

WASH Road Map | Initiative 1 (WASH Hub)

Item	Details	
Name of Initiative	WASH Hub	
Lead organization(s)	GTO, CAWST, GWC CAST (confirmed for phase 2 and potentially beyond)	
Team	<p>Contributor: ICRC, IFRC, Oxfam, Solidarité International, Save the Children, PRO-WASH & SCALE, BORDA, arche noVa, Eawag, IHE, IOM, LSHTM</p> <p>Observer/Sounding Board: Tufts, NRC, French Water Partnership, Elrha</p>	
Estimated total timeframe (months) (all phases)	<p>Phase 1 (Scoping): End of 2023 (done)</p> <p>Phase 2 (Conceptualisation): Mid/end of 2024</p> <p>Phase 3 (Implementation): End of 2025</p> <p>Phase 4 (Operation): continuously from 2026 onwards</p>	
Resources Required	<p>FINANCIAL</p> <p>Phase 1: done</p> <p>Phase 2: 50,000€</p> <p>Phase 3: 400,000€</p> <p>Phase 4: 250,000€/year (self-financed to the extent possible)</p>	<p>OTHER</p> <p>In-kind support from involved partners (provision/curation of resources, helpdesk support, sounding board)</p>

<p>Objective(s) (list specific objective(s) of the initiative)</p>	<p>Goal: To enable practitioners involved in humanitarian WASH interventions to access available sector knowledge and information through a global go-to-point that provides orientation, guidance, knowledge-sharing and learning opportunities, peer-to-peer exchange and advisory services.</p> <p>Objective 1: Facilitate access by WASH practitioners to relevant, structured and curated resources, tools, trainings and events through effective and coordinated knowledge management and communication.</p> <p>Objective 2: Provide a mechanism for direct tailored support to WASH practitioners to design, manage, operate WASH programs through a remote helpdesk and facilitated peer-to-peer exchange.</p>
<p>Short description (2 paragraphs)</p>	<p>The WASH Hub will be a virtual space for practitioners involved in humanitarian WASH interventions to provide access to existing key resources, tools, events and trainings in a structured and user-friendly way and to facilitate more direct remote support and peer-to-peer exchange when required.</p> <p>It will provide a unified user experience building on the experiences of the SANIHUB platform and aims to either migrate existing sector platforms (such as the Emergency WASH Knowledge Portal, the Global WASH Cluster Resource Center or Octopus) into the Hub or link and signpost to external partner operated resources and tools, allowing full visibility of involved sector agencies. It will link to key agency document repositories and online training packages as well as provide regular updates on WASH trainings and events.</p> <p>A jointly operated remote helpdesk will provide direct and contextualized support upon request from a team of experts represented by various sector agencies. It will also include the ability for actors to rapidly and easily set up their own peer-to-peer groups in local languages where needed. A common platform simplifies the set up and management of the groups and encourages information sharing and local communication/collaboration.</p> <p>The use of AI will allow for multilingual support, supports the collection of resources from external platforms, enables personalised access to knowledge, direct support and feedback mechanism (chatbot) and to better understand user intent for more relevant/tailored responses.</p>

	<p>The WASH Hub will also provide the platform to make the outputs and deliverables of other WASH Roadmap initiatives and Global WASH Cluster working groups and national coordination platforms available sector wide.</p>
<p>Link to Pillar – how does this initiative enable the WRM to meet pillar objectives?</p>	<p>The WASH Hub will be the corner stone, knowledge portal and collective virtual identity of the Humanitarian WASH Sector. This will directly aim to ensure that the right systems are there at the right place and at the right time (Pillar 1) for professionals around the globe. The WASH Hub success will be based on coordination and strategic partnerships (Pillar 2) to ensure efficient knowledge exchange between practitioners for a better informed and evidence-based humanitarian WASH response. Beyond being the one-stop shop for Humanitarian WASH evidence and knowledge, the portal will also be key to highlight innovations, new ways of working and synergies with other sectors. This will bring collective evidence, transparency and advocacy for more flexible and predictable funding for the sector (Pillar 3).</p>
<p>Link to Ax(i/e)s – how does this initiative enable the WRM to meet ax(i/e)s objectives?</p>	<p>The WASH Hub will be focused on a collective knowledge base for humanitarian WASH Responses. This is currently scattered and duplicated over the web and its collective approach will strengthen knowledge based on life-saving responses that are driven by public and environmental health outcomes (Axis 1). The coordination of knowledge collection, synthesis and curation will allow better promotion of agreed accountability and the highest quality standards (Axis 2), best practice from the field through National Coordination Platforms, technical working groups, and humanitarian partners active in knowledge sharing in humanitarian and fragile contexts. The curation of knowledge, best practice and lessons learnt generated by the platform/helpdesk will also be central and key to creating resources that are anchored in preparedness and resilience (Axis 3).</p>
<p>Target audience</p>	<p>Practitioners involved in humanitarian WASH interventions (incl. humanitarian field workers, local actors, engineers, planners, hygiene promoters, government representatives, academic institutions, capacity strengthening agencies, private sector, donors, actors from other sectors)</p>
<p>Potential use or application</p>	<p>The WASH Hub is meant to be used by practitioners involved in humanitarian WASH interventions as the main global sector go-to-point to find and share all relevant information and resources and to be</p>

