



African Ministers' Council on Water

AMCOW

Revised Ngor Commitments Indicator Hand Book

Second Edition 2020





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How to use this Document

Overview

This guidance document is intended to provide a quick reference for the country Ngor monitoring team (especially the AMCOW AfricaSan/Sanitation Focal Point and AMCOW M+E Focal Point) with detailed guidance on:

- The interpretation of each indicator
- Scoring criteria
- Possible data sources

Guidance for each commitment and indicator is presented in format shown below and can be used during country Ngor monitoring team discussions. The group lead or discussion facilitator however, should read this document in full in advance of the meetings.

The guidance has been revised in 2019 following a review of the baseline monitoring process carried out in consultation with country AfricaSan focal points and members of the AfricaSan International Taskforce sub-committee on monitoring and learning.

Commitment 5 - Develop and fund strategies to bridge the sanitation and hygiene human resource capacity gap at all levels (national and sub-national)

Monitoring logic:



STAGE 1 INDICATORS: ENABLING ENVIRONMENT

CSA: Have HR capacity gaps been identified through a needs assessment?

There has been no national assessment of HR needs or capacity gaps.	There has been an assessment of HR needs or capacity gaps, towards achieved sanitation and hygiene plans.	There has been an assessment of HR needs or capacity gaps, towards achieved sanitation and hygiene plans
	Evidence Required <ul style="list-style-type: none"> • Copy of the national assessment 	Evidence Required <ul style="list-style-type: none"> • Copy of the national and sub-national assessment, • page ref for sanitation and hygiene HR needs

FURTHER INFORMATION

Ideally needs are assessed on an annual basis (internally or externally) and the strategy updated accordingly.

Click [here](#) for more information on human resource assessments and strategies.

SCORING CHECKLIST

	Tick if yes	
The assessment was within the last 3 years		If all yes SCORE YELLOW
The assessment covers national needs		
The assessment covers sub-national needs		If all yes SCORE GREEN

Ngor commitment as it appears in the Ngor Declaration.

Monitoring logic. Ngor commitments are quite detailed; therefore, more than one indicator is used to measure each commitment. The flow diagram shows the thinking behind the indicators.

The traffic light directly underneath highlights which indicators need to reach the green status before the country proceeds to stage 2 monitoring.

Indicators and monitoring criteria are given as they appear in the online and offline monitoring system.

Evidence required provides details of the evidence that must be submitted to AMCOW to justify yellow and green scores.

Further information provides details on the interpretation of the indicator and scoring criteria. Links are included to additional information as required.

Scoring checklists are provided for some indicators to support decision making at country level, especially when indicators include several factors.

Staging and Sequencing of Ngor Monitoring Indicators

The [Ngor Declaration](#) is monitored using different levels of indicators as shown below. Firstly, indicators are either vision indicators or commitment indicators. Within commitment indicators there are two levels: stage 1 indicators and stage 2 indicators.

Vision indicators (V1 to V3) are outcome-based and refer to data from the Pan African Water and Sanitation Monitoring System and SDG monitoring

Commitment indicators (C1 to C10) monitor two stages (enabling environment, and country targets) in order to capture different levels of progress across African countries

- **Stage 1 indicators** track the enabling environment. They allow progress to be assessed by looking at whether foundational structures exist in the country.

- **Stage 2 indicators** track achievement of published country targets. They are therefore specific to individual countries.

Stage 1 commitment indicators track the enabling environment, they check that foundational structures are established. Stage 2 commitment indicators follow on by measuring if the targets a country sets itself under stage 1 are being achieved. So for example:

Stage 1: Measures the presence or absence of a particular aspect of the enabling environment. E.g. Does the country have a strategy in place to address the needs of the poor?

Stage 2: Measures the extent to which that aspect of the enabling environment, once in place for the particular country, is successful. E.g. Are strategy targets and the needs of the poor, being met?

Commitment indicators are presented sequentially. In general, a country progresses to stage 2 indicators (progress against country targets) only after related stage 1 indicators (establishing the enabling environment) have achieved green status. In some instances, a country progresses to stage 2 once stage 1 indicators are at least yellow. The monitoring logic diagrams under each commitment help to illustrate when stage 2 indicators should be monitored, in addition to the text and criteria information definitions.

Note that:

- For indicators that cannot be reported yet, the year expected green date column can be reported on the input sheet.
- Not all stage 1 indicators have corresponding stage 2 indicators.
- In certain cases, a country may wish to score stage 2 before the requisite stage 1 indicators are achieved, in this case the country should include an explanation in the comments section.

Disaggregated Reporting

Urban/Rural Reporting	<ul style="list-style-type: none"> • Country Ngor monitoring data is reported separately for urban and rural contexts. • The input sheet has separate columns for urban value and rural value. • Indicators and criteria are the same for urban and rural in most cases (except indicator C1C and C1D). • If the response is the same for both urban and rural, please include in both columns of the input sheet. • You may need to provide separate evidence for urban and rural responses.
Sub-National Reporting	<ul style="list-style-type: none"> • Some countries may wish to report indicators at sub-national level. • The actual sub-national unit is country specific and could include state, province or municipalities. • Countries will calculate and report the national score by aggregating the sub-national scores as follows: <ul style="list-style-type: none"> – Green score = 70% or more of sub-national units scored green on the indicator, – Yellow score = 40-69% of sub-national units scored yellow on the indicator, – Red score means = <40% of sub-national units scored red on the indicator. • The number of sub-national units and the actual numbers should be reported in the comments column on the input sheet. • Sub-national reporting is at the discretion of the country, depending on the extent to which transition of government responsibilities has taken place.

Definitions of Terms

The Ngor ommitments align closely to several of the SDG targets:

SDG 1 – Ending poverty in all forms everywhere

Including access to basic services (i.e basic drinking water, sanitation and hygiene)

SDG 6 - Access to water and sanitation for all

Use of safely managed sanitation services, including a hand-washing facility with soap and water.

SDG 4 – Inclusive and equitable education for all

Including school access to... single-sex basic sanitation facilities; and basic handwashing facilities

For this reason, and to ensure consistency across country processes, Ngor Commitment Monitoring has adopted the SDG monitoring definitions as described below¹. More information can be found in [Annex 1 Key Terms and Further Information](#), or by visiting the [UNICEF/WHO Joint Monitoring Programme website](#).

SDG 6.2

→

SDG 1.4

→

SERVICE LEVEL	DEFINITION
SAFELY MANAGED	Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or transported and treated offsite
BASIC	Use of improved facilities that are not shared with other households
LIMITED	Use of improved facilities shared between two or more households
UNIMPROVED	Use of pit latrines without a slab or platform, hanging latrines or bucket latrines
OPEN DEFECATION	Disposal of human faeces in fields, forests, bushes, open bodies of water, beaches or other open spaces, or with solid waste

Improved sanitation facilities are those designed to hygienically separate excreta from human contact.

Note: improved facilities include flush/pour flush to piped sewer systems, septic tanks or pit latrines; ventilated improved pit latrines, composting toilets or pit latrines with slabs.

¹ Information from <https://washdata.org/>

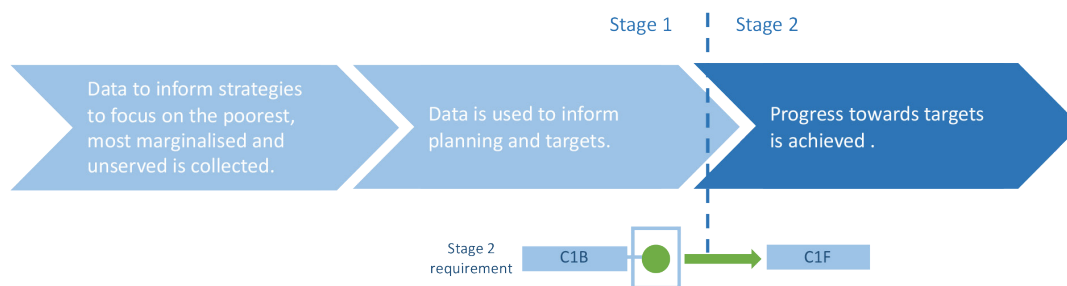
<div>SDG 6.2</div> <div>SDG 1.4</div>		
	SERVICE LEVEL	DEFINITION
	BASIC	Availability of a handwashing facility on premises with soap and water
	LIMITED	Availability of a handwashing facility on premises without soap and water
	NO FACILITY	No handwashing facility on premises
<i>Note: Handwashing facilities may be fixed or mobile and include a sink with tap water, buckets with taps, tippy-taps, and jugs or basins designated for handwashing. Soap includes bar soap, liquid soap, powder detergent, and soapy water but does not include ash, soil, sand or other handwashing agents.</i>		

Further definitions are provided in Annex 1 Key Terms and Further Information, with links to specific terms provided throughout the document.

Commitment 1:

Focus on the poorest, most marginalized and unserved, aimed at progressively eliminating inequalities in access and use, and implementing national and local strategies with an emphasis on equity and sustainability (national & subnational)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C1A: Has there been an objective, nationally representative study / assessment, of the poorest and most vulnerable populations to identify inequalities in sanitation and hygiene access and use that has been recognised by the government?

<p>There has been no national assessment of sanitation and hygiene inequalities in access and use that has been recognised by the government, within the last 3 years.</p>	<p>There has been an assessment of sanitation and hygiene inequalities in access and use.</p> <p>The study has been recognised by the government.</p> <p>The study was conducted within the last 3 years.</p> <p>The study is not representative of all areas or populations in the country, or does not specifically cover both sanitation and hygiene (HWWS).</p>	<p>There has been an assessment of sanitation and hygiene inequalities in access and use.</p> <p>The study has been recognised by the government.</p> <p>The study was conducted within the last 3 years.</p> <p>It is recognized by the government as a comprehensive, nationally representative study.</p> <p>The assessment specifically covers sanitation and hygiene (HWWS).</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of assessment report • Page refs for sanitation and hygiene data on access and use. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of assessment report • Page refs for sanitation and hygiene data on access and use.

Further Information:

This indicator seeks evidence that the poorest, **marginalised** and most vulnerable populations have been identified, and that assessments are conducted to identify their sanitation and hygiene needs and inequalities. Whilst the assessment does not necessarily need to have been undertaken by the government, it should have been recognised by the government.

Access should be sufficient to meet criteria for a basic sanitation (**SDG 1.4.**) and basic handwashing (**SDG 6.2**). Click the links for definitions of access.

If no assessment has taken place score the response RED.

Scoring Checklist

	Tick if yes	
The assessment is recognised by government		If all yes SCORE YELLOW
The assessment is dated within last 3 years		
The assessment includes access and use of BOTH sanitation AND hygiene		If all yes SCORE GREEN
The assessment is nationally representative		

C1B: Do current country sanitation and hygiene strategic plans address the needs of the poorest, most **marginalised** and unserved populations?

