ONEWASH Plus sustainability checks

First annual report (2015)

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1. Introduction

The sustainability of water, sanitation and hygiene (WaSH) services delivery is a widespread concern within the sector. Many systems are apparently providing lower than expected levels of service and breaking down before the end of their lifespan. The ONEWASH Plus baseline survey has shown that services within the project small towns are relatively poor despite high levels of access to 'improved' services in these settlements (Adank et al., 2015). However, the baseline study did not assess whether the conditions are in place to ensure the ongoing provision of sustainable WaSH services into the future. Sustainability checks and similar tools, which UNICEF and others have been involved in developing and promoting, are useful to assess whether these conditions are in place and to drive improvements. Table 1 provides an overview of some of the main sustainability tools, including tools that have been used in Ethiopia.

Table 1: Sustainability tools in the WaSH sector

Name of tool	Organisation	Area of application	Sustainability factors					
			F	I	E	T	S	Other
Sustainability Assessment tool (SAT)	AGUASAN	Kosovo	x	x	x	x		Knowledge
Sustainability Monitoring Framework (SMF)	Dutch WASH Alliance	Ghana, Uganda	x	x	x	x	x	
Sustainability Check	UNICEF Mozambique	Mozambique, Rwanda, Malawi, Zambia	x	x		x	x	Services, Sanitation
Sustainability Index Tool (SIT)	AquaConsult (development), USAID, Rotary, Unicef, CRS	Dominican Republic, The Philippines, Ghana,Tanzania, Kenya, Liberia, Ethiopia, Burkina Faso,Niger	x	x	x	x		Management
Tool for Planning, Predicting & Evaluating Sustainability (ToPPES)	Water and Sanitation for Africa (WSA)	Ghana	x	x	x	x	x	Service, O&M

Source: adapted from Boulenouar *et al*, 2013.

The Sustainability Index Tool was trialled for UNICEF by RiPPLE in rural Ethiopia (Le Monde Health and Development Consultancy PLC, 2014). More recently large scale surveys using the same tool have been undertaken by Agua Consult for USAID examining rural projects implemented by Save the Children and IRC International Rescue Committee (Schweitzer et al., 2015).

Within the ONEWASH Plus Programme, independent annual sustainability checks have been programmed to monitor and assess the degree to which conditions for sustainable WaSH service provision are in place. Based on these sustainability checks, *sustainability plans* will be developed and implementation promoted to help ensure that the infrastructure and systems developed under the

project – within the project towns, surrounding satellite villages and institutional facilities at schools, health centres and other locations - provides sustainable services to target populations without significant adverse environmental and socio-economic impacts.

The objectives of ONEWASH Plus sustainability checks are:

- To provide an independent assessment on the degree to which the necessary conditions for sustainable WaSH service provision are in place. This will be used for:
    - Monitoring progress of the ONEWASH Plus programme interventions;
    - Promoting more attention and actions to address sustainability issues and concerns;
- To provide a basis for the development of sustainability plans in the project towns, satellite villages and targeted institutions.

The development of the sustainability check framework is further expected to stimulate and influence the wider discussion on sector monitoring related to sustainability and sustainability factors through engagement with government and key actors within the One WaSH National Programme.

This document presents the methodology for the ONEWASH Plus sustainability checks and the results of the first round of annual checks. Since this first sustainability check has been undertaken at the start of the project, the results reflect that WaSH services are not improved. Capacity building interventions have not been implemented yet. Future sustainability checks will take place on an annual basis until the end of the program, and include new facilities that are constructed. The annual sustainability checks are timetabled in every year in July to align with the planning calender.

This report is supplemented with independent town audit memos. These memos are the basis for preparation of sustainability plans and provide important inputs for planning capacity building interventions under the ONEWASH Plus Programme.

2. Methodology

The development of the sustainability framework

The participatory development of the sustainability check framework was the first step in conducting sustainability checks and developing sustainability plans. The framework was developed drawing on existing experiences with sustainability checks. These included the UNICEF Sustainability Check (Mozambique), Dutch WASH Alliance Sustainability Monitoring Framework, AGUASAN Sustainability Assessment Tool, the Sustainability Index Tool and the Tool for Planning, Predicting & Evaluating Sustainability (ToPPES) as presented in Table 1.

Based on these experiences, and using suggested indicators, norms and standards as set out in the OWNP Programme Operational Manual (POM), a draft sustainability framework was developed to suit the Ethiopian context. The framework specifically focuses on the small town and institutional WaSH context where ONEWASH Plus Programme interventions are focused.

The draft framework was discussed with a wide variety of stakeholders, including representatives from government, NGOs and development partners, during consultation workshops at different institutional levels. A regional level consultation workshop was held in Oromia Region on 30 April 2015 and provided useful inputs for further refinement of the framework and insights into the potential use of the framework at that level. The national consultation workshop, which took place on 6 May 2015, focused on the refinement and testing of the national level indicators and scoring tables. On 7 May 2015, a town-level consultation workshop took place in Welenchiti. This consultation focused on the indicators at sub-national level (service provision and service authority level). Feedback from the consultations at the three levels was used to further refine the framework and resulted in the modification, deletion and addition of some indicators.

Features of the sustainability check framework

The sustainability check framework consists of a set of service delivery indicators that can be used to assess the current level of WaSH service provision and the degree to which the conditions for sustainable WaSH service provision are in place in towns, rural areas around the towns (the satellite villages) and institutions (schools, health facilities, prisons, public latrines).

The service delivery indicators in the framework cover:

- Indicators related to the level of service provided
- Sustainability indicators at service provision level
    - Water: the provision of water services, mainly through piped schemes in towns and through point sources in rural areas;
    - Sanitation: the provision of sanitation services in the form of liquid and solid waste management, and addressing the entire sanitation chain (collection, transport, treatment, disposal);
    - Institutional WaSH: the provision of water and sanitation services in schools and health facilities.
- Sustainability indicators at service authority level (woreda and regional level)
- Sustainability indicators at national level

Functionality and the level of service provided

Functionality of water facilities was assessed based on whether or not water flowed when the facility was operated at the time of a spot-check[1]. The functionality of piped schemes assessed in terms of the number (and proportion) of functional sources and the number and proportion of functional public fountains during spot-checks.

In order to assess the level of services provided at the time of assessment, WaSH services were assessed against a number of sub-indicators in order to determine whether or not the provided WaSH services were in line with the minimum acceptable (national) norms and standards.

Table 2: Water service provision sub-indicators

Service level sub-indicator	Minimum acceptable norm / standard
Reliability	- Suggested norm water points: water point is functioning for at least 85% of the days in the year - Suggested norm piped scheme: All public fountains and household connections are functioning at least 6 hours per day for at least 6 days a week (85% of the days in the year)[2]
Crowding	- Suggested norm: not more than 10 people queueing at the busiest time
Distance:	- National norm: The distance between facility and users should not exceed 500 m in urban, 1500 m in rural areas[3] - National norm institutions: presence of water facility in institution compound
Quality	- International norm (WHO): low risk samples (E. coli <10 MPN per 100 ml) - Suggested additional indicator: perceived acceptability of color, smell and taste
Quantity	- National norm: at least 15 lpcd in rural areas and 20 lpcd in urban areas[3]

Table 3: Sanitation service sub-indicators

Service level sub-indicator	Minimum acceptable norm / standard
Privacy	Suggested norm: Presence of a door and walls without holes
Cleanliness	Suggested norm: no excreta found on slab, and no or few (max 5) flies
Separation between user and excreta	Based on type of latrine: improved or unimproved
Crowding of institutional sanitation facilities	National norm school sanitation: Hole / student ratio: at least 1 hole per 40 female Students; 1 hole per 75 male students[4]

[1] the One WaSH National Programme monitoring framework differentiated between functioning, functioning but faulty, not functioning, abandoned (p10)
[2] Based on key performance indicator (KPI) from the One WaSH National Progarmme monitoring framework: Town water supply should be more than 6 hours for more than 5 days per week. This implied the system should be providing water services at least 6 days a week, or 86% of the days in the year. (p68)
[3] Based on KPI from One WaSH National programme document: Access: people with access to 15 lpcd within 1.5 radius in rural areas and 20 lpcd within 0.5 km in urban areas. (p68)
[4] Based on KPI One WaSH National Programme document: stance/400 female/75 male students (p69)

Sustainability indicators

The ONEWASH Plus sustainability check framework covers the most commonly used sustainability factors (as also presented in table 1). These are:

- Institutional sustainability - are the necessary policies, strategies and management arrangements in place to ensure sustainable WaSH service provision?
- Technical sustainability – are the WaSH services technically viable and are mechanisms in place to ensure sustainable service provision (including spare part supply, the presence of technical support services etc.)?
- Financial sustainability – are the WaSH services financially viable and can they be financially sustained over time?
- Environmental sustainability – are measures in place to ensure that WaSH services delivery does not have a negative impact on the environment?
- Social sustainability – are measures in place to ensure that everyone can benefit from the provided WaSH services.

