water for people

EVERYONE • FOREVER

Monitoring, Evaluation & Learning Framework

Guatemala
Honduras
Nicaragua

Peru
Bolivia

India

Uganda
Rwanda
Malawi

Latin America
Africa
India

Understanding Everyone Forever using the monitoring lenses

Water For People-MEL framework.

Level of Services Check List:

- **HOUSEHOLD WATER**
- **WATER POINT/SYSTEM**
- **PUBLIC INSTITUTION**
- **HOUSEHOLD SANITATION**

Sustainable Services Checklist:

- **SERVICE PROVIDER**
- **SERVICE AUTHORITY.**
- **WATER RESOURCE MANAGEMENT.**
- **CUSTOMIZED METRICS**

Defining "Everyone"

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**

- EF District=Intervention Blocks.

- Sample Survey based on stratified randomized sample at block level.

- Includes both intervening and non-intervening villages.

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

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

Every Community	**How we announce this milestone:** Every community has reliable water service!

What we measure to establish it:
Water System Level of Service

How we know we have achieved it:
- 90% or more of communities are at yellow or green (intermediate or high) for water system level of service according to annual monitoring.
- The remaining communities are at orange (basic) for water system level of service.
- No communities are at black or red (no improved water or inadequate water service).

Rationale:
Even in high income countries, not every water system is always working perfectly, there are issues that affect the level of water service that people are receiving. The bar we have set is aggressive and ensures that no community has no or inadequate water service but allows for a small level of fluctuation in service levels.

Every School and Clinic

How we announce this milestone:
Every school and clinic has reliable water and sanitation services!

What we measure to establish it:
Public Institution Level of Service

How we know we have achieved it:
- 95% or more of schools and clinics are at yellow or green (intermediate or high) for public institution level of service according to our annual monitoring.
- The remaining schools and clinics are at orange (basic) for public institution level of service.
- No schools or clinics are at black or red (no improved water or sanitation service or inadequate services).

Rationale:
The bar we have set is aggressive and ensures that no schools or clinics have no or inadequate water and sanitation services but allows for a small level of fluctuation in service levels.

Every School and Clinic	**How we announce this milestone:** Every school and clinic has reliable water and sanitation services!

What we measure to establish it:
> Public Institution Level of Service

How we know we have achieved it:
- 95% or more of schools and clinics are at yellow or green (intermediate or high) for public institution level of service according to our annual monitoring.
- The remaining schools and clinics are at orange (basic) for public institution level of service.
- No schools or clinics are at black or red (no improved water or sanitation service or inadequate services).

Rationale:
> The bar we have set is aggressive and ensures that no schools or clinics have no or inadequate water and sanitation services but allows for a small level of fluctuation in service levels.

Every Family	How we announce this milestone:
	Families are using reliable water services!

What we measure to establish it:
Household Water Level of Service

How we know we have achieved it:
- 95% or more of families are at yellow or green (intermediate or high) for household water level of service according to our annual monitoring.
- 5% or less of families are at orange, red or black (no improved water service, inadequate or basic)
- Those in the 5% that are at black (no improved water service) do not represent the poorest of the poor or other marginalized groups (as determined by additional studies to be completed as we near this point)
- Those that are part of the 5% have a reasonable path to using reliable water services if desired

Rationale:
Reaching every family is as much or more about behavior change as it is infrastructure. Reaching 95% of families represents the last mile which can include the hardest to reach, the most marginalized groups, and the poorest. We must allow for a small margin (5% or less) of families that will be the last adopters, those most resistant to behavior change or who do not want to have access to community water services. All over the world there are people who prefer their own solutions.

Defining "Forever"

- **What we measure to establish achieving the Forever milestone?**
  We use the Sustainable Services Checklist (SSC) to determine when we have reached the Forever milestone in a district.

- **What is the SSC?**
  The SSC is an assessment tool to measure the preparedness of a district to independently maintain a high level of water service delivery over time.

- **How we know we have achieved it?**
  Each of the 8 indicators on the SSC are measured at yellow or green.

- **Rationale:**
  The eight indicators of the SSC measure the non-negotiables of what must be in place to change the system of how water services are delivered.

- **Timing of the Forever milestone:**
  The Forever milestone is not dependent on E milestones being achieved. It is achieved as soon as the 8 indicators on the SSC are measured as yellow or green.

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

IMPACT MODEL: EVERYONE FOREVER

GOVERNMENT
More important for water

MARKET
More important for sanitation

OUR STRATEGY

SCALE
National Advisory in 4 countries > 80M people
Business approaches to sanitation

GLOBAL LEADERSHIP
Collaboration for the SDGs

PROOF
7 million people in 50 districts

Thank You for your patience!!