<p>There is no current strategic plan that addresses the needs of the poorest and most vulnerable population.</p> <p>OR</p> <p>A plan exists but does not cover both sanitation and hygiene.</p>	<p>There is a current strategic plan for sanitation and for hygiene which addresses the needs of the poorest and most vulnerable population.</p>	<p>There is a current strategic plan for sanitation and for hygiene which addresses the needs of the poorest and most vulnerable population.</p> <p>The strategic plan has access targets with dates and milestones for eliminating inequality, and is under implementation.</p> <p>Note: green is a requirement to score C1F.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of strategic plan. • A list of specifically targeted poorest and marginalised groups. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of strategic plan. • A list of specifically targeted poorest and marginalised groups. • Page refs for targets.

Further Information:

This indicator seeks evidence that national strategies and plans (there may be different plans for sanitation and hygiene) explicitly mentioned and addressed the needs of the poorest and most vulnerable populations and provide a measurable plan for the progressive elimination of inequalities in access and use. This indicator is looking for evidence that the poorest and most marginalised are specifically targeted for support. It should not be assumed that community wide approaches such as CLTS / ODF automatically include everybody (WSSCC). Universal access plans do not meet the needs of this indicator unless they have targets and milestones specifically for the poorest and most marginalised. The targets should follow at minimum the definitions and criteria of **SDG 1.4** as described above including handwashing facilities.

Under implementation means that activities are being undertaken as planned and that results by all stakeholders are reviewed annually.

If there is no strategy or the strategy does not include all the targeted groups identified in indicator C1A, then please mark the response **RED**. If no groups have been identified in C1A, this response is also **RED**.

Scoring Checklist

	Tick if yes	
Current strategic plan on sanitation and hygiene specifically addresses the needs of the poorest and most vulnerable populations		If all yes SCORE YELLOW
There are dated access targets and milestones		If all yes SCORE GREEN

C1C: Is **user satisfaction** in rural areas tracked at local level (including for the poorest, most **marginalised**, and underserved populations)?

Community bodies, relevant authorities, or operators, reinforcing social norms around sanitation and hygiene do not track user satisfaction in rural areas.	Community bodies, relevant authorities, or operators, reinforcing social norms around sanitation and hygiene track user satisfaction in rural areas.	Community bodies, relevant authorities, or operators, reinforcing social norms around sanitation and hygiene track user satisfaction in rural areas.
	However, it is not tracked across all marginalised and unserved groups identified in policy/plans.	It is tracked across all marginalised and unserved groups identified in policy/plans.
		Evidence Required <ul style="list-style-type: none"> User satisfaction report examples.

C1D: Is there a mechanism to lodge customer sanitation service complaints or **user satisfaction** in **urban** areas?

There is no mechanism to lodge customer sanitation service complaints in urban areas	There is a mechanism to lodge customer sanitation service complaints in urban areas but there is no system for tracking whether complaints are resolved.	There is a mechanism to lodge customer sanitation service complaints in urban areas and a system is in place for tracking whether complaints are resolved.
		Evidence Required <ul style="list-style-type: none"> Customer service report which shows that all main urban areas are covered by a sanitation service complaints procedure.

Further Information:

Indicators C1D and C1E seek evidence of a local mechanism to file complaints and track user satisfaction with public, institutional and household sanitation facilities and services. The mechanism should trigger responses, participation, and local strategies for sustainable sanitation services. Click the links for more information on user satisfaction functions in **rural** and **urban** areas.

Scoring Checklist

	Tick if yes	
There is a system for lodging customer complaints in all main urban areas.		If all yes SCORE YELLOW
There is a system in place to track and report whether complaints are resolved		If all yes SCORE GREEN

C1E: Is there a framework for regular evaluations of institutional, financial, technical, social and/or environmental factors for the sustainability of sanitation services at national and sub-national levels?

<p>There are no national evaluations of nationally defined institutional, financial, technical, social and/or environmental factors which impact the sustainability of sanitation services</p>	<p>There are evaluations of nationally defined sanitation sustainability factors at national and sub-national level. No evaluation has taken place within the last three years.</p> <p>OR</p> <p>A recent evaluation has taken place but has not been published.</p>	<p>There are evaluations of nationally defined sanitation sustainability factors at national and sub-national level An evaluation has taken place within the last three years.</p> <p>AND</p> <p>The evaluation has been published.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Sustainability evaluation report • Ref pages that include sustainability factors considered. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Sustainability evaluation report dated within last 3 years • Ref pages that include sustainability factors considered.

Further Information:

This indicator seeks evidence that key building blocks for sustainability of sanitation services are in place, and are being evaluated on a regular basis, at least every 3 years, to enable responsive policies and plans to be developed.

It is to be evaluated on the basis of nationally defined norms and standards across **institutional**, **financial**, **technical**, **social** and **environmental** building blocks, which impact the enabling environment and the sustainability of sanitation services. Click the links for more information on the building blocks of sustainability.

⁷ https://www.findevgateway.org/sites/default/files/publication_files/mobilising_finance_for_wash_web.pdf

Scoring Checklist

	Tick if yes	
The sustainability evaluation covers national and sub-national levels		If all yes SCORE YELLOW
Institutional sustainability is included in the evaluation		
Financial sustainability is included in the evaluation		
Technical sustainability is included in the evaluation		
Environmental sustainability is included in the evaluation		
Sustainability evaluation results have been published		If all yes SCORE GREEN
Sustainability evaluation took place in the last 3 years		

Stage 2 Indicators: Country Targets

C1F: Are the targets for reducing inequalities on track?

C1B is green. Less than half of the targets are on track.	C1B is green. Half or more of the targets are on track.	C1B is green All targets on track.
	Evidence Required <ul style="list-style-type: none"> Strategic plan progress report. 	Evidence Required <ul style="list-style-type: none"> Strategic plan progress report.

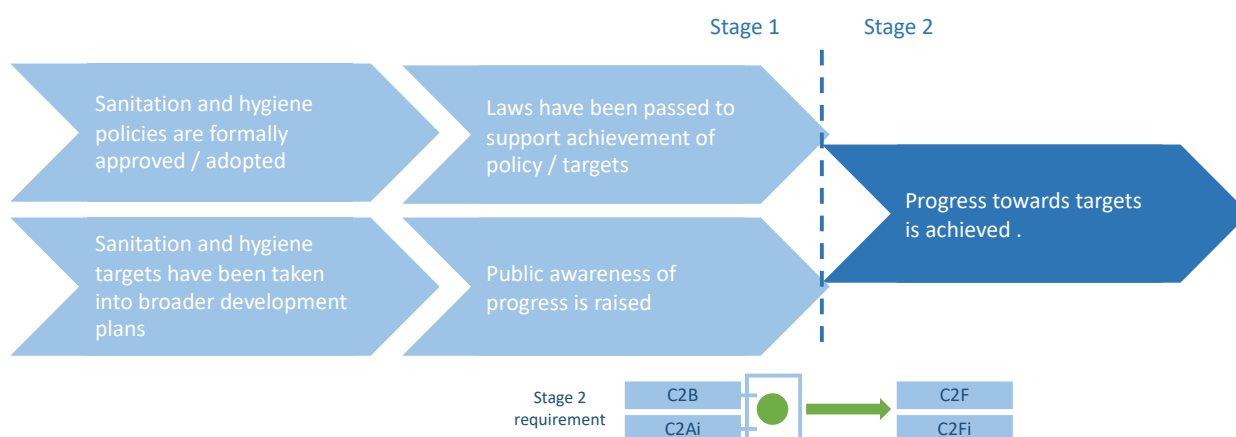
Further Information:

This indicator requires evidence of progress against country targets. If there is no recent representative data (within 2 years covering all areas of the country) then select “Insufficient data”. If indicator C1B is not green, then select “Stage 2 not reached”.

Commitment 2:

Mobilise support and resources at the highest political level for sanitation and hygiene to disproportionately prioritise sanitation and hygiene in national development plans

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C2i: Is there a high-level political will and leadership to improve sanitation and hygiene?

There is no high-level political will and leadership for sanitation and hygiene.	There is a political will and leadership but not at the very high level of President or Prime Minister and there is no national accepted plan or campaign.	There is a high-level campaign and national plan for sanitation and hygiene launched by the Presidency or Prime Minister's Office.
		Evidence Required <ul style="list-style-type: none"> • Campaign launched from presidential or prime-ministerial office..

Further Information:

Define political will and leadership

C2A: Do current implementation plans for the national development vision include sanitation and hygiene and are they aligned with the SDGs?

There are no sanitation and hygiene targets in the current implementation plans for the national development vision.	<p>There are some sanitation and hygiene targets in the current implementation plans for the national development vision, but not all aspects are included.</p> <p>OR</p> <p>Targets are included but are not aligned to the SDGs.</p>	<p>Sanitation and hygiene targets are included in the current implementation plans for the national development vision.</p> <p>Targets are aligned to the SDGs</p>
	Evidence Required <ul style="list-style-type: none"> • National development vision implementation plan. • Page ref to sanitation and hygiene targets. 	Evidence Required <ul style="list-style-type: none"> • National development vision implementation plan. • Page ref to sanitation and hygiene targets that align with SDGs.

Further Information:

This indicator considers the inclusion of sanitation and hygiene in the implementation plans of national vision documents (for example the Medium Term Plan of the Kenya Vision 2030), as a proxy for high level political support.

The indicator assesses the alignment between national development priorities and the sanitation and hygiene related SDGs. The Ngor commitments require at least a basic level of service to be achieved for sanitation and hygiene. Please refer to SDG definitions including targets for SDG **1.4**, **6.2**, **4a** (schools) and **3** (health).

To score GREEN, targets in implementation plans for the national development vision must align or exceed the basic household sanitation and hygiene service levels defined by JMP and respond to SDG 1.4 (sanitation) and SDG **6.2** (hygiene). Click the links for more information on SDG 1.4 and 6.2 criteria. Please provide justifications for any proxies used to measure or replace the parameters of the definition given by JMP.

Scoring Checklist

	Tick if yes	
The development vision implementation plan includes SDG-aligned targets for basic sanitation		If all yes SCORE GREEN
The development vision implementation plan includes SDG aligned targets for safely managed sanitation		
The development vision implementation plan includes SDG-aligned targets for hygiene (HWWS)		

C2Ai: Have policy(ies), which specifically include HWWS in one or more policy or strategic objectives or targets, been developed? (may be within WASH or another sector policy)?

HWWS is not included in any policy documents.	HWWS is mentioned but without either clear targets or objectives.	There are specific objectives or targets which are aligned to the SDGs for HWWS included in policy(ies). Note: green is a requirement to score C2Fi .
		Evidence Required <ul style="list-style-type: none"> National policy document Page ref for HWWS targets which align to SDG definitions.

Further Information:

This indicator is included to enable disaggregation of hygiene in the Ngor declaration. In line with the Ngor declaration and the SDGs hygiene is considered to include handwashing with soap. Please refer to SDG definitions of **basic and safely-managed sanitation and hygiene**.