These sustainability factors are considered at three levels:

- Service provision level – the level at which the the day to day management, including operation and maintenance, of the WaSH facility takes place.
- Service authority level – the enabling environment at woreda (and regional) level
- National level - the enabling environment at national level.

Indicators were used to measure the degree to which the conditions of sustainable WaSH service provision were in place related to these the different sustainability factors at the different levels.

An overview of the sustainability check indicator framework can be found in annex 1.

Indicator scoring

A wide variety of scoring methods can be used for such assessments. These include likert scales (which does not allow for composite indicators) or assigning scores to sub-indicators (which results in composite indicator scores which do not have specific meaning).

In order to minimize the number of indicators, we proposed to use composite indicators consisting of multiple sub-indicators. For the scoring of such composite indicators, we used qualitative information systems, or QIS tables, which are useful for converting qualitative information into quantitative scores. Micro-scenarios were developed describing incremental steps related to the performance on the indicator, to which scores were attached from 0 (worst case) to 100 (best case). A benchmark being the minimum acceptable level for each indicator was determined and typically set at the 50 score (100 in case of binomial on-off indicators).

The advantage of using QIS scoring tables is that it allows for composite indicators, with indicator scores which have a specific meaning and are actionable. At the same time, by attaching numeric scores to different scenarios, sustainability index scores can easily be calculated and aggregated.

Table 4: Example of a sustainability indicator scoring table

Indicator	**Well-composed and functioning WaSHCo**
Sub-indicators	- The following key positions have been filled: chairperson; secretary; cashier/ treasurer - Pump attendant / care taker in place - WaSHCo staff and care taker have been trained
Score	Micro scenario

0	WaSHCo without pump attendant / care taker
25	WaSHCo with pump attendant / care taker but not all key positions filled.
50 (benchmark)	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker.
75	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker. WaSHCo and at least one caretaker have been trained.
100	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker. WaSHCo and at least one caretaker have been trained less than 1 year ago.

Actions can be attached to each micro-scenario. In the case of the indicator presented in Table 4 for example, the action to score 0 would be 'to re-establish the WaSHCo" and the action related to score 25 would be 'the train the WaSHCo members and care taker'.

See annex 1 also for an overview of the proposed indicators and scoring tables.

Data processing, analysis and aggregation

When an indicator is used to assess a number of units (e.g. WaSHCos, institutions etc), the score on the indicator can be presented in different ways:

- proportion of units that score at a certain level;
- proportion of units that meet the benchmark (so generally with a score of 50 or more);
- the average score on the indicator over the different units.

Table 5 illustrates these different ways of aggregating scores.

Table 5: Example of scoring on one indicator per town

Indicator SP-I-1: Well-composed and functioning WaSHCo								
Town	**n (# of WaSHCos)**	**score**					**% benchmark met**	**Average score**
		0	**25**	**50 (BM)**	**75**	**100**		
Maksegnit	18	6%	11%	61%	17%	6%	83%	51
Abomsa	2	0%	0%	100%	0%	0%	100%	50
Sheno	32	39%	13%	23%	19%	6%	48%	35
Welenchiti	4	0%	50%	50%	0%	0%	50%	38
Adishihu	6	0%	0%	67%	17%	17%	100%	63
Wukro	19	5%	0%	74%	16%	5%	95%	54

At each level, scores were aggregated per sustainability factor by taking an average of the scores on these indicators. The overall score per sustainability factor was arrived at by calculating the average sustainability factor score of the three levels. s

Data collection

The basis for the data collection was the sustainability check framework. The data required were categorized by the source of information. The questions required were identified and grouped according to the different institutions that were required to provide the information. These questions were uploaded on a mobile phone based survey using the Akvo FLOW application. Data collection testing was carried out in Welenchiti. Based on the feedback received from the test, the surveys were revised where needed. A final training of data collectors was then undertaken to ensure the quality of data collection.

Data collection took place in June 2015. Primary data was collected by five experienced Ethiopian WaSH experts. Supervision and coordination was carried out by core team members of the ONEWASH Plus Programme from IRC.

Data from the mobile phones was transferred through the mobile phone network to an online database accessible through the Akvo Flow dashboard.

Data were collected at regional and town/woreda level from all WaSH sector institutions, including the Regional Water Resource Bureau, Regional Health Bureau, and Regional Education Bureau.

At town level, information was collected from the following institutions:

- Town Water Supply and Sewerage Enterprise/Utility
- Town Municipality
- Woreda Water Office
- Woreda Health Office
- Woreda Education Office

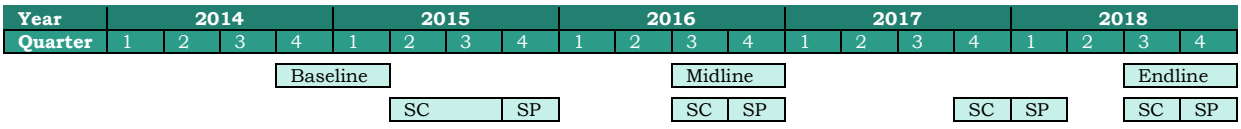
Challenges of the data collection process included:

- Obtaining quality information on some issues due to missing data (NRW, quality of infrastructure).
- Data collection took more time than anticipated because of parallel meetings and other engagements by officials of the institutions.

Based on feedback from the data collectors, small changes were made to the questions after data collection for future national use.

During the ONEWASH Plus Programme impact evaluation baseline, midline and endline surveys, considerable volumes of relevant data have already been collected from WaSH facilities, households and service providers in the towns and the satellite villages. This data provides insights into the level of water and sanitation services which are provided (in terms of functionality of facilities and quality of the services) which complements the sustainability check data. In years in which wide scale data collection does not take place, it is suggested to sample at least the town water utility, ten rural water services providers (WaSHCOs), and ten schools and ten health facilities in each town and its surrounding rural areas. See figure 1 for a timeline of the sustainability check and sustainability plans. The first sustainability check included the participatory development of the framework, hence the longer time period required as compared to the subsequent planned sustainability checks.

Figure 1: Sustinability check (SC) and sustinability plan (SP) timeline



3. Results

Sustainability indicators at national level

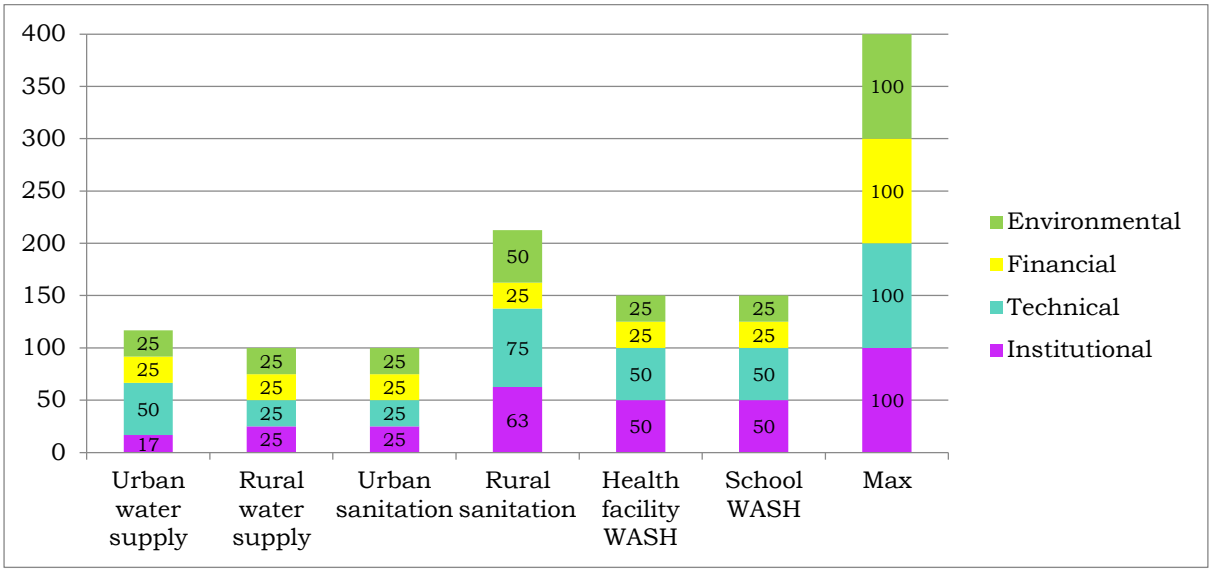
National level policies, standards, institutional capacities and resources determine whether or not there is a good enabling environment to provide sustainable WaSH services. Effective monitoring and support to service providers will affect the sustainability of service provision. Consequently, the national level enabling environment was assessed.

