

Failing better in the water, sanitation and hygiene (WASH) sector

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Twitter: @BexSindall / @FSM_Fail

With *Esther Shaylor*, UNICEF Supply Division & *Dr Dani Barrington*, University of Western Australia

Shit happens.



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Fail, fail again, fail better.

Entrepreneurship

—



**"I HAVE NOT FAILED. I'VE
JUST FOUND 10,000
WAYS THAT WON'T
WORK."**

~ Thomas Edison



His fiancée died, failed
in business, had a nervous
breakdown and was defeated
in 8 elections.

ABRAHAM LINCOLN

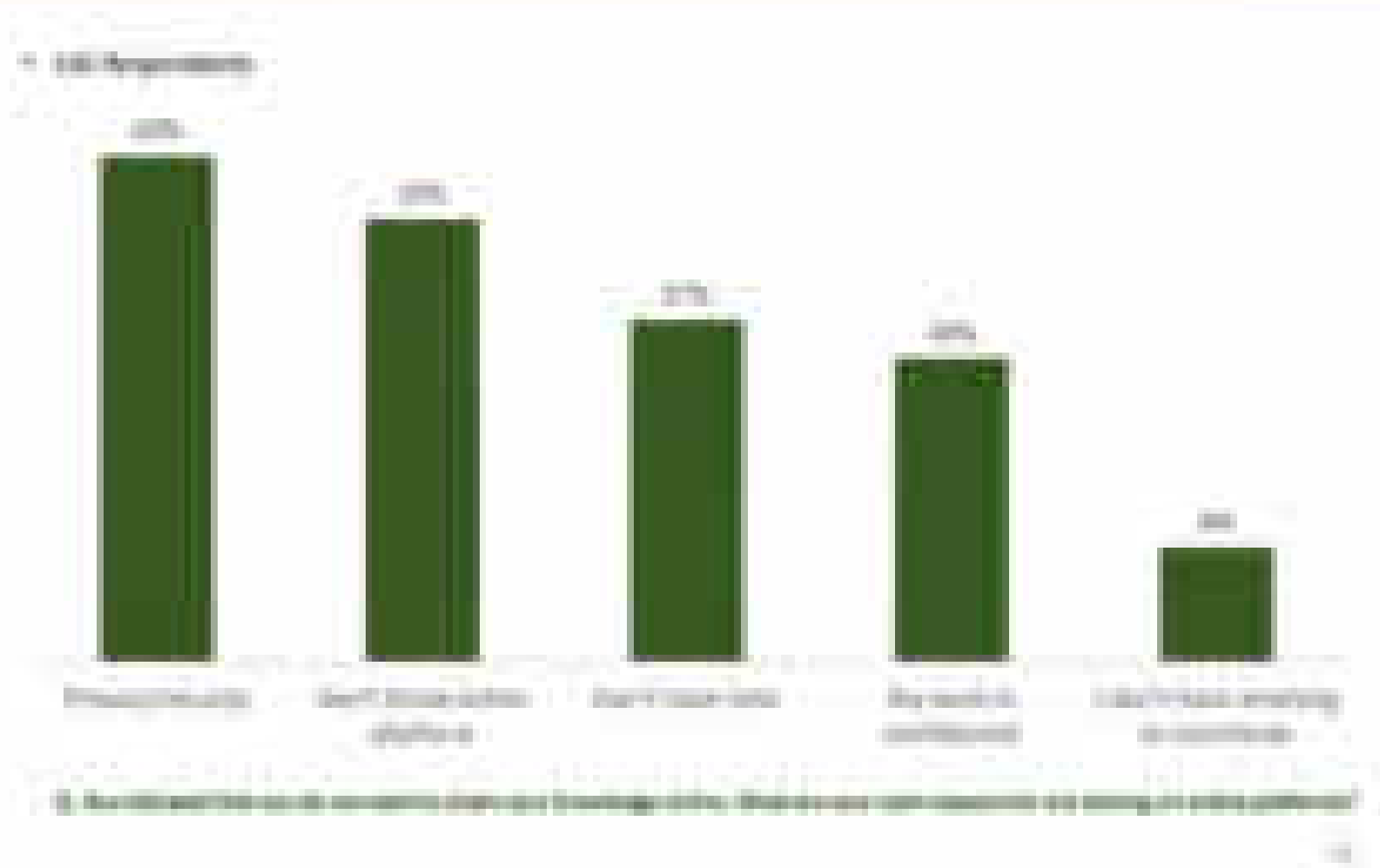
16th President of The United States

WallyPop

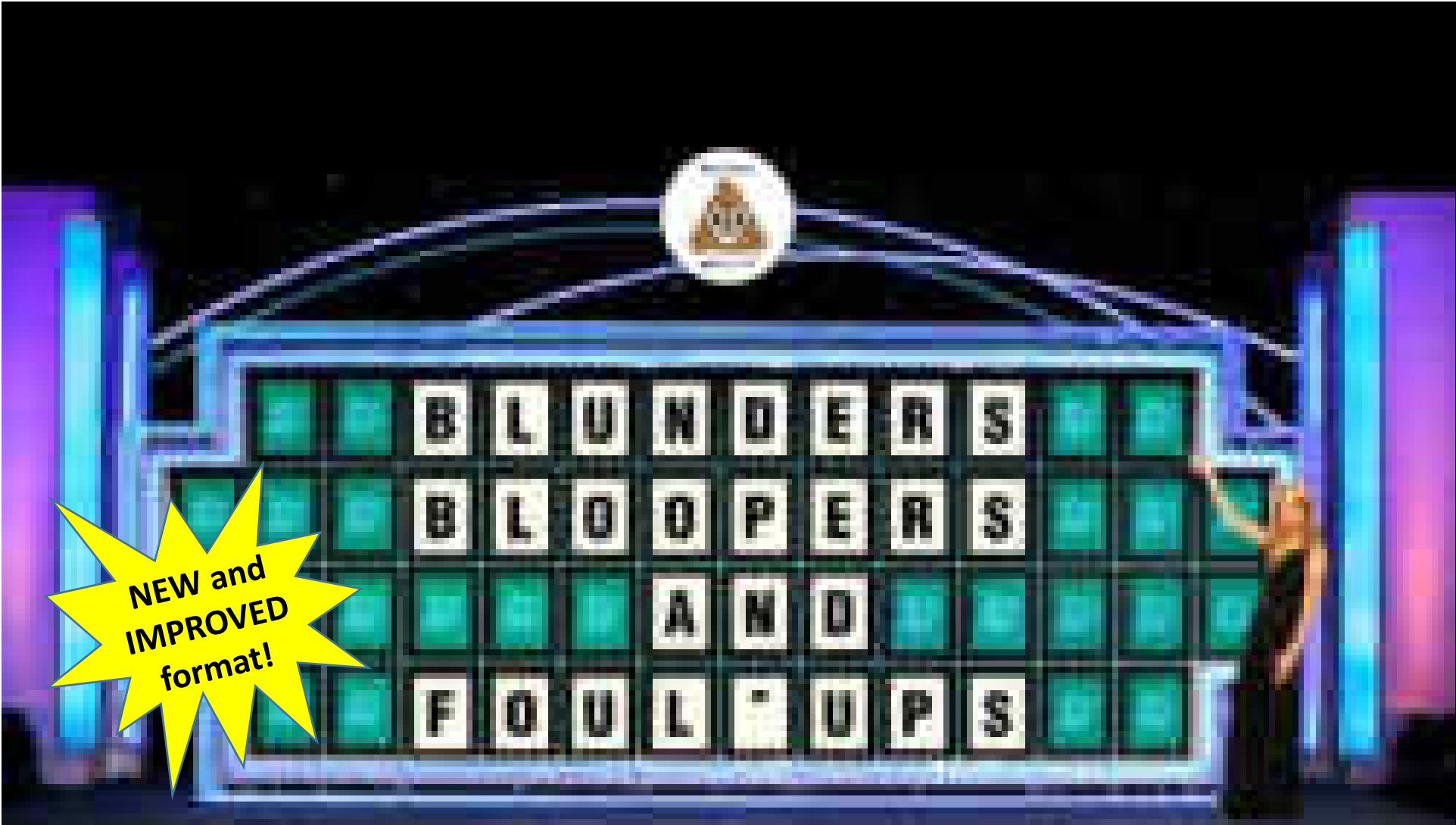








SUSTAINABLE SANITATION ALLIANCE (2017). Results of SuSanA Sanitation Sector Knowledge Management Study. SuSanA, CAWST and seecon: Berlin, Germany