Scoring Checklist

	Tick if yes	
HWWS is included in either a standalone, WASH, or any other sector policy		If all yes SCORE YELLOW
The policy includes specific objectives or targets which are aligned to the SDGs		If all yes SCORE GREEN

C2B: Are sanitation and hygiene policies adopted at the highest political level?

Sanitation and hygiene policies have not been developed by the sector ministry(ies).	Sanitation and hygiene policies have been developed by the sector ministry(ies). But policies are awaiting approval by the highest executive office.	Sanitation and hygiene policies have been developed by the sector ministry(ies). Policies have been approved by the highest executive office. Note: green is a requirement to score C2F .
		Evidence Required <ul style="list-style-type: none"> • Policy document. • Approval /signature page.

Further Information:

This indicator evaluates whether or not the national policy(ies) for sanitation and hygiene have a high level of political support. While the policy approval process differs from country to country, this indicator attempts to capture whether sanitation and hygiene policies are recognised beyond the sector. The highest executive office could be an executive council of the cabinet etc to indicate a higher level of recognition for sanitation and hygiene.

If a national sanitation plan is included as a component of a broader national plan or policy that has been reviewed and approved, then the sanitation plan or policy may also be considered reviewed and approved.

C2C: Do sub-national development plans include sanitation and hygiene and are they funded and implemented?

Sanitation and hygiene are not part of the sub-national development plans.	Sanitation and hygiene are included in sub-national development plans.	Sanitation and hygiene are included in the sub-national development plans.
OR		
Existing sub-national plan targets are not aligned with related SDGs	Sub-national plan targets are aligned with related SDGs.	Sub-national plan targets are aligned with related SDGs.
	Not all plan activities are funded.	All plan activities are funded and under implementation.
	Evidence Required <ul style="list-style-type: none"> Minimum of 3 sub-national plans showing SDG alignment for sanitation and hygiene. 	Evidence Required <ul style="list-style-type: none"> Minimum of 3 sub-national plans showing SDG alignment for sanitation and hygiene. Implementation report / expenditure report.

Further Information:

Please refer to SDG definitions of **basic and safely-managed sanitation and hygiene**. Apply the same SDG indicator standards to sub-national plans as for national plans in the previous indicators to determine whether they are aligned with related SDGs.

Sub-national plans typically refer to municipal and district government plans. In the case where there is a standard template or common convention for the development of sub-national plans meeting or exceeding the SDG targets, score the question YELLOW or GREEN based on whether activities are funded and implemented.

Scoring Checklist

	Tick if yes	
Targets in sub-national plans include sanitation for all		If all yes SCORE YELLOW
Targets in sub-national plans include sanitation service level safely managed		
Targets in sub-national plans include HWWS basic access		
All plan activities are funded		If all yes SCORE GREEN

C2D: Is recent information on national sanitation and hygiene progress proactively shared with the public on a timely basis?

Information on the country's progress against the sanitation and hygiene targets is not published in nation-wide media (newspaper, radio and/or television).	Information on national sanitation and hygiene progress against targets is published in nation-wide media (newspapers, radio, and/or television). It has been published in national media in the last three years.	Information on national sanitation and hygiene progress against targets is published in nation-wide media (newspapers, radio and/or television). It is published in national media at least once a year. The results/data communicated are: 1. no more than 12 months old, and 2. disaggregated to sub-national level.
	Evidence Required <ul style="list-style-type: none"> Copies of media articles from newspapers, websites, radios etc dated in last 3 years. 	Evidence Required <ul style="list-style-type: none"> Copies of media articles from newspapers, websites, radios etc dated in last year.

Further Information:

This indicator is measuring the level of information communication and dissemination to generate support and resources for sanitation and hygiene. It is expected that regular communication about progress against policy and plan targets can create an urgency to achieve a higher level of political and public support.

Note that the purpose of this indicator is to evaluate whether information on progress against national sanitation and hygiene targets is disseminated in a way that reaches the general public. Note that publishing of reports on ministry websites, while important, is not considered to be public dissemination.

Scoring Checklist

	Tick if yes	
There have been articles published in the last 3 years		If all yes SCORE YELLOW
There have been articles published in the last year		If all yes SCORE GREEN
The data communicated is disaggregated to sub-national level		

C2E: Does the existing legislative framework for sanitation and hygiene support implementation of the policy?

Current legislation is misaligned with the sanitation and hygiene policy.	There is no current legislation to support the sanitation and hygiene policy, but legislation is being prepared/in process.	Existing legislation is in harmony with, and supports, sanitation and hygiene policy.
		Evidence Required <ul style="list-style-type: none">• Legislation title and number.• Copy of document

Further Information:

This measures the extent to which there is consistency between local and national legislation, and national sanitation and hygiene policies.

Policy and legislation could be misaligned if policy is updated and legislation becomes outdated, leading to a situation where the legislation does not support the policy. For legislation to effectively support national sanitation and hygiene policies, there should be clear and consistently defined roles, responsibilities and standards.

¹³ World Bank, 2016

Stage 2 Indicators: Country Targets

C2F: To what extent do the sanitation objectives in national sector policies meet?

C2B is green. Less than half of the objectives are met.	C2B is green. Half or more than half of the objectives are met.	C2B is green. All objectives are met.
	Evidence Required <ul style="list-style-type: none"> Progress report against policy objectives. 	Evidence Required <ul style="list-style-type: none"> Progress report against policy objectives.

Further Information:

This indicator examines whether or not national policies, once adopted, achieve their stated **sanitation** objectives.

If indicator C2B is not green, select “stage not reached”.

C2Fi: To what extent are the hygiene objectives in national sector policies on track?

C2Ai is green. Less than half of the objectives are on track.	C2Ai is green. Half or more than half of the objectives are on track.	C2Ai is green. All objectives are on track.
	Evidence Required <ul style="list-style-type: none"> Progress report against policy objectives. 	Evidence Required <ul style="list-style-type: none"> Progress report against policy objectives.

Further Information:

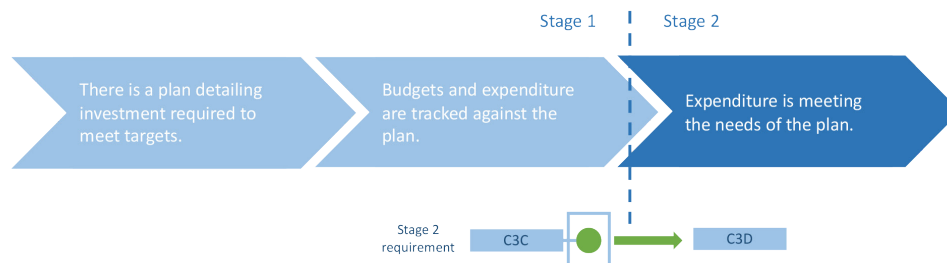
This indicator examines whether or not national policies, once adopted, achieve their stated **hygiene** objectives.

If indicator **C2Ai** is not green, select “stage not reached”.

Commitment 3:

Establish and track sanitation and hygiene budget lines that consistently increase annually to reach a minimum of 0.5% GDP

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C3A: Is there a current country investment plan for sanitation and hygiene, which addresses **SDG 1.4** for universal basic sanitation?

There is no current country investment plan for sanitation and hygiene	There is a current country investment plan for sanitation and hygiene. The investment plan does not address country goals defined for SDG 1.4 for universal basic sanitation and hygiene.	There is a current country investment plan for sanitation and hygiene. The investment required to meet country goals defined for SDGs 1.4 for universal basic sanitation and hygiene has been assessed and included.
	Evidence Required <ul style="list-style-type: none"> Copy of investment plan for sanitation and hygiene. 	Evidence Required <ul style="list-style-type: none"> Copy of investment plan for sanitation and hygiene showing SDGs 1.4 requirements

Further Information:

For indicators C3A and C3B, an investment plan should be a document which defines the investment needs for sanitation and hygiene results and supporting activities, including expenditure on software such as communication, regulation and hygiene promotion.

C3A considers investment requirements for **SDG 1.4** targets for basic sanitation.

C3B considers investment requirements for **SDG 6.2** targets for safely managed sanitation.

In some cases, a single investment plan will address both SDG targets.

Scoring Checklist

	Tick if yes	
There is an investment plan for sanitation and hygiene		If all yes SCORE YELLOW
The investment plan addresses SDG1.4 on universal access to basic sanitation		If all yes SCORE GREEN
The investment plan addresses SDG1.4 on universal access to handwashing facilities		

C3B: Is there a current country investment plan for sanitation and hygiene, which addresses **SDG 6.2** for safely managed sanitation?

There is no current country investment plan for sanitation and hygiene.	<p>There is a current country investment plan for sanitation and hygiene.</p> <p>The investment plan does not address country goals defined for SDG 6.2 for safely managed sanitation.</p>	<p>There is a current country investment plan for sanitation and hygiene.</p> <p>The investment required to meet country goals defined for SDG 6.2 for safely managed sanitation has been assessed and included.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of investment plan for sanitation and hygiene. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of investment plan for sanitation and hygiene showing SDGs 6.2 requirements.

Scoring Checklist

	Tick if yes	
There is an investment plan for sanitation and hygiene		If all yes SCORE YELLOW
The investment plan addresses SDG 6.2 on universal access to safely managed sanitation		If all yes SCORE GREEN
The investment plan addresses SDG6.2 on universal access to handwashing facilities		

C3C: Is there a way to track budgets and expenditure on sanitation and hygiene across government bodies on an annual basis?

There is no mechanism to track expenditure on sanitation and hygiene across the different related government bodies and the sector.	There is a mechanism to track expenditure on sanitation and hygiene in some government bodies and expenditure of some sector stakeholders but not all the budgets and expenditure can be consolidated.	There is a mechanism to track expenditure on sanitation and hygiene across all the sanitation and hygiene sector and this is consolidated annually. Note: green is a requirement to score C3D .
	Evidence Required <ul style="list-style-type: none"> Copies of media articles from newspapers, websites, radios etc dated in last 3 years. 	Evidence Required <ul style="list-style-type: none"> Consolidated expenditure report. Page ref for sources of expenditure included.

Further Information:

It can be difficult to track budget specifically for sanitation when there are no mechanisms to mark expenditure and specific budget lines as only sanitation and hygiene related.

Mark this response GREEN if there are tables which can be generated by the Ministry of Finance or lead sector agencies which show sanitation expenditure across government bodies and sector stakeholders at all levels or there is an annual review where the figures of all government bodies are brought together to create an estimated figure for sanitation and hygiene expenditure.

The **TrackFin** initiative defines an approach to this problem in detail using WASH account tables.