The six indicators that were used to assess the national level enabling environment are:

- Institutional sustainability:
  - National monitoring system or database
  - National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup
  - Regulatory agency (only for urban water)
- Technical sustainability: National/regional standard/guideline/norms for service provision
- Financial sustainability: Availability of national budget
- Environmental sustainability: National environmental protection standards

Figure 1 presents an overview of scores on the sustainability indicators at national level.

Figure 2: Overview of sustiability check scores at national level



Water

Using these indicators, it was found that the overall enabling environment is not adequate to ensure sustainability of water services. The benchmark is not met for any indicator:

- The water sector has a national database but there is no regular updating of the data.
- There is national-level support to regional, zonal, woreda and town levels but it is on ad-hoc basis and not systematic and regular.
- A critical area in urban water supply is the absence of a regulatory agency.
- There are national level norms and standards related to water service provision. The norms and standards related to urban water supply are known at regional, zonal, woreda level, but the ones on rural water supply are not widely known at these levels.

- Financing is not adequate to address the huge demand.
- There are environmental standards but awareness on the standards and their enforcement is low.

In general the enabling environment at national level is not satisfactory. For urban water supply, the absence of a regulatory agency is the most critical issue.

Sanitation

The scores on national level sustainability check indicators are considerably higher for rural sanitation than for urban sanitation.

- Although there is a national monitoring data base for *rural* sanitation which is updated regularly and used for strategic planning, the national database for *urban* sanitation is limited to household level latrine provision.
- In urban sanitation, there is national support to regional, zonal, woreda and towns but it is on ad-hoc basis and not on a systematic and regular basis. In rural sanitation on the other hand, the national level support to regional, zonal and woreda is considered to be satisfactory.
- In sanitation, there are adequate national standards and norms. However, in urban sanitation there is a lack of enforcement, while in rural sanitation there was reported to be a satisfactory level of enforcement.
- The budget situation for both urban as well as rural sanitation is also not adequate to address the huge demand from all the towns, woreda and villages in the country.
- There are environmental standards but awareness on the standards and enforcement of these environmental standards is low in both urban as well as rural sanitation.

It should be noted that in urban sanitation the most critical element is the absence of national strategy (it is under preparation).

Institutional WaSH

- There are national databases related to school WaSH and Health facility WaSH. Furthermore, Woreda Inventory data collected in 2010 included data on institutional WaSH. The school and health facility databases are updated regularly and used for planning purpose.
- It has been acknowledged that there is national support to regional, zonal and woreda levels but it is on an ad-hoc basis and not done on a systematic and regular basis.
- There are adequate national standards and norms but these can also be improved in their enforcement.
- The budget situation is also not adequate to address the huge demand from all health institutions and schools in the country.

For institutional WaSH, providing effective support is critical. In this respect the availability of adequate budget has to be improved to ensure sustainability of services.

Sustainability at service provision and service authority level

In this section, we consider the sustainability of urban and rural water and sanitation services and institutional WaSH at the level where the service is provided to users (service provision level) and the woreda and regional level at which support and supervision takes place (service authority level).

Urban water supply

With the exception of Kebridehar, the coverage of water supply in the 7 project towns is very high. However, the proportion of people with access to reliable, accessible (queues of 10 min or less, travel time of 10 min or less) water services of acceptable quality and quantity (use of at least 20 lpcd) is low. The majority of people (92%) with access to basic services defined in this way had access to household or yard connections. None of the public taps was found to provide at least 20 lpcd of reliable and accessible water with acceptable quality. The main limiting factor was water quantity. Only the system in Wukro had an average daily water sale of at least 20 lpcd. This system mainly

supplied water through household and yard connections, rather than through standpipes, which could account for the higher water use level than in the other towns. In addition to water quantity, overall only 44% of public taps were found to provide reliable services and only 30% were found to be well accessible and not crowded. Water quality was generally not perceived as such a serious issue with 90% of the public taps reported to provide water of acceptable colour, taste and odour.

Table 6: Urban water service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Kebridehar	Adishihu	Wukro	Total
Improved water supply coverage Proportion of people with access to improved water services)	97%	98%	97%	100%	30%	96%	99%	88%
Functionality public taps	73%	100%	82%	57%	18%	82%	75%	68%
Basic services provided by public taps Proportion of public taps providing at least 20 lpcd of reliable and accessible water of acceptable quality	0%	0%	0%	0%	0%	0%	0%	0%
Basic services Proportion of people accessing basic services of at least 20 lpcd of reliable water with acceptable quality and accessibility.	0%	7%	11%	1%	4%	7%	20%	7%

Service provision level

Social sustainability was identified as a challenge for all 7 towns. None of the towns have shared yard connections in place and this is considered an effective way to reach poorer households.

Scores on the **institutional indicators** were also generally low. None of the towns met the benchmark on the institutional indicator related to Town Water Utility staffing of at least 75% of staff and all staff trained in WaSH planning, management and monitoring.

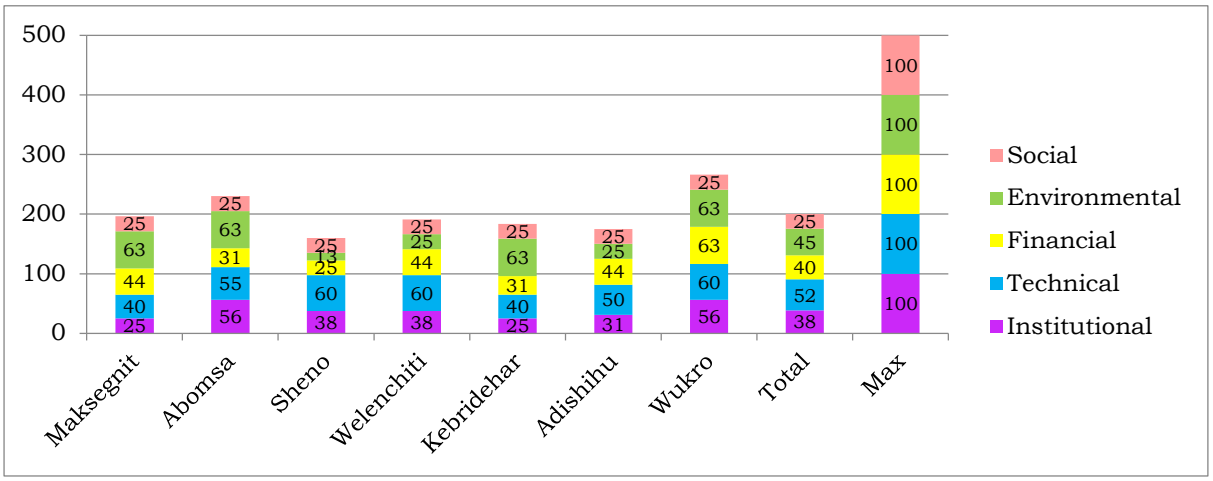
Maksegnit and Kebridehar scored low on the **technical sustainability** indicators. Most towns performed poorly on the indicator related to water quality management and disinfection, with only Wukro and Adishihu meeting the benchmark of practicing monthly disinfection of reservoir(s) by a qualified operator. Only the Oromia towns Abomsa, Sheno and Welenchiti met the benchmark on the indicator related to non- revenue water with a non-revenue water ratio of less than 20%. Maintenance practices were not perceived as a technical sustainability challenge with all utilities reporting as executing all repairs within 24 hours and executing periodic maintenance.

The water sources in Sheno, Welenchiti and Adishihu did not pass the sanitary inspection while those in the other towns did. However, only in Adishihu, at least half of the public standpipes passed the sanitary inspection. This poses potential **environmental sustainability** risks.

Related to **financial sustainability**, towns scored especially low on the indicator related to effective asset management, with none of the towns having an asset register of all system components.

Overall, Wukro performed best, while Kebridehar performed poorest.

Figure 3: Sustainability scores for urban water supply at service provision level

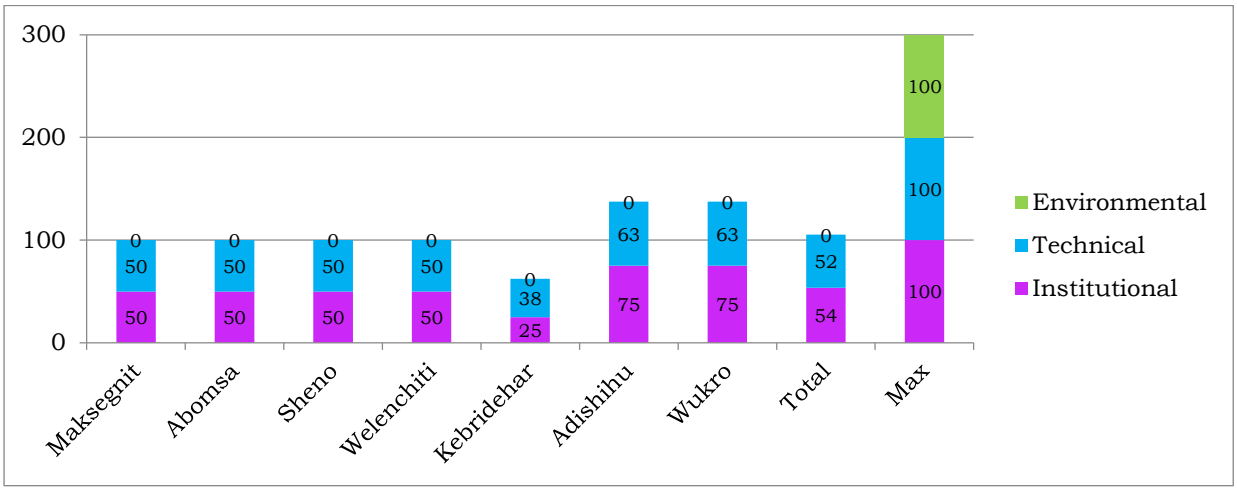


Service authority level

None of the towns had a catchment management plan in place, which could pose a risk to **environmental sustainability** of the urban water supply.