	connected to the wider sector community with tailored communication/exchange options and direct and contextualised advise on-demand.
Interdependencies with other WRM initiatives	<p>The WASH Hub has interdependencies with all 7 WRM initiatives (listed below). Envisioned to be the key sector go-to-point and knowledge platform, the WASH Hub is seen to play a crucial role for sector-wide dissemination and structured presentation of the results and deliverables from all other WRM initiatives (and GWC working groups).</p> <ul style="list-style-type: none"> • Initiative 2 (Systematic Collection, Management and Presentation of WASH Data) • Initiative 3 (Accountability and Quality Approach) • Initiative 4 (Research & Innovation) • Initiative 5 (Capacity Development and Professionalisation) • Initiative 6 (Multi-Sectoral Integration, Health) • Initiative 7 (HDP Nexus) • Initiative 8 (Humanitarian WASH Advocacy and Funding)
Links to key external initiatives	<p>Emergency WASH Knowledge Portal, CAWST, SANIHUB, Global WASH Cluster Knowledge Point, COVID-19 Knowledge Hub, WASH'Em, SuSanA, ALNAP, Sanitation Learning Hub, Hand Hygiene for All, Octopus, IFRC, PRO-WASH, Geneva Technical Hub, WASH Systems Academy, pS-Eau, UNHCR WASH, EEHF</p>
Workplan	See summary below
Sustainability of Initiative	<p>The conceptualization (Phase 2) and implementation (Phase 3) of the WASH Hub – planned to be completed by end of 2024 and 2025 respectively – will require both considerable in-kind support from involved sector agencies and additional external financial support. The conceptualisation phase (Phase 2) also includes the development of viable business development pathways to help (co-)</p>

	finance to the extent possible the longer-term operation of the WASH Hub post 2025. The Hub will be hosted by one of the involved co-leads (still to be decided) and it is anticipated to run the WASH Hub and support all its outlined functionalities with 2-3 persons
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Phase (Summary)	Outcome(s)	Milestones	Outputs	Indicator(s) of Success	Estimated Budget (USD)	Status
<p>Phase 1 (Scoping): Two studies are to be carried out with (1) a mapping of existing platforms and a survey among sector practitioners to identify gaps, usage and users experience of technical platforms with a focus on 2-way communication and (2) a feasibility study identifying resources, technological and financial requirements to operate and sustain the WASH Hub. The insights and learnings from the scoping studies and the SANIHUB (a platform simultaneously developed and launched in 2023 that provides a solid basis to build on for a wider WASH Hub) will be collected to fully inform the conceptualization of a wider WASH Hub. A kick-off meeting will be organized with all interested agencies to develop a joint understanding on how the Hub should look like and to start conceptualizing the Hub, clarify roles, and identifying the resources needed.</p>	<p>The WASH Hub co-leads and participating organisations have a joint understanding on the scope, functionalities and cost implications of the Hub. Involvement options, roles and responsibilities for Phase 2 and beyond are defined.</p>	<ul style="list-style-type: none"> • Survey questionnaire designed and launched • User survey conducted • Mapping, scoping report completed • Recommendations report completed • Kick-off meeting conducted 	<ul style="list-style-type: none"> • Mapping/scoping report (incl. user survey) • Report with recommendations for the WASH Hub • WASH Hub kick-off meeting 	<ul style="list-style-type: none"> • Mapping/scoping report developed (CAWST, May 2022) • Recommendations report developed (CAWST, Dec 2023) • WASH Hub kick-off meeting conducted (Jan 2024) 	100,000	2022/2023 (completed)