Scoring Checklist

	Tick if yes	
There is a mechanism to track expenditure on sanitation and hygiene		If all yes SCORE YELLOW
The mechanism tracks expenditure from all sources		If all yes SCORE GREEN
The mechanism has the ability to track sanitation expenditure (in isolation)		
The mechanism has the ability to track hygiene expenditure (in isolation)		

Stage 2 Indicators: Country Targets

C3D: Is the budget for sanitation and hygiene increasing and reaching at least 0.5% of GDP?

C3C is green. Budget is not increasing and has not met at least 0.5% of GDP.	C3C is green. Budget is increasing but has not yet reached 0.5% of GDP.	C3C is green. Budget has reached at least 0.5% of GDP.
	Evidence Required <ul style="list-style-type: none"> Budget report. 	Evidence Required <ul style="list-style-type: none"> Budget report.

Further Information:

Using information from the financial tracking mechanism in indicator C3C, calculate the percentage of GDP and provide references for both figures.

If **C3C** is not green, select “stage not reached”.

Scoring Checklist

	Tick if yes	
The budget has increased since the previous financial year		If all yes SCORE YELLOW
The budget is 0.5% GDP or more		If all yes SCORE GREEN

Commitment 4:

Ensure strong leadership and coordination at all levels to build and sustain governance for sanitation and hygiene across sectors especially water, health, nutrition, education, gender and the environment (national and subnational)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C4A: Is there a government body with a clear mandate to lead and coordinate **sanitation** activities?

There is no government body with a clear mandate to lead and coordinate sanitation activities.	There is a clear lead for coordinating sanitation at national level.	There is a clear lead for coordinating sanitation activities mandated at national level.
	Evidence Required <ul style="list-style-type: none"> Name of institution and office designated as national sanitation lead. 	Evidence Required <ul style="list-style-type: none"> Name of institution and office designated as national sanitation lead.

Further Information:

As a complex and cross-cutting area, the sanitation and hygiene sector should have one lead institution coordinating the sector. Institutions and stakeholders should have clear roles and responsibilities. The government lead body should chair regular sector coordination meetings as needed.

To score **GREEN**, there should be a clear lead institution at both national and sub-national level, with a designated focal point within the institution, and mechanisms for effective coordination.

If there are bottlenecks, which manifest as the sector coordination not fully, mark the score **YELLOW**.

C4Ai: Is there a government body with a clear mandate to lead and coordinate **hygiene** activities?

There is no government body with a clear mandate to lead and coordinate hygiene activities.	There is a clear lead for coordinating hygiene at national level.	There is a clear lead for coordinating sanitation and hygiene activities mandated at national level. There are clear leads at sub-national level
	Evidence Required <ul style="list-style-type: none"> Name of institution and office designated as national hygiene lead. 	Evidence Required <ul style="list-style-type: none"> Name of institution and office designated as national hygiene lead. Name of institution and office designated as sub-national hygiene lead.

Further Information:

Note that different aspects of hygiene may fall under different institutions at national and sub-national level. For the purposes of Ngor commitment monitoring, "hygiene" is considered as handwashing with soap in line with the SDG targets. In some cases the lead for hygiene will be the same as the lead for sanitation activities. In these cases, please still complete both indicators.

C4B: Are relevant related sectors included in the **sanitation** coordination mechanism?

Coordination mechanism for sanitation and hygiene activities includes representatives of 0-2 sectors from the following list: <ol style="list-style-type: none"> water, health, nutrition, education, gender and the environment. hygiene (if not same as sanitation). 	Coordination mechanism for sanitation and hygiene activities includes representatives of 3-5 sectors from the following list: <ol style="list-style-type: none"> water, health, nutrition, education, gender and the environment. hygiene (if not same as sanitation). 	Coordination mechanism for sanitation and hygiene activities includes representatives of ALL sectors from the following list: <ol style="list-style-type: none"> water, health, nutrition, education, gender and the environment. hygiene (if not same as sanitation). Coordination mechanism is functioning and effective.
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	Evidence Required <ul style="list-style-type: none"> Minutes from coordination meeting showing participation 	Evidence Required <ul style="list-style-type: none"> Minutes from coordination meeting showing participation. Minutes show follow-up of agreed actions.
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Further Information:

Sanitation and hygiene services are important inputs in other sector activities such as health, education, gender and the environment. Sanitation and hygiene impact outputs and results of other sectors at both national and sub-national levels. Scoring for this indicator evaluates the extent to which other sectors engage in sanitation coordination mechanisms through representation by focal points. Note that in some cases, the coordination group for hygiene will be the same as the lead for sanitation activities. In these cases please still complete both indicators.

An effective coordination mechanism is one that meets regularly (at least quarterly), has proceedings recorded in minutes that are shared, and has action points that are followed up from one meeting to the next. Participation of other sectors should be consistent and preferably by a named officer with sanitation in their portfolio.

Scoring Checklist

	Tick if yes	
The relevant sectors participate regularly (from list)		If all yes SCORE YELLOW
The coordination meeting takes place at least quarterly		If all yes SCORE GREEN
Minutes are shared showing follow-up actions from one meeting to the next		

C4Bi: Are relevant related sectors included in the **hygiene** coordination mechanism?

Coordination mechanism for sanitation and hygiene activities includes representatives of 0-2 sectors from the following list: <ol style="list-style-type: none"> 1. water, 2. health, 3. nutrition, 4. education, 	Coordination mechanism for sanitation and hygiene activities includes representatives of 3-5 sectors from the following list: <ol style="list-style-type: none"> 1. water, 2. health, 3. nutrition, 4. education, 	Coordination mechanism for sanitation and hygiene activities includes representatives of ALL sectors from the following list: <ol style="list-style-type: none"> 1. water, 2. health, 3. nutrition, 4. education,
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5. gender and the 6. environment. 7. hygiene (if not same as sanitation).	5. gender and the 6. environment. 7. hygiene (if not same as sanitation).	5. gender and the 6. environment. 7. hygiene (if not same as sanitation). Coordination mechanism is functioning and effective.
	Evidence Required <ul style="list-style-type: none"> Minutes from coordination meeting showing participation 	Evidence Required <ul style="list-style-type: none"> Minutes from coordination meeting showing participation. Minutes show follow-up of agreed actions.

Further Information:

Sanitation and hygiene services are important inputs in other sector activities such as health, education, gender and the environment. Sanitation and hygiene impact outputs and results of other sectors at both national and sub-national levels. Scoring for this indicator evaluates the extent to which other sectors engage in hygiene coordination mechanism through representation by focal points. Note that in some cases, the coordination group for hygiene will be the same as the lead for sanitation activities. In these cases, please still complete both indicators.

An effective coordination mechanism is one that meets regularly (at least quarterly), has proceedings recorded in minutes that are shared, and has action points that are followed up from one meeting to the next. Participation of other sectors should be consistent and preferably by a named officer with hygiene in their portfolio.

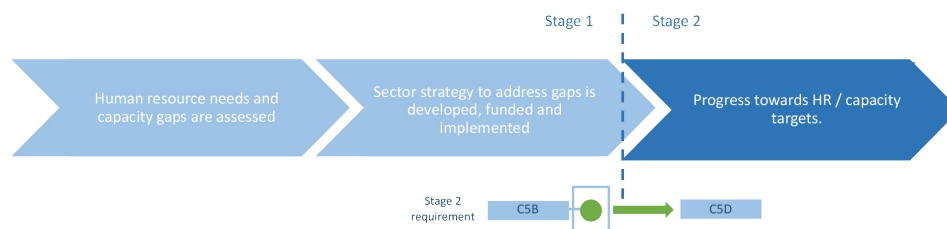
Scoring Checklist

	Tick if yes	
The relevant sectors participate regularly (from list)		If all yes SCORE YELLOW
The coordination meeting takes place at least quarterly		If all yes SCORE GREEN
Minutes are shared showing follow-up actions from one meeting to the next		

Commitment 5:

Develop and fund strategies to bridge the sanitation and hygiene human resource capacity gap at all levels (national and sub-national)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C5A: Have HR capacity gaps been identified through a needs assessment?

<p>There has been no national assessment of HR needs or capacity gaps.</p> <p>OR</p> <p>The assessment is more than 3 years old.</p>	<p>There has been an assessment of HR needs or capacity gaps, towards achieved sanitation and hygiene plans.</p> <p>The assessment was finished within the last three years.</p> <p>It assesses only national needs.</p>	<p>There has been an assessment of HR needs or capacity gaps, towards achieved sanitation and hygiene plans.</p> <p>The assessment was finished within the last three years.</p> <p>It assesses national AND sub-national needs.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of the national assessment, dated within the last 3 years, with page ref for sanitation and hygiene HR needs. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Copy of the national and sub-national assessment, dated within the last 3 years, with page ref for sanitation and hygiene HR needs.

Further Information:

Ideally, needs are assessed on an annual basis (internally or externally) and the strategy updated accordingly. [Click here for more information on human resource assessments and strategies.](#)

Scoring Checklist

	Tick if yes	
The assessment was within the last 3 years		If all yes SCORE YELLOW
The assessment covers national needs		
The assessment covers sub-national needs		If all yes SCORE GREEN

C5B: Are human resources needs addressed in the national sanitation and hygiene strategy, or in a stand-alone sector HR strategy?

HR needs are not addressed in the national sanitation and hygiene strategy, or in a stand-alone sector HR strategy.	HR is addressed in the national sanitation and hygiene strategy, or in a stand-alone sector HR strategy. No specific targets or milestones are included.	HR needs are fully addressed in the national sanitation and hygiene strategy, or in a stand-alone sector HR strategy. Specific targets or milestones are included. Note: green is a requirement for scoring C5D.
	Evidence Required <ul style="list-style-type: none"> • Copy of strategy 	Evidence Required <ul style="list-style-type: none"> • Copy of strategy with page ref for the targets and milestones.

Further Information:

This indicator measures whether or not a strategy is in place to ensure adequate human resources at all levels for conducting sanitation and hygiene activities and achieving the intended results.

For this indicator please refer to either the country strategy that addresses sanitation and hygiene (whether or not both are fully addressed) OR the Human Resource strategy.

Stage 2 Indicators: Country Targets

C5D: Are human resource and capacity milestones or targets on track?

C5B is green. Less than half of the human resource and capacity strategy targets are on track.	C5B is green. Half or more than half of the human resource and capacity strategy targets are on track.	C5B is green. All human resource and capacity strategy targets are on track.
	Evidence Required <ul style="list-style-type: none"> • Strategy progress report.. 	Evidence Required <ul style="list-style-type: none"> • Strategy progress report.

