Water For People | Monitoring Framework

water for people
EVERYONE • FOREVER

EVERYONE METHODOLOGY

HOUSEHOLD WATER
Data collected at each household will be aggregated to the district level in reporting.

Latin America
Data is collected at a sample of households in every community each year.

Africa/India
Baseline data is collected at a sample of households in every community each year. When the Everyone level of service for household water is reached, data is collected in a sample of households in a sample of communities.

WATER POINT/SYSTEM
Level of Service data will be collected annually, and will be collected as a full census in Latin America and a representative sample will be collected in Africa and India. A full census will be completed in all districts every three to five years.

PUBLIC INSTITUTION

Latin America
Data is collected at every public institution in every district each year.

Africa/India
Baseline data is collected at every public institution. When the Everyone level of service for every public institution is reached, data is collected at every public institution. In between years, data is collected at a random sample of public institutions.

HOUSEHOLD SANITATION

Latin America
Data is collected at sample of households in every community each year.

Africa/India
Baseline data is collected at a sample of households in every community each year. When the Everyone level of service for household sanitation is reached, data is collected at a sample of households in every community. In between years, data is collected in a sample of households in a sample of communities.

FOREVER METHODOLOGY
SUSTAINABLE SERVICES CHECKLIST

SERVICE PROVIDER

Data for Service Provider portions of the checklist will be collected during the annual monitoring process.

Latin America
Data is collected at every service provider in the district each year.

Africa/India
Baseline data is collected at all service providers in the district. When Water For People exits a district, data is collected at all service providers in the district. In between years, data is collected at a sample of service providers.

SERVICE AUTHORITY & WATER RESOURCE MANAGEMENT

Remaining Service Authority and Water Resource Management portions of the checklist to be completed by interviewing appropriate government officials. Interview to be conducted by Regional Manager, Forever Specialist, or through a cross-country validation process where one Country Director interviews the appropriate officials for another country program.

CUSTOMIZED METRICS

Metrics will be customized on a country-by-country basis in accordance with the on the ground context. The Sustainable Services Checklist metrics in this document represent an example of what the metrics will look like in the monitoring tool.

EVERYONE

Level of Service: **Household Water**

Indicators	Points Possible
Households use drinking water from improved source	1
Water is available from improved system on the day of the visit	1
There are no seasonal shortages that limit the availability of water significantly	1
The water point/system was not broken or out of service for more than one day per month in the last year	1
Water tariff meets affordability criteria	1
Distance to water point/system meets government standards	1
TOTAL	**6**

SCORING:

SCORES	COLOR	LABEL
0	Black	No Improved System
1	Red	Inadequate Level of Service
2-4	Orange	Basic Level of Service
5	Yellow	Intermediate Level of Service
6	Green	High Level of Service

EVERYONE

Level of Service: **Water Point/System**

Indicators	Points Possible
Water point/system is improved	1
The source of the water point/system is protected	1
Water point/system infrastructure is in good physical condition and is functional	1
Number of users of water point/system meet standard	1
Water is available on the day of the visit	1
Water point/system is out of service one day or less per month in the last year	1
Water point/system has adequate water quality*	1
Water point/system has adequate water quantity	1
TOTAL	**8**

*Bacteria, turbidity, and other contaminates of concern

SCORING:

Scores	Color	Label
0	Black	No Improved System
1 - 2	Red	Inadequate Level of Service
3 - 5	Orange	Basic Level of Service
6 - 7	Yellow	Intermediate Level of Service
8	Green	High Level of Service

EVERYONE

Level of Service: **Public Institutions**

Indicators	Points Possible
Public institution has access to an improved water point	1
There are no seasonal shortages that limit the availability of water significantly	1
The quantity of water available meets government standards	1
The quality of water meets government standards for E. coli water point/ system has adequate water quality*	1
Drinking water was available on the day of the visit	1
Funds are available for the public institution for operations and maintenance of WASH infrastructure	1
Public institution has access to sanitation facilities	1
No long lines at latrines at any point in the day	1
Sanitation facility sub-structure (slab and pit/tank) in good physical condition and performing function of providing barrier between user and feces	1
Sanitation facility super structure (walls, door, roof) in good physical condition	1
Sanitation infrastructure in hygienic condition**	1
Handwashing: Water is available on day of visit	1
Handwashing: Soap is available on day of visit	1
Disposal facilities for menstrual hygiene are available for all girls and women	1
TOTAL	**14**

*Bacteria, turbidity, and other contaminates of concern
**No evidence of urine/feces on or in structure

SCORING:

Scores	Color	Label
0	Black	No Improved System
1 - 3	Red	Inadequate Level of Service
4 - 9	Orange	Basic Level of Service
10 - 13	Yellow	Intermediate Level of Service
14	Green	High Level of Service

EVERYONE

Household Sanitation

Indicators	Points Possible
Household has access to a sanitation facility	1
No household members openly defecate	1
Sanitation facility sub-structure (slab and pit/tank) in good physical condition and performing function of providing barrier between user and feces	1
Sanitation facility super structure (walls, door, roof) in good physical condition	1
Sanitation infrastructure in hygienic condition*	1
Households practice safe sludge management	1
TOTAL	**6**

*No evidence of urine/feces on or in structure

Scores	Color	Label
0	Black	No Improved System
1	Red	Inadequate Level of Service
2 - 4	Orange	Basic Level of Service
5	Yellow	Intermediate Level of Service
6	Green	High Level of Service

FOREVER

Sustainable Service Checklist

Indicators	Points Possible
Indicator 1. Service Authority Structure	1
Metric 1. District WASH office is established	
Indicator 2. Service Authority Finance	1
Metric 1. Investments are sufficient to cover direct support costs	
Metric 2. District investment plans include major repair and replacement costs that are not covered by tariffs	
Indicator 3. Service Authority Management	1
Metric 1. District WASH office has a plan to reach full coverage with reliable water service	
Metric 2. District WASH office has completed an asset analysis	
Indicator 4. Service Authority Monitoring	1
Metric 1. District WASH office has capacity for annual monitoring of service levels and sustainability	
Metric 2. Monitoring data is shared with relevant actors and used for decision-making	
Metric 3. Customer/user feedback system is in place	

Indicator 5. Service Provider Structure   1

Metric 1. Service provider exists for all water point/systems/communities

Metric 2. Service providers are legally recognized

Indicator 6. Service Provider Finance   1

Metric 1. Tariffs are calculated based on a life-cycle costing tool

Metric 2. Tariffs cover 100% of operation and maintenance

Metric 3. Tariffs cover a portion of major repairs and replacement

Metric 4. Tariffs are charged based on volume of water used

Metric 5. Delinquency levels are low

Indicator 7. Service Provider Operations and Maintenance   1

Metric 1. Spare parts available

Metric 2. There is a trained person responsible for operation and maintenance

Indicator 8. Water Resource Management   1

Metric 1. District water resource inventory exists

Metric 2. District-level WRM priorities are documented and being implemented

Metric 3. Abstraction permits are obtained and source capacity is measured annually

Metric 4. Water quality testing requirements are met

Metric 5. District or regional WRM officer exists

TOTAL   **8**