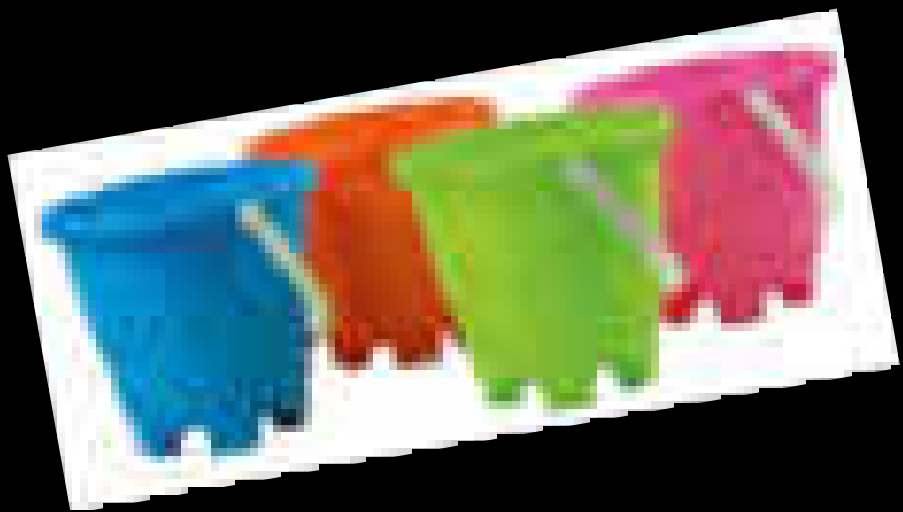
NEW and IMPROVED format!

A WASH GAME SHOW



PICTURE ROUND







A hand is holding a white rectangular sign against a bright blue sky with scattered white clouds. The sign has the words "Learning From Failure" written in a black, cursive-style font. The sign is tilted slightly to the right. The hand is visible on the left side of the frame, holding the bottom edge of the sign.

Learning
From Failure

The Nakuru Accord: failing better in the WASH sector

Transparency and accountability are necessary for achieving sustainable, positive impacts from water, sanitation and hygiene. As a WASH professional, I believe that we can achieve this through a culture of sharing and adaptation when things go wrong. To support this, I will:

- Promote a **culture of sharing and learning** that allows people to talk openly when things go wrong.
- Be broadly **transparent** and hold myself **accountable** for my thinking, communication and action.
- Make **flexibility** into funding requests to allow for adaptation.
- Design **long-term monitoring and evaluation** that allows accountability to be assessed.
- Design to sustainability by considering the **whole life cycle**.
- Actively **seek feedback** from all stakeholders, particularly end-users.
- Recognise that things go wrong, and willingly **share those experiences**, including information about contributing factors and possible solutions, in a productive way.
- Critically **examine evidence**, recognising that not all evidence is created equal.
- Write and speak in **plain language**, especially when discussing what has gone wrong.

To sign the Accord, visit <https://www.washmonitoring.com/accord>

To see what great companies practice in this signature, visit <https://washmonitoring.com>



The Nakuru Accord: failing better in the WASH sector

Sign at: leeds.onlinesurveys.ac.uk/nakuru

Current signatories:

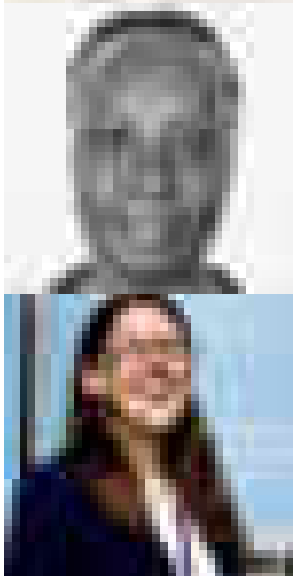
- Over 250 Individuals
- 12 Organisations
- 1 Event



But what about all of those
water and sanitation
professionals who don't attend
international conferences / use
Twitter?

Amplifying local voices

- Surveying practitioners working in South Africa, Tanzania, Zimbabwe, and Malawi
- Want to learn from local WASH professionals why/how failures are occurring and can be discussed
- Local networks and local knowledge are invaluable in developing research tools and recruiting participants



Amplifying local voices

- How do field-based WASH professionals perceive the failures that they see in WASH? Why are they happening and what could be learned to avoid repeating them?
- How are failures, and discussions about them, perceived within organisations? What strategies are in place to correct them and to ensure they are not repeated?
- What changes in the wider WASH sector in Africa are required to establish an environment that is conducive to openly sharing and learning from failures, as well as implementing improved practice from these lessons?



It's time to start
falling better in the
WASH sector...

Sign The Nakuru Accord at
leeds.onlinesurveys.ac.uk/nakuru