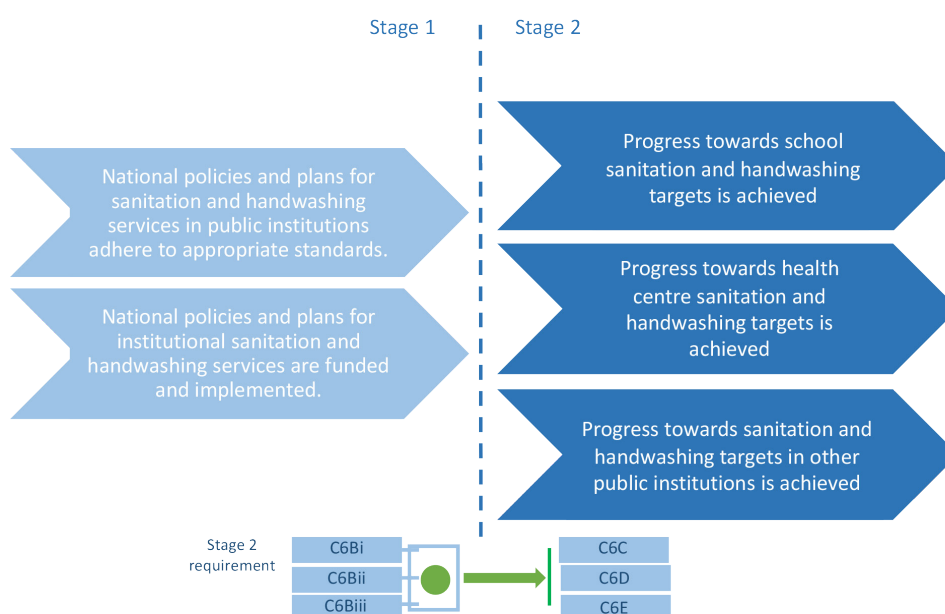
Further Information:

Indicator 5D measures the extent to which human resource and capacity needs identified are being sufficiently met and progress is tracked. The progress on milestones can also be incorporated into human resource and capacity needs assessments. If **C5B** is not green, select “stage not reached”.

Commitment 6:

Ensure inclusive, safely-managed sanitation services and functional handwashing facilities in public institutions and spaces (national and sub-national)

Monitoring logic:



Stage 1 Indicator: Enabling Environment

C6Ai: Do policies and guidelines for schools exist with addition of specific clear standards for inclusive and safely-managed sanitation services and functional handwashing facilities?

No guidance exists for school and hygiene (NEITHER in sanitation and hygiene sector policies or guidelines NOR other sector policies or guidelines).	Specific, clear standards for inclusive and safely managed sanitation services and handwashing facilities in schools are under development (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).	Specific, clear standards for inclusive and safely managed sanitation services, and handwashing facilities in schools are agreed and being implemented (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).
		Evidence Required <ul style="list-style-type: none"> • Copy of standards. • Page ref for safe management / handwashing / inclusivity.

Further Information:

Please refer to **SDG** definitions of basic and safely-managed sanitation and hygiene and **SDG4** on inclusive and equitable education for all ([annex 1](#)). Inclusive sanitation is where a specific effort has been made to identify and address the needs of those that otherwise may not be able to access a service. In a school setting, this would include as minimum accessible design for students with disabilities, and MHM facilities.

Policy / guidelines may sit with the sanitation and hygiene sector or education sector.

Scoring Checklist

	Tick if yes	
Standards for schools exist (may be under development)		If all yes SCORE YELLOW
Standards for schools have been agreed		If all yes SCORE GREEN
Standards include safe management		
Standards include handwashing facilities		
Standards address inclusivity		

C6Aii: Do policies and guidelines for health facilities exist which include specific clear standards for inclusive and safely-managed sanitation services and functional handwashing facilities?

No guidance exists for school and hygiene (NEITHER in sanitation and hygiene sector policies or guidelines NOR other sector policies or guidelines).	Specific, clear standards for inclusive and safely managed sanitation services and handwashing facilities in schools are under development (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).	Specific, clear standards for inclusive and safely managed sanitation services, and handwashing facilities in schools are agreed and being implemented (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).
		Evidence Required <ul style="list-style-type: none"> • Copy of standards. • Page ref for safe management / handwashing / inclusivity.

Further Information:

Please refer to **SDG** definitions of basic and safely-managed sanitation and hygiene ([annex 1](#)).

Inclusive sanitation is where a specific effort has been made to identify and address the needs of those that otherwise may not be able to access a service. In a health facility setting, groups to consider would include; a minimum people with disabilities, MHM, pregnant women, aged and those with mental health issues. Policy / guidelines may sit with the sanitation and hygiene sector or health sector.

Scoring Checklist

	Tick if yes	
Standards for health facilities exist (may be under development)		If all yes SCORE YELLOW
Standards for health facilities have been agreed		If all yes SCORE GREEN
Standards include safe management		
Standards include handwashing facilities		
Standards address inclusivity		

C6Aiii: Do policies and guidelines for public institutions and spaces exist which include specific clear standards for inclusive and safely-managed sanitation services and functional handwashing facilities?

No guidance exists for sanitation and hygiene in other public institutions and spaces (NEITHER in sanitation and hygiene sector policies or guidelines NOR other sector policies or guidelines).	Specific clear standards for inclusive and safely managed sanitation services and handwashing facilities in other public institutions and spaces are under development (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).	Specific clear standards for inclusive and safely managed sanitation services and handwashing facilities in other public institutions and spaces are agreed and being implemented (EITHER in sanitation and hygiene sector policies or guidelines OR in other sector policies or guidelines).
		Evidence Required <ul style="list-style-type: none"> • Copy of standards. • Page ref for safe management / handwashing / inclusivity.

Further Information:

Public institutions and spaces include markets, religious places, and prisons.

Please refer to **SDG** definitions of basic and safely-managed sanitation and hygiene ([annex 1](#)).

Inclusive sanitation is where a specific effort has been made to identify and address the needs of those that otherwise may not be able to access a service. In a public institution setting, groups to consider as a minimum would include people with disabilities, MHM, pregnant women, aged, and those with mental health issues. Policy / guidelines may sit with the sanitation and hygiene sector or other sectors.

Scoring Checklist

	Tick if yes	
Standards for public institutions and spaces exist (may be under development)		If all yes SCORE YELLOW
Standards for public institutions and spaces have been agreed		If all yes SCORE GREEN
Standards include safe management		
Standards include handwashing facilities		
Standards address inclusivity		

C6Bi: Are there strategic plans with targets and milestones for school sanitation and hygiene?

There is no strategic plan for school sanitation and hygiene.	<p>School sanitation and hygiene is included in strategic plan but either:</p> <p>The plan is in draft.</p> <p>OR</p> <p>There are no specific targets and milestones for sanitation and hygiene.</p>	<p>There is an agreed strategic plan with targets and milestones for school sanitation and hygiene</p> <p>Note: targets and milestones in schools settings (green) is a requirement for scoring C6C.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Strategic plan document including school sanitation and hygiene (can be draft). 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Strategic plan document including school sanitation and hygiene. • Page ref for milestones and targets.

Further Information:

Note: If there is a single strategic plan for institutional sanitation and hygiene which encompasses schools, health facilities, and other institutional settings - please report against all **3 indicators** and attach the relevant milestones and targets.

Scoring Checklist

	Tick if yes	
There is a strategic plan for school sanitation and hygiene		If all yes SCORE YELLOW
The plan is formally agreed		If all yes SCORE GREEN
The plan has targets and milestones for sanitation		
The plan has targets and milestones for hygiene		

C6Bii: Are there strategic plans with targets and milestones for health facility sanitation and hygiene?

<p>There is no strategic plan for health centre sanitation and hygiene.</p>	<p>Health facility sanitation and hygiene is included in strategic plan but either:</p> <p>The plan is in draft.</p> <p>OR</p> <p>There are no specific targets and milestones for sanitation and hygiene</p>	<p>There is an agreed strategic plan with targets and milestones for health facility sanitation and hygiene.</p> <p>Note: targets and milestones in health facility settings (green) is a requirement for scoring C6D.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Strategic plan document including health facility sanitation and hygiene (can be draft). 	<p>Evidence Required</p> <ul style="list-style-type: none"> Strategic plan document including health facility sanitation and hygiene. Page ref for milestones and targets.

Further Information:

Note: If there is a single strategic plan for institutional sanitation and hygiene which encompasses schools, health facilities, and other institutional settings - please report against all 3 indicators and attach the relevant milestones and targets.

Scoring Checklist

	Tick if yes	
There is a strategic plan for health facility sanitation and hygiene		If all yes SCORE YELLOW
The plan is formally agreed		If all yes SCORE GREEN
The plan has targets and milestones for sanitation		
The plan has targets and milestones for hygiene		

C6Biii: Are there strategic plans with targets and milestones for sanitation and hygiene in other public institutions and spaces?

<p>There is no strategic plan for sanitation and hygiene in other public institutions and spaces.</p>	<p>Sanitation and hygiene in other public institutions and spaces is included in strategic plan but either:</p> <p>The plan is in draft.</p> <p>Or:</p> <p>There are no specific targets and milestones for sanitation and hygiene.</p>	<p>There is an agreed strategic plan with targets and milestones for sanitation and hygiene in other public institutions and spaces</p> <p>Note: Targets and milestones in other public institutions and spaces (green) is a requirement for scoring C6E.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Strategic plan document including sanitation and hygiene in other institutions and spaces (can be drafted). 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Strategic plan document including sanitation and hygiene in other institutions and spaces. • Page ref for milestones and targets.

Further Information:

Note: If there is a single strategic plan for institutional sanitation and hygiene which encompasses schools, health facilities, and other institutional settings - please report against all 3 indicators and attach the relevant milestones and targets.

Scoring Checklist

	Tick if yes	
There is a strategic plan for sanitation and hygiene in other public institutions		If all yes SCORE YELLOW
The plan is formally agreed		If all yes SCORE GREEN
The plan has targets and milestones for sanitation		
The plan has targets and milestones for hygiene		

Stage 2 Indicators: Country Targets

C6C: Is progress towards inclusive, safely-managed sanitation services and functional hand-washing facilities in **schools** on track to meet targets and milestones according to national plans?

C6Bi is green.	C6Bi is green.	C6Bi is green.
Less than half of the targets are on track.	Half or more of the targets are on track.	All targets on track.
	Evidence Required <ul style="list-style-type: none"> Progress report on school sanitation and hygiene. Page ref for performance against sanitation targets. 	Evidence Required <ul style="list-style-type: none"> Progress report on school sanitation and hygiene. Page ref for performance against sanitation targets.

Further Information:

This indicator is measuring the extent to which targets are being met in schools.
If C6Bi is not at least yellow, select “stage not reached”.

C6D: Is progress towards inclusive, safely-managed sanitation services and functional hand-washing facilities in **health facilities** on track to meet targets and milestones according to national plans?

C6Bii is green.	C6Bii is green.	C6Bii is green.
Less than half of the targets are on track.	Half or more of the targets are on track.	All targets on track.
	Evidence Required <ul style="list-style-type: none"> Progress report on health sanitation and hygiene. Page ref for performance against sanitation targets. 	Evidence Required <ul style="list-style-type: none"> Progress report on health sanitation and hygiene. Page ref for performance against sanitation targets.