The towns were found to meet the benchmarks on the **institutional and technical indicators**. The exception was Kebridehar, where there was not an adequately staffed dedicated regional department / section for supporting TWU staff (SA-I-1) and where technical support to the TSU could not be provided within a week.

Figure 4: Sustainability scores for urban water supply at service authority level



Rural water supply

Access to rural water services was relatively high in the areas surrounding the six project towns[5] that were included. Functionality of the water points was also relatively high. However, the proportion of water points that provided reliable (functional at least 85% of the year) water services of at least 15 lpcd of perceived acceptable quality within 1.5km of all people with queues of 10 persons of less, was small.

Table 7: Rural water service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
Improved water supply coverage Proportion of people with access to improved water services	78%	98%	94%	100%	92%	84%	91%
Functionality Proportion of functional rural water points	75%	100%	88%	80%	93%	100%	89%
Basic services Proportion of water points which provide reliable services (at least 85% of the year) within 1.5km of all people with queues of 10 persons of less, acceptable (perceived) water quality, with an average use of 15lpcd	5%	0%	27%	0%	14%	22%	11%

Service provision level

On **social sustainability**, less than a quarter (23%) of the WaSHCos in the rural areas surrounding the six towns were composed with at least half female members. Overall, the average proportion of female WaSHCo members was 33%. Furthermore, only 5% of the WaSHCos had at least 2 of the three key decision making positions in the WaSHCo (chairperson, treasures, secretary) filled by a women. Only in Wukro, 16% of the WaSHCos were gender-balanced and had at least 2 women in the 3 key decision making positions. This accounts for the very low score on indicator SP-S-2 related to gender balance. The WaSHCos in the rural areas surrounding the project towns scored high on indicator SP-S-1 related to the election of the WaSHCo members. An exception was Adishihu, where only a third of the WaSHCos reported that WaSHCo members are elected by the entire community.

The average score is the lowest for **technical sustainability** in the case of all 6 towns. The towns consistently scored low on the indicators related to the presence of WaSH artisans in the woreda, spare parts supply and routine (preventive) maintenance. Only in Maksegnit and Adishihu were the number of artisans at least half of the number of kebeles in the woreda. Overall, only 35% of WaSHCos reported to have access to spare parts within 3 days. The majority of WaSHCos (89%) reported to obtain spare parts from the woreda. Less than a quarter (23%) of WaSHCos reported to practice preventive maintenance on at least an annual basis.

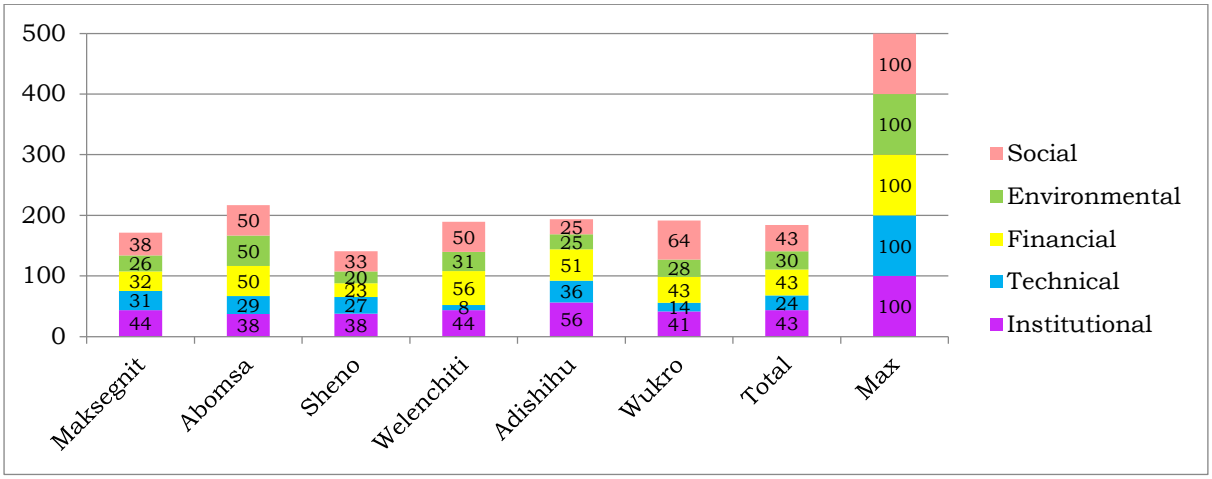
The WaSHCos in the areas surrounding the pilot towns scored relatively well on the institutional and financial indicators. On the **institutional indicators**, 73% of the WaSHCos met the benchmark on indicator SP-I-1, indicating they had all 3 of the key positions filled and a pump attendant / care taker. Furthermore, 69% of WaSHCos reported to have by-laws in place which meant they met the benchmark on indicator SP-I-2.

The WaSHCos scored relatively high on the **financial indicator** related to tariffs and user contributions (SP-F-1). Overall, 66% of WaSHCos reported to have set a tariff, with the majority (55%) having set a weekly or monthly tariff and 10% having set a volumetric tariff. The score on the other two financial indicators was lower, with only 28% having up-to-date financial records and a dedicated

[5] Rural water supply was not assessed for the project town Kebridehar.

account in a financial institution and only 18% of WaSHCos reported to have a revenue/expected expenditure ratio of at least 1. Sheno performed worst and Adishihu best on these two indicators.

Figure 5: Sustinability scores for rural water supply at service provision level



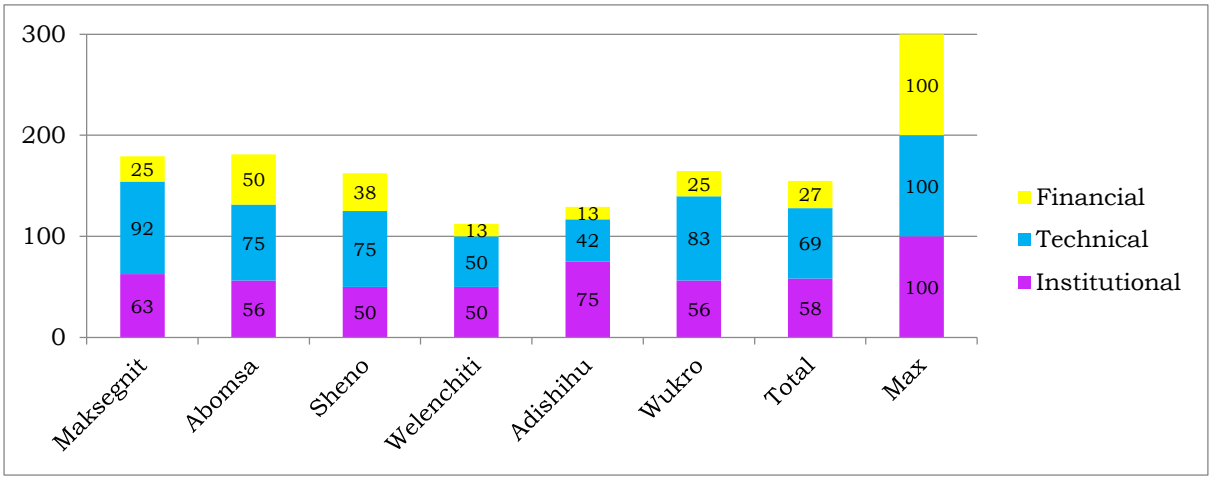
Service authority level

The biggest challenge to sustainable rural water service provision in the areas around the project towns was **financial sustainability**, with the towns scoring lowest on the financial indicators related to Woreda water office annual recurrent budget (SA-F-1) and Woreda water office logistics (SA-F-2).

