

Integrity and our partners work around the world to support communities facing some of the most difficult humanitarian and development challenges: violent conflict, vulnerability and marginalization, grinding poverty, climate and environmental degradation, lack of shelter and water, and hunger and malnutrition.



THIRD-PARTY MONITORING

To make the decisions necessary to rapidly adjust programs of aid and support, improve the quality of services provided, and manage risks, the governments, institutional donors and implementing partners we work for need access to timely, impartial and independently collected data and reporting. The third-party monitoring (TPM) provided by Integrity acts as their 'eyes and ears', providing real time evidence on implementation that is the basis of informed and responsible decision-making.

TPM is not just an accountability tool, it is a learning tool. TPM is designed to support timely course corrections and inform current and future decision making by highlighting successes and challenges, and giving a clear voice to the communities receiving the help and assistance and the people on the ground providing it. It must go beyond the routine collection of data.

Collecting the evidence to inform programming in such complex environments is politically sensitive. The people involved at all levels are under pressure because of what is at stake, and the challenge is compounded by access, safety, and travel restrictions. Through more than a decade of experience, Integrity has learned that the most successful monitoring has to be useful for all key stakeholders and customized to the context and community needs.

By ensuring our approach is grounded in the following four principles, we can employ tools and methods that are closely adapted to the particular environment and our partners' needs:

## **Collaborative**

We engage early and sincerely with implementing partners to create the parameters for a transparent and open relationship. The trust built early on enables openness and the ability to learn, which facilitates improvements in their service delivery.

## Grounded

We build and capacitate local teams and partners to the highest level and equip them to stay safe and help us understand and report on the changing context at a local level. This local expertise ensures our partners are forewarned of risks and the monitoring teams can quickly pivot from in-person visits to remote technology-based collection.

## Responsive

Our local knowledge and flexibility means we can adapt to changes in the context or requirement, minimize disruption, and ensure the monitoring is as useful as possible. We use cutting edge data analytics, web-based dashboards and tailored communications to directly connect our partners to the data, information and knowledge in real time.

## **Learning Centered**

We create safe spaces to share results with partners. We provide guidance on how to use the data to make timely adjustments, and discuss how to improve the monitoring mechanisms and practices used, including which are most effective in the current context. These fora build trust and have provided important capacity building opportunities at a local level.

TPM of the six-year \$129 million MYHP that At \$40m the World Bank's largest MEL Flagging methodology for in 2020 reached over 4 million people systematic alerts contract with over 8,000 verifications annually Flexible, mixed-methods approach, with Flexibility to allow for Automated QA process designed by established consistent sampling, collection, and adaptive management expert data engineers analysis for reliable comparison of data over time to enhance accountability Successful navigation of Digital portal co-designed with World Bank volatile on the ground realities and adapted over time Designated safeguarding focal point not involved in day-to-day implementation to ensure impartiality Focus on effective capacity building Expert navigation of complex political of local monitoring partner on-the-ground environment Concise and visually engaging learning products Transparent and open relationship Graphics-led reporting prioritizes key Identified key lessons to improve future with implementing partners data and enhances client experience resilience programming in Pakistan TPM and **Evaluation of Afghanistan** the Multi-Year Reconstruction **Monitoring Humanitarian Trust Fund Project** TPM - Phase III **Programme** (MYHP) FCDO Pakistan **USAID** Bureau for World Bank 2020 - 2024 2021 - 2022Humanitarian Assistance 2022 - 2027**Third-Party Monitoring** Integrity uses evidence and learning to help our clients navigate complex challenges. Our community access and Somalia Monitoring, global perspective produces powerful recommendations Monitoring and Evaluation, and and delivers positive and sustainable change. **Learning Support** Learning Program II Activity 54 **160** Offices Countries Expert staff & USAID Bureau for **USAID South Sudan** worldwide consultants Humanitarian Assistance 2021 - 20262022 - 2027**Unique badge system** for site visit reports Worldwide largest USAID MEL platform highlights good practice and flags concerns with a contract value of \$49m GIS data capture to enhance TPM data and reporting 284 site visits, 634 respondents interviewed Projects delivered across all Somalia regions since October 2022 in hard-to-reach Trained 226 staff for 20 IPs and 13 activities in 22 environments counties and six states on GIS data capture Balanced scorecard and right of reply to findings 77 GIS maps for strategic framework review promotes positive IP engagement and activity management 2023 pivot to include market scans, questions Conducted 600+ weekly context monitoring and studies on aid diversion assessments in 13 priority counties Regular pivot to address on-the-ground realities **Interactive reporting platform** delivers seamless coordination with teams and partners and completed TPM projects LISTEN

**COMPREHEND** 

**RECOMMEND**