Further Information:

This indicator is measuring the extent to which targets are being met in health facilities.
If C6Bii is not at least yellow, select “stage not reached”.

C6E: Is progress towards inclusive, safely-managed sanitation services and functional handwashing facilities, in **other public institutions and spaces** on track to meet targets and milestones according to national plans?

<p>C6Biii is green.</p> <p>Less than half of the targets are on track.</p>	<p>C6Biii is green.</p> <p>Half or more of the targets are on track.</p>	<p>C6Biii is green.</p> <p>All targets on track.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Progress report on public institution sanitation and hygiene. • Page ref for performance against sanitation targets. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Progress report on public institution sanitation and hygiene. • Page ref for performance against sanitation targets.

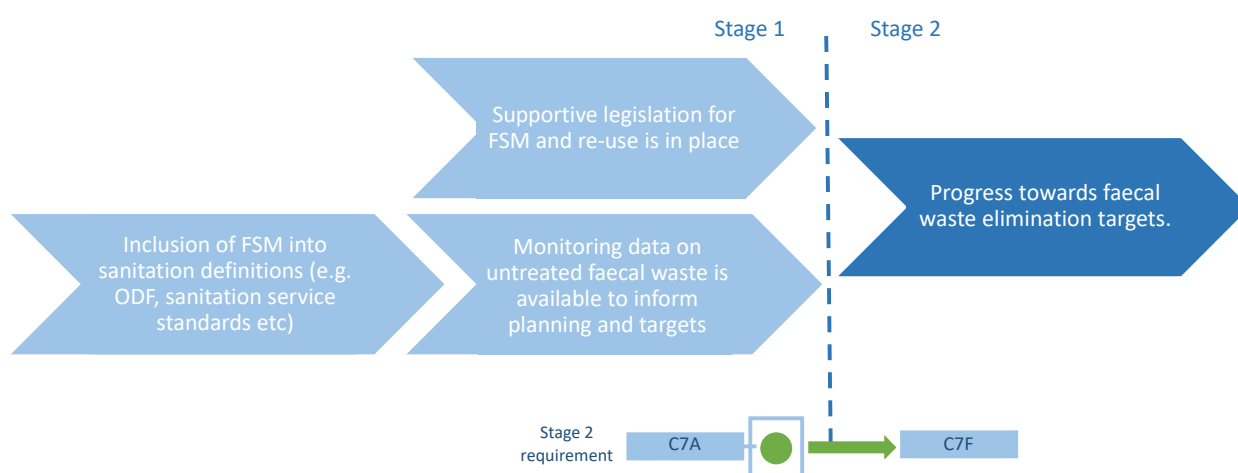
Further Information:

This indicator is measuring the extent to which targets are being met in other public institutions and spaces. If C6Biii is not at least yellow, select “stage not reached”.

Commitment 7:

Ensure inclusive, safely-managed sanitation services and functional handwashing facilities in public institutions and spaces (national and sub-national)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C7A: Is there a mechanism in place to track/monitor the amount of untreated faecal waste being disposed into the environment?

There is no mechanism to monitor the amount of untreated faecal waste being disposed into the environment in place.	An assessment of faecal waste disposal has taken place and a monitoring mechanism is under development.	A monitoring mechanism exists, and data is integrated into the country sanitation and hygiene monitoring system. Note: green is a requirement for scoring C7F.
	Evidence Required <ul style="list-style-type: none"> Copy of the assessment document 	Evidence Required <ul style="list-style-type: none"> Copy of monitoring report.

Further Information:

SDG target **6.3** refers to halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally. For examples of work on calculating faecal waste disposal, see the faecal waste flow diagrams such as the [Shit Flow Diagram](#) and the [Faecal Waste Flow Calculator](#).

C7B: Is faecal waste management included in definitions of open defecation free (ODF) and other sanitation service standards in country monitoring plans ensuring that excreta are safely disposed of or transported and treated off-site?

Faecal waste management is not included in definitions for ODF and other sanitation service standards.	Faecal waste management is included in some definitions for ODF and other sanitation service standards but not consistently across all definitions.	Faecal waste management is included in all definitions of ODF and sanitation service standards ensuring that excreta are safely disposed of or transported and treated off-site.
	Evidence Required <ul style="list-style-type: none"> Copy of post-ODF guidance / rural sanitation guidance / sanitation standards with page ref for faecal waste management inclusion. 	Evidence Required <ul style="list-style-type: none"> Copy of post-ODF guidance / rural sanitation guidance / sanitation standards with page ref for faecal waste management inclusion.

Further Information:

This indicator measures the extent to which faecal waste management is taken into account in sanitation service standards and the definition of ODF. This indicator is dealing with happening to the contents of a pit when it is full. In rural areas this would require that post-ODF / rural sanitation guidelines [go beyond the current use](#), to provide guidance on how full pits can be safely backfilled or emptied. For the purpose of monitoring the commitment, faecal waste management includes on-site (in situ) solutions and off-site solutions, which prevent waste from being released untreated into the environment.

C7C: Are there regulations governing faecal sludge management in rural and urban areas, which ensure that excreta are either safely disposed of or transported and treated off-site?

<p>There are no regulations and bylaws defining faecal sludge management standards, either for faecal sludge management in-situ or off-site.</p>	<p>There are regulations and by-laws defining faecal sludge management standards, including in-situ disposal and off-site treatment.</p> <p>Regulations are not comprehensive (do not cover all situations).</p> <p>OR</p> <p>Regulations are not actively enforced.</p>	<p>There are regulations and by-laws defining faecal sludge management standards, including in-situ disposal and off-site treatment.</p> <p>Regulations are comprehensive and are actively enforced.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> • Regulation title and number. • Copy of document. 	<p>Evidence Required</p> <ul style="list-style-type: none"> • Regulation title and number. • Copy of document. • If possible, please also share reports of number of cases / fines / prosecutions.

Further Information:

This indicator measures whether or not there are regulations in place for faecal sludge management and whether they are actively enforced.

Regulations will include standard operating procedures for containing and transporting waste and define the upper and lower bounds of inputs and outputs of faecal sludge management. A regulation has a binding legal effect. For the purposes of this indicator, a Parliamentary Act on the same will be considered along with regulations.

Regulations may be further supported by standards developed by the ISO (International Organisation of Standardisation). Click [here](#) for examples of ISO standards associated with FSM.

Enforcement measures can include the number of prosecutions, or number of charge sheets raised against the regulation. Whilst Ngor country monitoring teams may not be able to share detailed information, an overview report would be good evidence of enforcement.

Please note in the comments section if regulations are only in place for either in-situ or off-site but not both.

C7D: Are there regulations governing productive reuse of waste while ensuring that excreta are safely (re)used in situ or transported and safely treated to be used off-site?

<p>Are there regulations governing productive reuse of waste while ensuring that excreta are safely (re)used in situ or transported and safely treated to be used off-site? excreta are safely (re)used in situ or transported and safely treated to be used off-site.</p>	<p>There are regulations and by-laws defining the productive reuse of waste ensuring that excreta are safely (re)used in situ or transported and safely treated to be used off-site.</p> <p>Regulations are not comprehensive (does not cover all situations).</p> <p>OR</p> <p>Regulations are not actively enforced</p>	<p>There are regulations and by-laws defining the productive reuse of waste ensuring that excreta are safely (re)used in situ or transported and safely treated to be used off-site.</p> <p>Regulations are comprehensive and actively enforced.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> ● Regulation title and number. ● Copy of document. 	<p>Evidence Required</p> <ul style="list-style-type: none"> ● Regulation title and number. ● Copy of document. ● If possible, please also share reports of number of cases / fines / prosecutions.

Further Information:

This indicator measures whether or not there are regulations in place for productive reuse of faecal waste, and whether they are actively enforced.

Regulations will include standard operating procedures for containing and transporting waste and define the upper and lower bounds of inputs and outputs of faecal sludge reuse. A regulation has a bind-

ing legal effect. For the purposes of this indicator, a parliamentary act on the same will be considered along with regulations.

Regulations may be further supported by standards developed by the ISO (International Organisation of Standardisation). Click [here](#) for examples of ISO standards associated with FSM.

Enforcement measures can include the number of prosecutions, or number of charge sheets raised against the regulation. Whilst Ngor country monitoring teams may not be able to share detailed information, an overview report would be good evidence of enforcement.

Please note in the comments section if regulations are only in place for either in-situ or off-site but not both.

C7E: Are certification processes in place for productively reusing waste ensuring that excreta are safely (re)used in situ or transported and safely treated to be used off-site?

There are no certification processes for the productive reuse of waste.	Certification processes are in place for productively reusing waste. There are no certified products.	Certification processes are in place for productively reusing waste. There are certified products.
	Evidence Required	Evidence Required <ul style="list-style-type: none"> Official list of certified products or businesses.

Further Information:

This indicator measures whether there are certification processes in place that define the standard operating procedures and quality standards around faecal sludge reuse for productive purposes. Quality standards would include waste reuse inputs, such as pre-treated faecal sludge, and outputs such as agricultural products.

Please note in the comments section if certification processes are only in place for either in-situ or off-site but not both. Click [here](#) for relevant ISO standards.

Stage 2 Indicators: Country Targets

C7F: Are there targets in current country plans to eliminate untreated faecal waste being disposed into the environment and are they on track?

<p>C7A is green.</p> <p>There are targets for the current time period.</p> <p>Less than half of targets are on track.</p> <p>OR</p> <p>There are no targets for eliminating untreated waste.</p>	<p>C7A is green.</p> <p>There are targets for the current time period.</p> <p>Half of more than half of the targets are on track.</p>	<p>C7A is green.</p> <p>There are targets for the current time period.</p> <p>All targets are on track.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Progress report 	<p>Evidence Required</p> <ul style="list-style-type: none"> Progress report

Further Information:

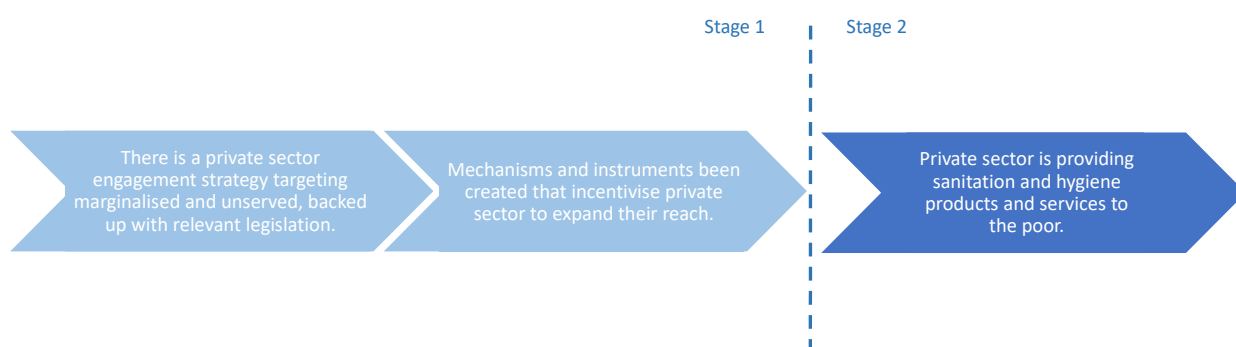
This indicator measures whether or not countries eliminate untreated faecal waste in the environment and have set relevant policy targets, and whether they are on track to meet the targets.