Relatively high scores were obtained on the **institutional indicators** at service authority level. Woreda WaSH teams (SA-I-21) were found to be in place in all towns, as were woreda level plans which include planned NGO interventions (SA-I-3). Standard regional WaSHCo by-laws (SA-I-4) were reported to be in place and to have been disseminated to all woredas for implementation. However, the scoring on the indicator related to composition and training of the woreda water office (SA-I-2) was relatively low, as in the Oromia and Amhara towns less than 75% of the required trained staff was found to be in place.

Towns scored relatively well on the **technical indicators** related to checks on construction quality (SA-T-1) and Scheme inventory and maintenance plan (SA-T-3) and slightly less well on the indicator related to Monitoring of O&M and WaSHCo performance (SA-T-2).

Figure 6: Sustinability scores for rural water supply at service authority level



Urban sanitation

The urban sanitation coverage was calculated as considerably higher than the sanitation coverage in the rural areas surrounding the towns. However, also here, the proportion of people with access to clean, private and safe latrines is relatively low.

Table 8: Urban sanitation service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
Improved sanitation coverage Proportion of people with access to improved sanitation facilities, excluding shared facilities)	42%	41%	61%	39%	91%	51%	75%	57%
Basic sanitation Proportion of people accessing clean, private, safe sanitation facilities	8%	1%	12%	7%	47%	20%	42%	19%

Service provision level

Although Kebridehar has high urban sanitation coverage, it scores low on the sustainability indicators. Wukro on the other hand, which also has a relatively high urban sanitation coverage, has the highest sustainability score of the 7 towns, meeting the benchmarks on 9 out of 14 service provision level sustainability indicators.

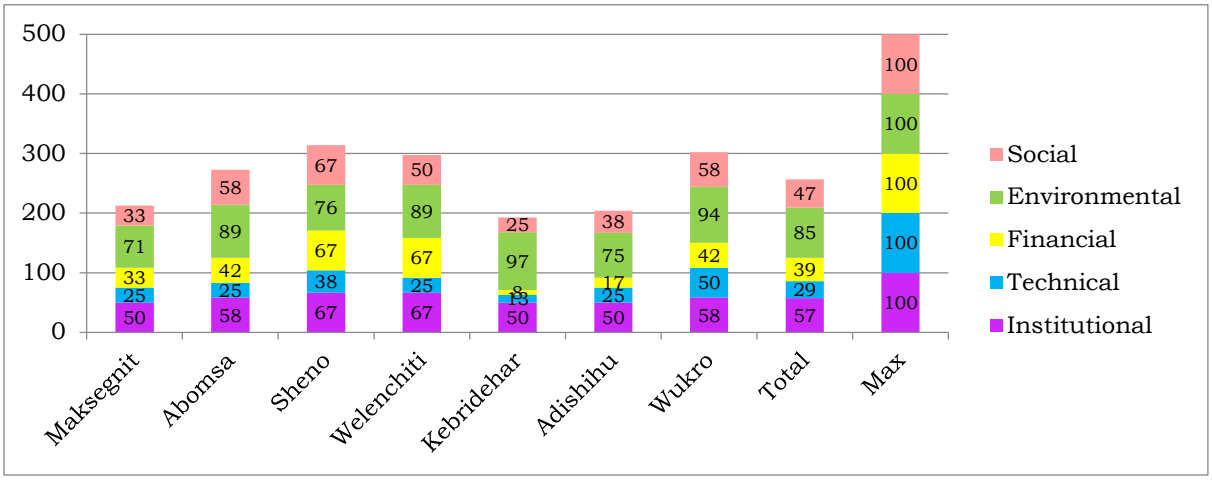
The relatively high average score on the **institutional sustainability** indicators was mainly due to the fact that all towns had artisans with the capacity to construct and repair latrines and that all, except Kebridehar, had formalised pit and septic pit emptying arrangements. Liquid waste management services were reported not to be available in Kebridehar, and executed uniquely by the municipality in Wukro. Solid waste management services were reported not to be available in Maksegnit and only available on an informal basis in Abomsa.

More than 70% of households reported not to practice open defecation, resulting in a higher score on **environmental sustainability**.

The towns scored low on the **technical sustainability** indicators. Only in Wukro, septic emptying services were reported to be available within 3 days, while it was reported to take more than one week in the other towns. Sheno was the only town in which the availability of public latrines was found to be adequate.

Related to **financial sustainability**, only the towns in Tigray (Adishihu and Wukro) met the benchmark on the indicator access to fund for sanitation service providers.

Figure 7: Sustinability scores for urban sanitation at service provision level



Service authority level

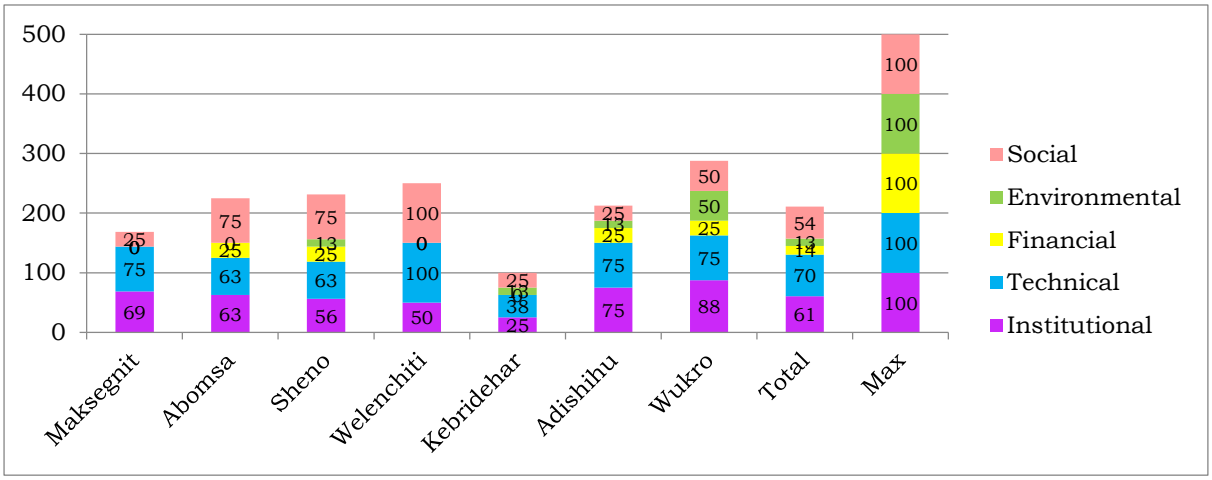
At service authority level, **financial sustainability** is a key challenge, with insufficient resources in all seven project towns. Average scores on the **environmental sustainability** indicators were also low, with liquid and solid waste dumping at monitored and regulated designated places only in Wukro.

The towns scored best on the **technical sustainability** indicators. As all towns reported to have effective messaging related to sanitation and hygiene, the main challenge was related to checks on construction quality, with only half of the towns executing such checks for both public as well as private latrines.

The Tigray towns Wukro and Adishihu scored best on the **institutional sustainability** indicators, while Kebridehar scored lowest. In Abomsa, Welenchiti and Kebridehar, towns reported that roles and responsibilities related to urban sanitation were not clear to all. With the exception of Kebridehar, towns did report to have sufficient dedicated and trained staff to do sanitation and hygiene promotion. Town sanitation strategic plans and sanitation annual plans were only not available in Sheno and Welenchiti. With the exception of Kebridehar, all towns reported to have septic tank emptiers, which are (mostly) formally recognised.

The Oromia towns Abomsa, Sheno and Welenchiti scored best on the **social sustainability** indicator. Here the annual plans were reported to include interventions for the vulnerable, mostly in the form of provision of public latrines.

Figure 8: Sustinability scores for urban sanitation at service authority level



Rural sanitation

Sanitation coverage is very low in the rural areas surrounding the project towns. None of the sampled households was found to have access to safe, improved, clean and private sanitation facilities. However, the scores on the sustainability indicators at service provision and service authority level are relatively high. A potential reason for this is that the benchmarks for those indicators have been set too low. Another reason could be that most of the data for the scoring on these indicators was obtained from woreda level stakeholders (mainly the Health Office) who may paint a picture that is rosier than the reality.

Table 9: Rural sanitation service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
Improved sanitation coverage Proportion of people with access to improved sanitation facilities, excluding shared facilities)	4%	7%	9%	26%	20%	16%	14%
Basic sanitation Proportion of people accessing clean, private, safe sanitation facilities	0%	0%	0%	0%	0%	0%	0%

Service provision level[6]

Maksegnit scores low on both sanitation coverage and the sustainability indicators.
Main sustainability challenges here were related to **technical sustainability** as no WaSH artisans were reported to be present for household latrine construction and repairs in the woreda, and **financial sustainability** as there was no access to funds for sanitation service providers.