<p>Phase 2 (Conceptualization): A core team will be set up and a design sprint will be conducted to fully conceptualize the Hub and its possible structure. It also includes the coordination and validation of the results with key sector agencies and key users/personas. In addition, a steering group/advisory board will be formed to provide advice at critical steps of the process. It also includes a detailed breakdown of costs required for the implementation of key WASH Hub elements and modules and the communication/reach out to potential donors.</p>	<p>The WASH Hub core team (informed by an advisory board) has developed a robust and viable WASH Hub concept that spark interest from relevant donors and that is being implemented in phase 3</p>	<ul style="list-style-type: none"> • Core group and advisory board (incl. governance structure) set up • Design sprint conducted to develop detailed concept and structure of the Hub • Initial user interface (UI) and user experience (UX) design available • Concept validation with representative users/personas • Fundraising strategy developed for phase 3 and 4 and outreach to donors 	<ul style="list-style-type: none"> • Core group and advisory board set up • Concept developed and validated • Long-term business model developed and validated • Positive donor feedback 	<ul style="list-style-type: none"> • Validated concept available, including draft UI and UX design • Donors identified who are willing to support implementation/running of the Hub (potentially in smaller modules) 	<p>50,000</p>	<p>Until Sept 2024 (see separate proposal)</p>
<p>Phase 3 (Implementation): Technical implementation of an MVP (minimum viable product) of the WASH Hub. It includes the following components (which will be further defined as part of the design sprint in phase 2):</p> <ul style="list-style-type: none"> • Interface and AI: Platform interface with a UX design based on user needs and priorities. It is supported by AI to allow for multilingual support, to assist with the collection of globally available humanitarian WASH knowledge, personalised access to (hidden) knowledge, to provide direct support and feedback mechanism (chatbot) and 		<ul style="list-style-type: none"> • UI and UX design • Set up of expert group (to support helpdesk) • Technical implementation of all outlined Hub components • Launch of the MVP 	<ul style="list-style-type: none"> • MVP of the Hub implemented and launched • Monitoring concept in place to measure use/success of platform 	<ul style="list-style-type: none"> • MVP launched, disseminated and used • Helpdesk functional and used • P2p group option used • Monitoring concept implemented 	<p>400,000</p>	<p>Until Dec 2025</p>

<p>to better understand user intent for more relevant/tailored responses</p> <ul style="list-style-type: none"> • Knowledge Hub: Curated repository of key practical sector resources (and structured overview of existing external platforms and resources). Should include additional sections/entry points for trainings, events, innovation, other WRM initiatives and GWC TWiGs, incl. feedback mechanism for gaps/missing content • Helpdesk: Setting up a remote helpdesk (incl. a expert pool plus a corresponding CRM (customer relation management) system) to support field practitioners directing them to resources and facilitating and connecting them with pool of experts, with results/lessons learned fed back into the Hub • Peer-to-peer exchange: Setting up the environment for and moderating temporary p2p exchange option (or “topical hubs”) on demand for specific emergencies, topics, regional/country exchange etc. with results/lessons learned fed back into the Hub • Membership area: potential business model offering additional services to members in order to (partly) cover running costs of the Hub 						
<p>Phase 4 (Operation): Longer-term operation of the platform, including running and managing the helpdesk,</p>	<p>Functioning WASH Hub that provides tailored and contextual</p>	<ul style="list-style-type: none"> • Annual review of Hub performance and improvement needs 	<ul style="list-style-type: none"> • Hub is widely used by the sector and is reaching its target 	<ul style="list-style-type: none"> • WASH Hub functional and used 	<p>250,000/a</p>	<p>From 2026 onwards</p>

<p>facilitation of peer-to-peer groups, constant content collection, curation and management and constant communication with partners. It also includes the incremental improvements of the Hub based on user feedback and surveys. It may also include additional (paid) services in order to (partly) cover running costs of the Hub which are to be identified in phase 2 (see above)</p>	<p>knowledge to improve quality of humanitarian WASH services</p>	<ul style="list-style-type: none"> • Annual core group/AB meetings 	<p>audience (WASH practitioner, particularly local actors).</p> <ul style="list-style-type: none"> • WASH practitioners can access tailored WASH technical support to improve their programmes 	<p>by XX number of users</p> <ul style="list-style-type: none"> • Helpdesk functional and used by XX number of users • P2p group option used • Demand for additional (paid) services to (partly) refinance running costs • Percentage of sector agencies satisfied with the WASH Hub 		
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