If C7A is not green, select “stage not reached”.

Commitment 8:

Enable and engage the private sector in developing innovative sanitation and hygiene products and services especially for the marginalised and unserved (urban/rural)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C8A: Is private sector engagement for sanitation and hygiene included in the national sanitation and hygiene strategy(ies), or in a stand-alone private sector engagement strategy, with specific targets for the **marginalised** and unserved?

Private sector engagement for sanitation and hygiene is not included in the national sanitation and hygiene strategy(ies) OR in a stand-alone private sector engagement strategy.	Private sector engagement for sanitation and hygiene is included in the national sanitation and hygiene strategy(ies) OR in a stand-alone private sector engagement strategy. There are no specific targets for the marginalised and unserved.	Private sector engagement for sanitation and hygiene is included in the national sanitation and hygiene strategy(ies), OR in a stand-alone private sector engagement strategy. There are specific targets for the marginalised and unserved.
	Evidence Required <ul style="list-style-type: none"> • Copy of strategy with page ref for private sector engagement. 	Evidence Required <ul style="list-style-type: none"> • Copy of strategy with page ref for private sector engagement. • Page ref for specific targets for marginalised and unserved.

Further Information:

An effective private sector engagement strategy addresses the diversity of the private sector from local masons to municipal private operators and waste treatment services. This indicator measures whether or not there is a government strategy that balances the need to create private markets with appropriate regulation to maintain these markets and ensure results that also reach **marginalized** and unserved populations.²

There should be targets that address both the need to increase private sector investment, expenditure and services as well as measure the sanitation and hygiene outcomes for users, including access for the most marginalised groups.

Note that if sanitation and hygiene appear in different sector strategies (rather than a single strategy), then private sector engagement must appear in both to score green.

² <http://wsscc.org/wp-content/uploads/2016/03/Synthesis-Thematic-Discussion-Private-sector-engagement-in-sanitation-and-hygiene-Exploring-roles-across-the-sanitation-chain.pdf>

Scoring Checklist

	Tick if yes	
Private sector engagement is included in sanitation and hygiene strategy(ies)		If all yes SCORE YELLOW
Stand-alone private sector engagement strategy includes sanitation and hygiene		
There are specific targets within these strategies for the marginalised and unserved		If all yes SCORE GREEN

C8Ai : Have mechanisms and instruments been created that incentivise private sector to expand their reach and target the middle of the pyramid and the poorest?

No steps have been taken to incentivise private sector engagement.	There have been consultations with the private sector to understand the types of mechanisms or instruments that would incentivise them to expand their reach to serve the middle of the pyramid and the poorest.	Mechanisms and instruments have been created to incentivise the private sector to expand their reach to serve the middle of the pyramid and the poorest.
	Evidence Required <ul style="list-style-type: none"> Meeting minutes between private sector and sanitation sector government and stakeholders. 	Evidence Required <ul style="list-style-type: none"> Documented evidence of specific mechanisms and instruments designed to incentivise the private sector.

Further Information:

The private sector considered here includes the spectrum from local masons to municipal private operators and waste treatment services. Types of mechanism / instrument to consider here would be tax holidays, resources allocated to research and development (around products), gathering and sharing of market intelligence etc, or advance market commitments - any of which have been put in place in order to facilitate engagement of private sector players with the capacity to scale up.

The middle of the pyramid, or middle class is a key source for private sector growth in Africa. AfDB defines the middle class as “individuals or households that fall between the 20th and 80th percentile of the consumption distribution” .³

Stage 2 Indicators: Country Targets

C8B: Is the private sector engaged in addressing sanitation and hygiene especially for **marginalised** and unserved populations?

Private sector is not providing sanitation and hygiene products and services aimed at the marginalised and unserved.	There are documented examples of private sector inputs successfully reaching marginalised and unserved populations.	Private sector inputs are at scale and sustainably reaching marginalised and unserved populations.
	Evidence Required <ul style="list-style-type: none"> Documented evidence of PS products and services provided reaching the marginalised and unserved populations. 	Evidence Required <ul style="list-style-type: none"> Documented evidence of PS products and services provided reaching the marginalised and unserved populations. Evidence of sustainability (business model / report / financial reports etc).

Further Information:

This indicator measures the quality of engagement of the private sector in sanitation and hygiene products and services. **Documented examples** should provide evidence that the product or service has the potential to remain viable at scale.

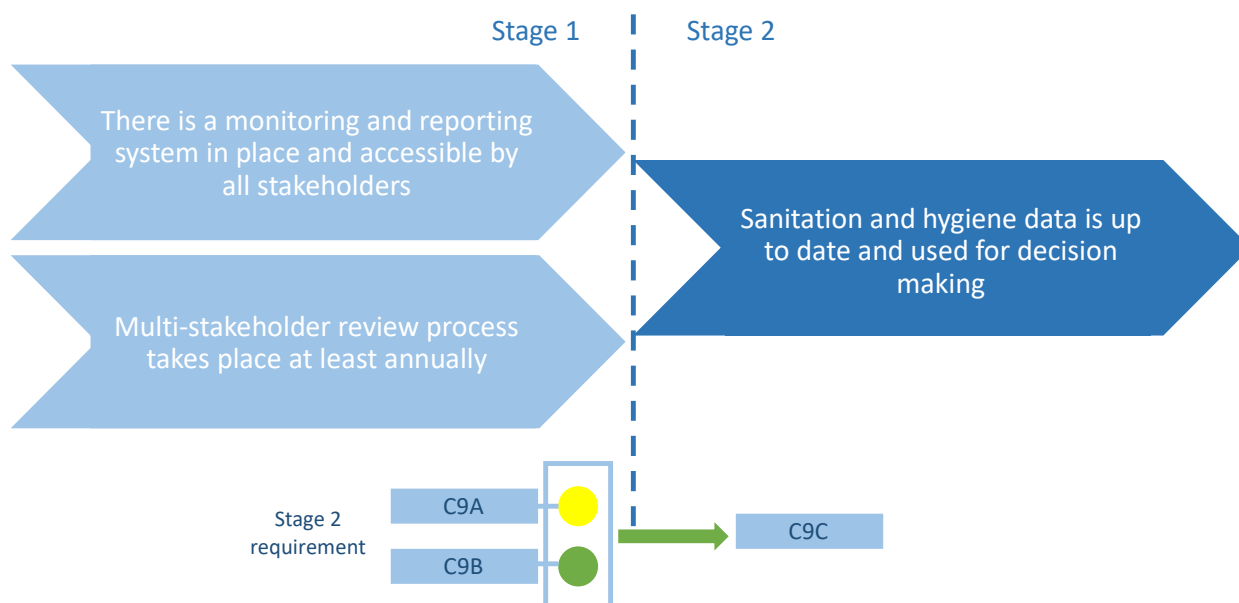
To score **GREEN**, there must be one or more at-scale examples of sanitation and hygiene business models that are institutionally, financially, technically, socially, and environmentally sustainable.

³ For further definitions and information see https://www.afdb.org/fileadmin/uploads/afdb/Documents/Publications/The%20Middle%20of%20the%20Pyramid_The%20Middle%20of%20the%20Pyramid.pdf

Commitment 9:

Establish government-led monitoring, reporting, evaluation, learning and review systems (national and sub-national)

Monitoring logic:



Stage 1 Indicators: Enabling Environment

C9A: Is there a country sanitation and hygiene monitoring and reporting system in place and available for use by government stakeholders and partners?

<p>There is no sanitation and hygiene monitoring and reporting system in place.</p>	<p>There is a sanitation and hygiene monitoring and reporting system in place.</p> <p>Monitoring data is not accessible to all government stakeholders and partners at national and sub-national levels.</p> <p>Note: yellow is a requirement to score C9C.</p>	<p>There is a country monitoring and reporting system for both sanitation and hygiene indicators covering the entire country.</p> <p>Monitoring data is immediately accessible for use by all government stakeholders and partners at national and sub-national levels.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Monitoring system report showing indicators included. 	<p>Evidence Required</p> <ul style="list-style-type: none"> Monitoring system report showing indicators included.

Further Information:

This indicator measures the extent to which sanitation and hygiene monitoring information exists, and is accessible to all relevant stakeholders for use in evidence-based decision making, and planning. The information should be accessible at national and sub-national levels in appropriate formats for those who need the information, whether digitally or in print.

A functional M&E system collates and presents the data and evaluations in a way that facilitates data usage at all levels, including the citizens and users of services to provide data needed for policy formulation, operations and user activities.⁴

To score **GREEN**, data should be provided immediately or within a reasonable timeframe after they are produced. Ideally, there should be public access to results, for example through an official website and/or notices.

At sub-national level, relevant summaries and analyses on the state of sanitation and hygiene (not older than one year) should be readily available.

Scoring Checklist

	Tick if yes	
Monitoring system collects information on sanitation		If all yes SCORE YELLOW
Monitoring system collects data on handwashing with soap		
All government stakeholders and partners can access the monitoring data through the system		If all yes SCORE GREEN

C9B: Is there a formal government-led multi-stakeholder review and coordination mechanism for sanitation and hygiene, that involves development partners, and civil society AND that includes sanitation and hygiene SDG monitoring?

There has been no government-led review for sanitation and hygiene.	<p>There is a government-led multi-stakeholder review for sanitation and hygiene.</p> <p>The mechanism does not fully track all related sanitation and hygiene SDG country targets.</p>	<p>There is a government-led multi-stakeholder review for sanitation and hygiene.</p> <p>All related sanitation and hygiene SDG country targets are fully tracked.</p> <p>Note: green is a requirement to score C9C.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review showing participation. 	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review showing participation. Report showing tracking of SDG targets for sanitation and hygiene.

⁴ IRC, UNICEF, Akvo, and UNAIDS. "Organizing Framework for Functional National WASH Monitoring and Evaluation Systems," May 2016.

⁵ K. Danert, S. Furey, M. Mehta, and S. K. Gupta, "Effective Joint Sector Reviews for Water, Sanitation and Hygiene (WASH): A Study and Guidance - 2016," World Bank WSP and Skat Consulting, Jan. 2016.

Further Information:

A multi-stakeholder review is a periodic process that brings different stakeholders in a particular sector together to engage in dialogue, review status, progress and performance and take decisions on priority actions.⁵ Note that a **multi-stakeholder** review implies involvement and participation by development partners and civil society as well as government.