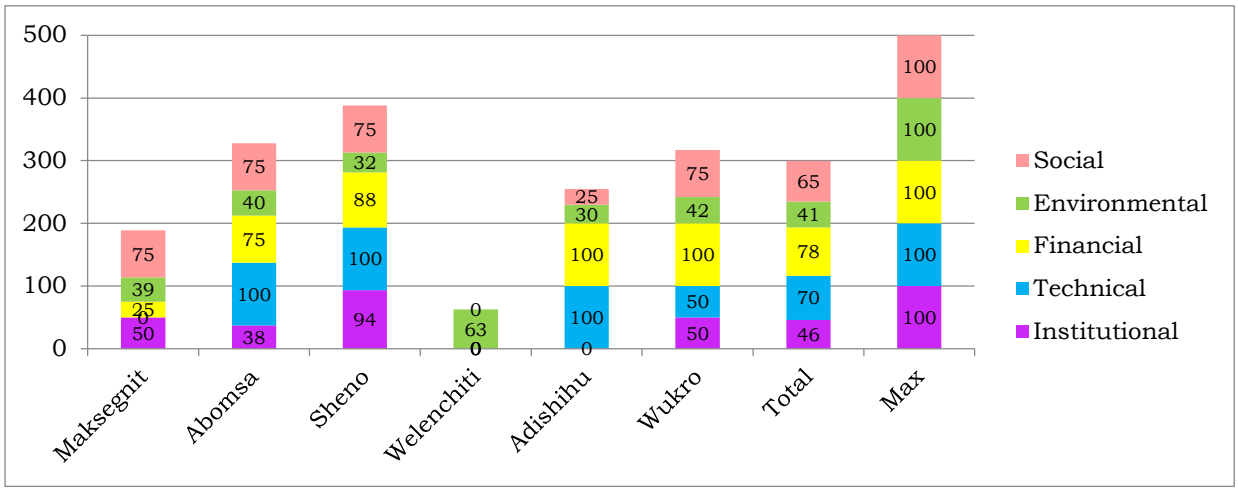
Hygiene and Sanitation community Groups were not present is Adishihu, presenting a potential **institutional sustainability** challenge.

In the rural areas around the project towns, more than half of the households reported that household members practice open defecation, which could present an **environmental sustainability** challenge.

Regarding **social sustainability**, sanitation facilities were believed to be affordable to all households in all towns, with the exception of Adishihu where it was believed that subsidies were required to make sanitation facilities affordable to households.

[6] Data from Welenchiti was not available.

Figure 9: Sustainability scores for rural sanitation at service provision level



Service authority level

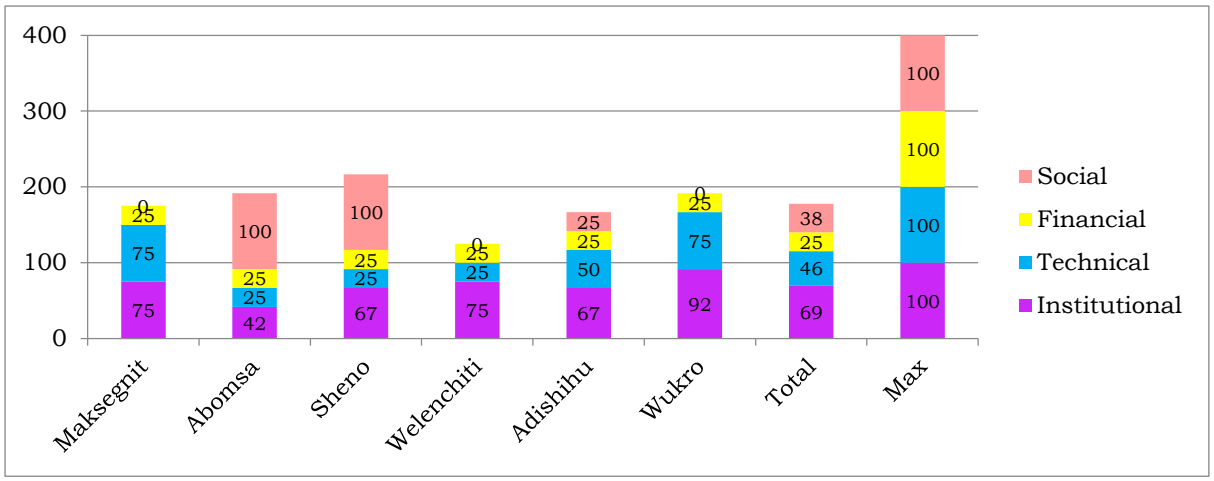
In general, the towns met the benchmark on the three **institutional indicators** related to the presence of clear roles and responsibilities related to rural sanitation and hygiene, capacity to do sanitation and hygiene promotion, and the presence of sanitation and hygiene in the woreda WaSH plan. Only Abomsa failed to meet the benchmark on the indicators related to the capacity to do sanitation and hygiene promotion as it has insufficient dedicated staff at kebele and woreda level to do such activities.

The towns in Oromia failed to meet the benchmark on the **technical indicator** related to effective messaging related to sanitation and hygiene, as messaging on sanitation and hygiene does not take place on a continuous basis in the entire woreda.

Regarding **financial sustainability**, insufficient access to logistics (in the form of motor cycles) was observed as a challenge in all towns.

Regarding **social sustainability**, only in Abomsa and Sheno were strategies and mechanisms reported to be in place for reaching the poorest with sanitation facilities. The strategy adopted for this is the implementation of communal latrines.

Figure 10: Sustainability scores for rural sanitation at service authority level



Institutional WaSH

Around half of the schools in Maksegnit and Kebridehar do not have improved water supplies. Furthermore, none of the schools in Kebridehar have improved sanitation facilities. Although many schools in the other towns do have improved sanitation facilities, only a few have sufficient facilities for boys and girls (considering that there should not be more than 75 boys and 40 girls per hole). Also, only a few have sanitation facilities which are clean, private and safe.

Table 10: School WaSH service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Kebridehar	Adishihu	Wukro	Total
Number of schools in project area	11	8	14	10	7	8	23	81
Schools with improved water supply	45%	88%	93%	100%	57%	88%	91%	80%
Schools with improved functioning water supply of acceptable quality in compound	27%	38%	7%	50%	50%	38%	61%	39%
Schools with improved sanitation facilities	82%	75%	71%	70%	0%	100%	100%	71%
Schools with improved sanitation facilities with appropriate number of holes for males and females	0%	13%	14%	20%	0	13%	26%	12%
Schools with clean, safe, private sanitation	9%	0%	7%	10%	0	13%	35%	11%

School WaSH

At **service provision level**, schools reported to have clear roles and responsibilities related to cleaning and minor maintenance of institutional latrines and pit emptying/desludging or decommissioning/reconstruction, resulting in high **institutional sustainability** scores at service provision level.

Proximity of sanitation facilities to groundwater sources such as springs, dug wells and boreholes was not found to be an **environmental sustainability** challenge generally. There was 1 school in Maksegnit and 2 schools in Wukro which had a latrine facility within 30 meters of a ground water point (spring, dug well or borehole). Open defecation, which can pose an environmental sustainability risk was especially prevalent in Kebridehar, Maksegnit and Sheno.

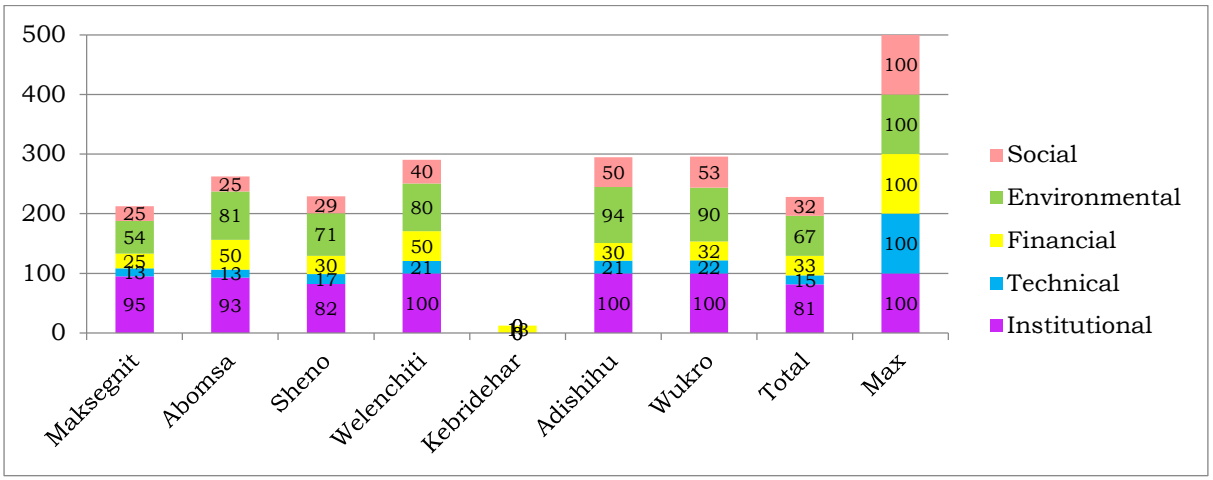
Technical, social and financial sustainability of school WaSH at service provision level was found to be challenging.

