as part of the demo house so it wasn't used as a tool for technical assistance. The project staff who were involved in the construction of the demo houses had not had any training on communicating with communities so they weren't able to provide information even when they were at the houses.
- **Masons and Contractors in Northern Gorkha** are offering a one room, one storey house to access the GoN housing reconstruction grant.
- **NSET Building Code Implementation Programme in Municipalities of Nepal**, programme that was running for several years before the earthquake and is still running. Working in large municipalities in terai and Ramesh gave a really interesting presentation on the results at that USAID meeting back in early March last year. It showed that they had made lots of progress in improving building code implementation

and therefore having safer construction practices, but also showed that it takes a long time and a lot of work and investment to make those changes.

- **Medair transport support, Bijulikot, Ramechhap**, expanded view of TA as looking to create an enabling environment for households to rebuild, Medair provided a top-up cash amount to cover transport of materials to their working area and then supported households to use this collectively and get the most out of the cash. Facilitation role can be really important and have more impact than other more technical support.
- **Build Change design centres, Dolakha and Nuwakot**, provides households with the house design required to get through the first step in the reconstruction process. Supports budgeting and planning and saves households money as it can be expensive to get a design prepared.
- **NRA Tranche Deadlines**, intended to speed up the rate of reconstruction which has worked (to a certain extent) but also had unintended impact of people building one storey, one room houses just to access the grant but which they will not live in. Means that investment does not have desired impact as households are not living in safer homes than they were before the earthquake.

# STA is cheap!

Cost of TA versus effectiveness
Cost of material and financial support vs effectiveness ?

**Nepal case study**

Financial Support to HHs (replacing the government grant)

- $3,000/HH + TA costs
- **limited** number of finished houses

TA Support to HHs

- $2 to $6 for TA / HH / Month
  $120/HH for 5 years
- **many** finished houses