This indicator evaluates whether there is multi-stakeholder review taking place on a regular basis (at least every two years), that includes the complete sanitation and hygiene sector (urban and rural) Related SDG targets include SDG 1.4, 6.2, 4a (schools) and 3 (health).

Scoring Checklist

	Tick if yes	
There is a government-led multi-stakeholder review and coordination mechanism in place		If all yes SCORE YELLOW
Basic sanitation SDG 1.4 is tracked		If all yes SCORE GREEN
Safely managed sanitation SDG 6.2 is tracked		
Basic handwashing with soap is tracked		

C9Bi: Did the last government-led multi-stakeholder sector review specifically include sessions / results related to hygiene (handwashing with soap)?

There has been no government-led review that included hygiene (handwashing with soap).	<p>The last government led sector review included sessions / results related to hygiene (handwashing with soap). There were no specific action points for hygiene (HWWS) follow-up. OR The lead institution for hygiene (HWWS) was not represented at the meeting.</p>	<p>The last review included sessions / results related to hygiene (HWWS). The lead institution for hygiene (HWWS) participated at the meeting. There were documented specific action points for hygiene (HWWS) follow-up.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review or agenda showing specific time allocated for hygiene (HWWS) 	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review or agenda showing specific time allocated for hygiene Action points related to hygiene (HWWS)

Further Information:

This indicator evaluates whether sufficient emphasis is being placed on hygiene handwashing with soap) during the multi-stakeholder review process.

Related SDG targets include SDG 1.4, 6.2, 4a (schools) and 3 (health).

Scoring Checklist

	Tick if yes	
There is a government-led multi-stakeholder review and coordination mechanism which includes hygiene in place		If all yes SCORE YELLOW
The institutional lead for hygiene participates		If all yes SCORE GREEN
The last meeting report includes follow-up actions for hygiene		

Stage 2 Indicators: Country Targets

C9C: Are the results of the multi-stakeholder review and monitoring data used to inform decision making and the implementation of activities?

<p>C9A is at least yellow, C9B is green.</p> <p>Report of the review is published but there is no evidence that country plans or strategies are adjusted per the reviewer's recommendation.</p>	<p>C9A is at least yellow, C9B is green.</p> <p>Plans and/or strategies are adjusted or maintained as per the review recommendations and the latest monitoring data available.</p> <p>No adjusted activities are funded and implemented.</p>	<p>C9A is at least yellow, C9B is green.</p> <p>Plans and/or strategies are adjusted or maintained as per the review recommendations and the latest monitoring data available.</p> <p>Some adjusted activities are funded and implemented.</p>
	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review showing actions and follow-up. 	<p>Evidence Required</p> <ul style="list-style-type: none"> Minutes / report from multi stakeholder review showing actions and follow-up. Reports on funded and implemented activities.

Further Information:

This indicator measures whether there is evidence of sanitation and hygiene policies, strategies and plans being adjusted based on recommendations from the multi-stakeholder review.

It is a measure of whether the multi-stakeholder reviews are effective learning platforms and improve sector practices based on the latest evidence.

If **C9A** is not at least yellow, or **C9B** is not green, select “stage not reached”.

Commitment 10:

Enable continued active engagement with AMCOW's AfricaSan process

Commitment 10 will be measured by **AMCOW** according to the continued engagement of member states in the Ngor Monitoring and AfricaSan processes.

Annex 1: Key terms and Further Information

Access and use of Sanitation and Hygiene

Access to sanitation and hygiene is monitored by the JMP using the following definitions⁶.

Sanitation

The populations using different types of sanitation infrastructure are classified as using improved and unimproved facilities, or no facilities at all. Households using improved facilities are further subdivided according to the level of service they receive: limited, basic, and safely managed sanitation services.

	SERVICE LEVEL	DEFINITION
SDG 6.2	SAFELY MANAGED	Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or transported and treated offsite
SDG 4.1	BASIC	Use of improved facilities that are not shared with other households
	LIMITED	Use of improved facilities shared between two or more households
	UNIMPROVED	Use of pit latrines without a slab or platform, hanging latrines or bucket latrines
	OPEN DEFECCATION	Disposal of human faeces in fields, forests, bushes, open bodies of water, beaches or other open spaces, or with solid waste

Note: improved facilities include flush/pour flush to piped sewer systems, septic tanks or pit latrines; ventilated improved pit latrines, composting toilets or pit latrines with slabs.

Improved Sanitation facilities are those designed to hygienically separate excreta from human contact.

To meet the criteria for [SDG 1.4 \(basic sanitation service\)](#), people should at least be using an improved facility that is not shared.

To meet the criteria for [SDG 6.2 \(safely managed sanitation service\)](#), people should use improved sanitation facilities that are not shared with other households, and the excreta produced should either be safely disposed of in situ, or transported and treated off-site.

Read more: <https://washdata.org/monitoring/sanitation>

Hygiene

Hygiene focuses on handwashing and specifically the availability of handwashing facilities, soap and water in the home.

To meet the criteria for [SDG 1.4](#) and [SDG 6.2](#) (basic hygiene facility), households must have a handwashing facility with soap and water available on premises.

⁶ <https://washdata.org/>

Human Resource/Capacity

Sanitation and hygiene capacity means having sufficient numbers of skilled personnel in place to implement planned sanitation and hygiene activities, and ensuring that the personnel are working within a functional system, with the financial and material resources to carry out their role effectively⁷.

Broadly speaking, a human resource needs assessment⁸ and strategy should take into account the following elements:

- number of personnel required
- required skill sets for individuals and organizations
- workforce development and retention
- cost of capacity building
- links to local training institutions
- supervision and in-service training
- internal communications about sanitation and hygiene activities.

ISO Standards

ISO 30500 on non-sewered sanitation systems has been developed with several African country standard organisations and aims to “give assurance to manufacturers of non-sewered sanitation systems, governments, regulators and end users that the non-sewered facilities they use are safe, reliable and of good quality.” Typically in rural areas, there should be markets/services for safe in-situ disposal, pit emptying, rebuilding and composting.

ISO 24510 for urban areas, is related to sewerred systems “Guidelines for the assessment and for the improvement of the service to users”.

ISO 24511, “Guidelines for the management of wastewater utilities and for the assessment of wastewater services”.

ISO 16075 on Wastewater reuse in irrigation.

Marginalised Populations

Marginalized populations are those excluded from mainstream social, economic, cultural, or political life. Examples of marginalized populations include, but are not limited to, groups excluded due to race, religion, political or cultural group, age, gender⁹.

⁷ Innovative Tools for Sanitation Capacity Mapping and Planning in Kenya, WSP (Sophie Hickling). <https://www.wsp.org/sites/wsp.org/files/publications/WSP-Innovations-in-Sanitation-Capacity-Mapping-and-Planning-Kenya.pdf>

⁸ IRC, UNICEF, Akvo, and UNAIDS. “Organizing Framework for Functional National WASH Monitoring and Evaluation Systems,” May 2016.

Sanitation and Hygiene Related SDG Targets¹⁰

Goal 1: End poverty in all its forms everywhere			
Target 1.4:	By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.	Indicator:	1.4.1. Population living in households with access to basic services (including basic drinking water, sanitation and hygiene).
Goal 6: Ensure access to water and sanitation for all			
Target 6.2:	By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.	Indicator:	6.2.1. Proportion of population using safely managed sanitation services, including a hand-washing facility with soap and water.
Target 6.3:	By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.	Indicator:	6.3.1. Proportion of wastewater safely treated.
Goal 3: Ensure healthy lives and promote well-being for all			
Target 3.9:	3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.	Indicator:	3.9.2. Mortality rate attributed to unsafe water, unsafe sanitation and lack of hygiene (exposure to unsafe Water, Sanitation and Hygiene for All (WASH) services).

⁹ <http://sk.sagepub.com/reference/research/n252.xml>

¹⁰ https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework_A.RES.71.313%20Annex.pdf

Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all			
Target 4a:	Build and upgrade education facilities that are child disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.	Indicator:	4.a.1. Proportion of schools with access to [...] (f) single-sex basic sanitation facilities; and (g) basic hand-washing facilities (as per the WASH indicator definitions).

Sustainability

Sustainability of sanitation and hygiene services can be evaluated by assessing them against 5 sustainability “building blocks” each of which contribute to overall sustainability. The five building blocks are institutional, financial, technical, social and environmental sustainability. The following definitions are taken from the Dutch WASH Alliance FIETS Sustainability Approach .

Institutional Sustainability – institutionally sustainable programmes ensure that existing “institutions, policies and procedures at the local level are functional and meet the demand of users of WASH services”. All stakeholders (users, authorities, SPs) have clearly defined roles and responsibilities and are “capable of fulfilling these roles effectively and are transparent to each other”.

Financial Sustainability – financially sustainable programmes ensure “continuity in the delivery of products and services” by being locally financed (e.g. taxes, local fees, local financing) rather than dependent on external (foreign) subsidies.

Technical Sustainability – technically sustainable programmes ensure the long-term functioning of services through appropriate design choices, and establishing O&M systems including spare parts supply chains.

Social Sustainability – socially sustainable programmes are “demand-driven, inclusive (equity), gender equal, culturally sensitive and needs-based”.

Environmental Sustainability – environmentally sustainable programmes “place WASH interventions in the wider context of the natural environment”. Environmental impact assessments of facilities and services are used to identify and mitigate potential negative impacts (for example on groundwater).

User Satisfaction

User satisfaction is often measured in terms of the proportion of users that is satisfied with their overall sanitation and hygiene services and situation, and can be measured across different parameters of the sanitation and hygiene services as defined in the related SDGs and national standards around the sharing of latrines, privacy and the separation of facilities for males and females, handwashing facilities, availability of soap and water, the type and quality of facilities, and the management of faecal waste. At minimum, there should be a qualitative review of user satisfaction through participatory methods, e.g. local meetings with users, responsible bodies, relevant authorities and operators . More advanced systems may take into account average satisfaction per types of facilities or services, when evaluating scores and making recommendations.

Complaint tracking by community bodies, relevant authorities and operators should take into account the proportion of users with complaints within a specific time period (1 year) and the proportion of complaints that are resolved within a defined timeframe (3 days). More advanced systems may also take into account the level of user effort required to resolve an issue and seek to lower the user effort. In a rural setting, the user satisfaction and complaints may be addressed by a community body reinforcing social norms around sanitation and hygiene and supported by local leaders and locally appropriate bylaws with sanctions and rewards.

In urban settings, user satisfaction and complaints procedures are usually handled by sanitation service providers and relevant municipal authorities.

¹¹ https://wash-alliance.org/wp-content/uploads/sites/36/2013/06/fiets_sustainability_approach_print.pdf

¹² Users, responsible bodies, relevant authorities and operators are the terms used in ISO 24510 "Activities relating to drinking water and wastewater services - Guidelines for the assessment and for the improvement of the service to users"

[illegible]



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