On the **technical sustainability** indicators, schools scored highest on the indicator related to cleaning of sanitation facilities. Overall, 62% of schools reported to have regular cleaning programmes, with latrines cleaned at least once a week and with cleaning materials available. However, most schools in the 7 project towns scored much lower on the indicator related to the availability of sufficient and appropriately equipped sanitation facilities (including hand washing facilities, anal cleaning materials and menstrual hygiene disposal facilities), on menstrual hygiene facilities and on septic tank emptying practices.

Only a little more than half of the schools reported that they paid for water supply and major repairs to sanitation facilities, which poses potential **financial sustainability** challenges.

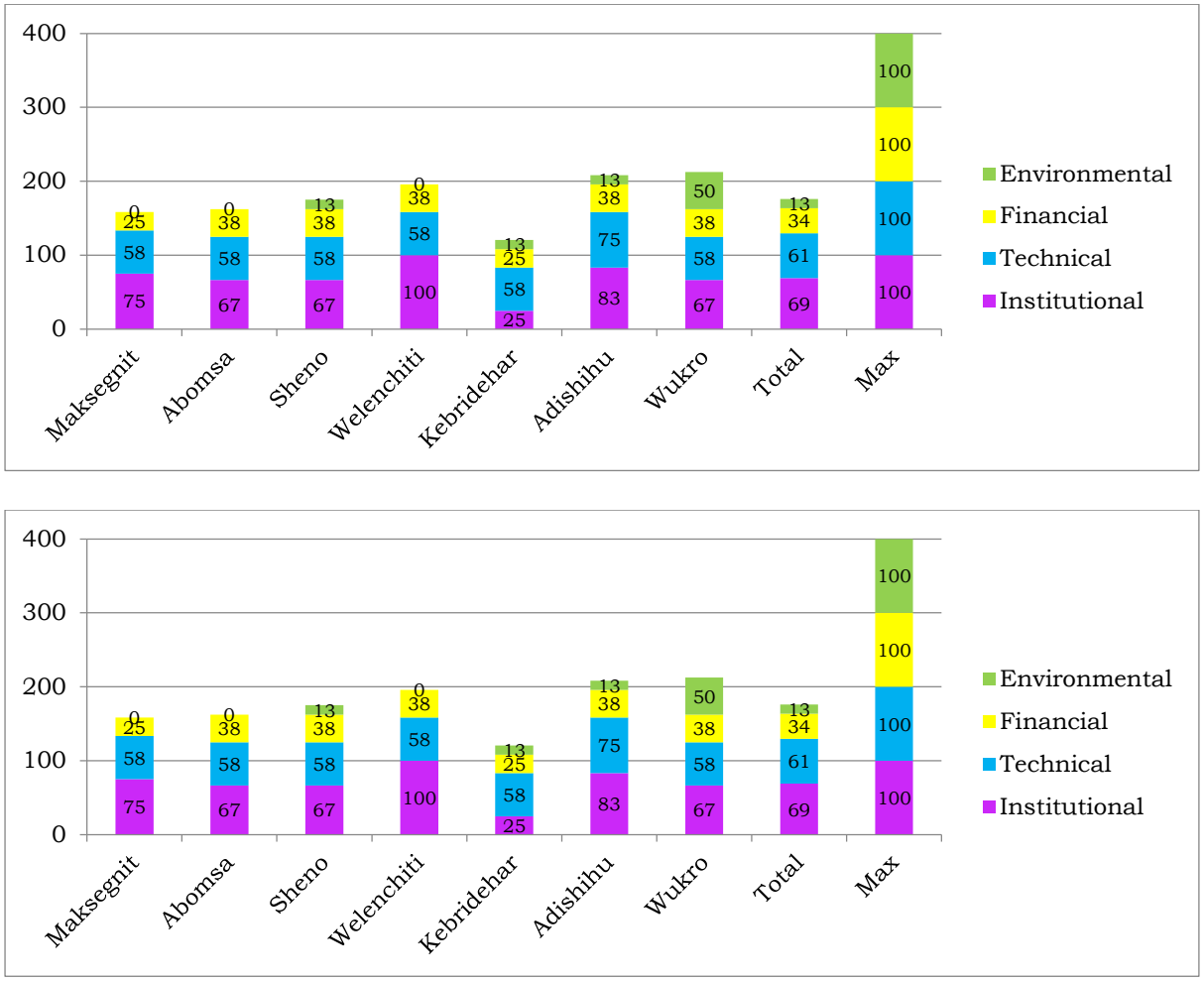
Regarding **social sustainability**, more than half of schools (58%) had separate latrines for boys and girls, but only 11% had facilities suitable for people with a disability.

Figure 11: Sustainability scores school WaSH at service provision level



Also at **service authority level**, scores on the institutional and technical sustainability indicators are higher and lower on the financial and environmental sustainability indicators. On **technical sustainability**, the towns reported to monitor sanitation facility use and maintenance and to provide support. However, on-demand support from local government to schools was more of a challenge, as was the availability of septic tank emptiers. Related to **financial sustainability**, all towns reported to have some financial resources for undertaking monitoring and support, but struggled with low availability of logistics (motor cycles) for monitoring and follow-up on institutional WaSH service provision.

Figure 12: Sustinability scores school WaSH at service authority level



Health facilities

Overall, about two-thirds of health facilities had improved water and sanitation facilities and 81% had improved water facilities. However, only a third of the health facilities had access to functional water services of acceptable quality in the compound and less than a third had clean and safe sanitation facilities that ensure people's privacy. The situation was especially dire in Kebridehar where none of the three health facilities was found to have improved sanitation facilities and only one had access to improved water supply.

Table 11: Health facility WaSH service provision

	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
Number of health facilities in project area	6	5	2	3	3	3	7	29
Health facilities with improved water supply	83%	100%	100%	67%	33%	100%	86%	81%

Health facilities with improved functioning water supply of acceptable quality in compound	17%	40%	0%	0%	33%	67%	71%	33%
Health facilities with improved sanitation	67%	80%	50%	67%	0%	100%	100%	66%
Health facilities with clean, safe, private sanitation	33%	40%	0%	0%	0%	67%	57%	28%

Like the schools, at **service provision level**, health facilities scored high on the institutional and environmental indicators, but low on the technical, financial and social indicators.

Figure 13: Sustainability scores health facility WaSH at service provision level

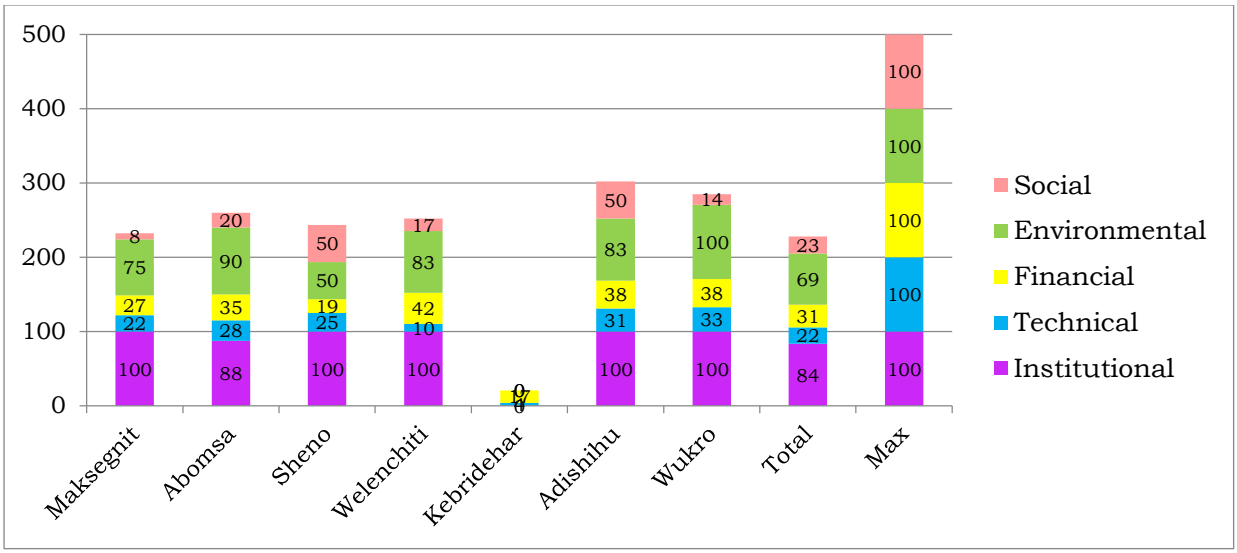
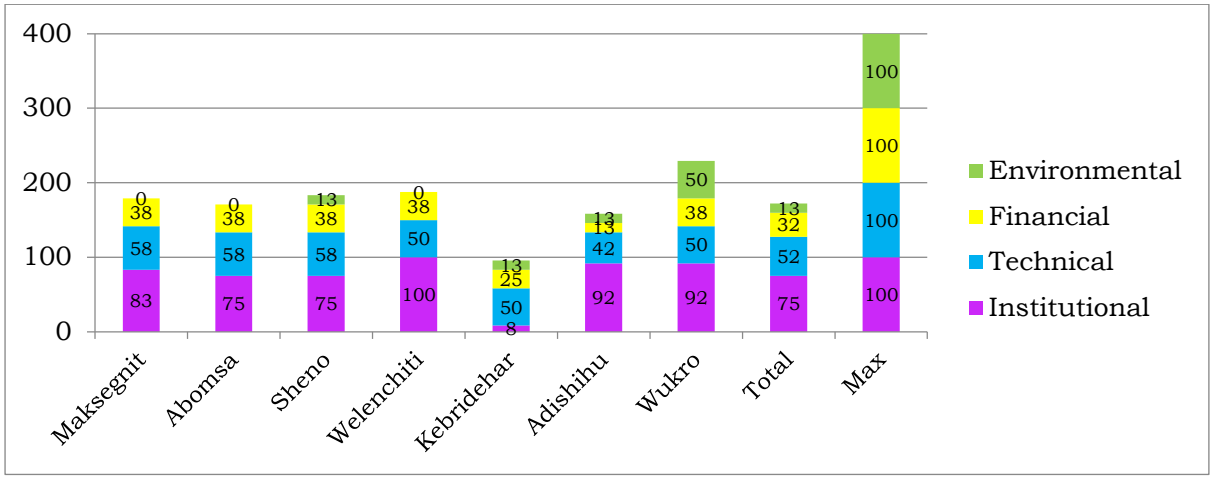


Figure 14: Sustinability scores health facility WaSH at service authority level



4. Conclusions and way forward

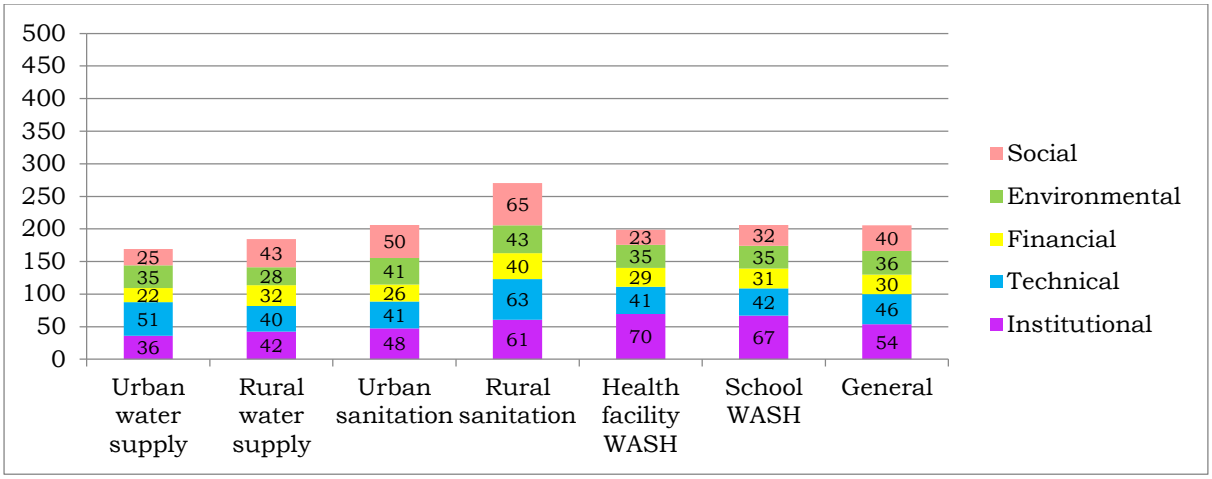
Sustainability in the project towns

Figure 14 provides an overview of the average sustainability check scores for the seven project towns. It shows that overall the sustainability indicator scores are not very high, with only the scores on rural sanitation exceeding half of the maximum score of 500.

Although rural sanitation coverage is low, scores on the sustainability indicators are relatively high. As mentioned above, a possible reason for this is that the scores at service provision level depend to a large extent on information from woreda level and there may be over-reporting. It could also reflect a situation in which the enabling environment for sustainable rural water services is to a large extent in place, but is missing some critical elements in order to ensure that sanitation services are actually put in place.

Overall, the towns and their rural areas score highest on institutional sustainability. Financial sustainability seems to be the biggest challenge, followed by environmental, social and technical sustainability.

Figure 15:Overview of sustainbility



Water Supply

The assessment identified that sustainability is a very critical issue both in urban and rural areas. While the most critical challenge is in social and environmental sustainability of the services, there are a number of issues to be addressed across all 5 sustainability factors.

Regarding **institutional sustainability** it is important to note that both service provider operators and oversight boards in towns are well organized. However, there is no guideline for town water boards and their effectiveness is limited. Most boards are not well trained. Staff efficiency is low in most utilities. There is no urban regulatory agency and utilities do not practice a performance management system. In rural areas, the institutional challenge is how to motivate WaSHCO members and make these more effective with good backup and support from woreda level.

Financial sustainability of water services in towns is not gravely endangered (except in Kebridehar), but utilities cannot finance long-term investment. Rural water schemes are not financially viable and

without enhanced support and monitoring from woredas the situation may get worse. Budget allocations at all levels are not adequate.

Technical Sustainability of town water supplies is highly affected by limited capacity. Utilities depend largely on regional support and are not using the capacities of the private sector (or it does not exist). The absence of asset data and management hampers effective infrastructure planning and system expansion. While the supply chain is not a critical issue in town utilities, in rural schemes it is the most significant sustainability issue. The NRW in most utilities is assumed to be low because of inaccurate production data.

Social Sustainability is considered and given focus in rural water supply, but in town utilities social issues are given insufficient consideration. There are no pro-poor service delivery models like shared connections or credit arrangements and gender representation in oversight entities is also very low.

Due to the priority given to supply issues and short-term planning, **environmental sustainability** is also not given due consideration. In towns there are no catchment management systems and source protection plans. Similarly in rural areas there are no water safety plans to address environmental considerations.

Sanitation

The major **institutional sustainability** issue is absence of integration among the various stakeholders involved in sanitation. The private sector role in solid waste management is satisfactory, while in liquid waste management its role is not adequate. However, the major bottleneck is the absence of a national urban sanitation strategy.

Financial viability of waste management business is unsatisfactory (low charges due to public health considerations). Budget and logistics allocation for woredas is low and not adequate to provide effective support and monitoring. Existing technologies and service delivery models are expensive and are hampering financial viability.

The main **technical sustainability** issue is lack of appropriate technology for waste management. Liquid waste extraction and collection service provided from nearby towns is making services expensive and not adequate (long waiting time). Public latrine management and operation is not effective.

Consideration for **Social issues** is very low with public latrines having no facilities for disabled. There are no support mechanisms for urban poor to improve access to improved sanitation facilities

Environmental Sustainability is not given high priority with no safe disposal and / or reuse of sludge in an environmentally sound manner.

Challenges in conducting sustainability checks

The current framework implies the collection of a large volume of high quality data from different sources. Qualified WaSH experts, which have a good understanding of WaSH issues are required to conduct the sustainability check.

Obtaining accurate and up-to-date operational data to assess the sustainability factors in utilities, service providers, oversight entities and national authorities is a challenge for some of the indicators. This was especially the case for indicators related to budgets at woreda, regional and national level and production data at utility level due to the lack of continuous recording.

Some of the assessment questions are subjective, which can lead to data collection bias related to the scoring on some of the indicators. This was especially the case related to some of the assessment questions related to the level of coordination and integration at service authority level, and the level of awareness of people related to policies and strategies.

The way forward

The development of sustainability plans

Based on the findings of the sustainability checks, sustainability plans will be developed and implementation promoted to help ensure that the WaSH facilities within the seven project towns, surrounding satellite villages and institutions do provide sustainable services to target populations without significant adverse environmental and socio-economic impacts.

These sustainability plans will help town water utilities, municipalities, Woredas, WaSHCOs and WaSH authorities to operate and administer WaSH services in a systematic and effective way and will ultimately facilitate to achieve reliable and affordable service provision.

The sustainability plans are lists of interventions and measures that are designed to address the shortcomings in relation to the sustainability factors and could lead to improved service provision. Sustainability plans could include a variety of measures like introducing new systems, improving existing systems, developing guidelines, training of staff, procuring tools and equipment etc.

The sustainability plans will be developed in such a way so that they can be easily implemented with current capacities, but will also address key capacity gaps.

Following the dissemination of the sustainability check results in the seven project towns, stakeholder workshops will be organised to reflect on the results. During these workshops, participants will identify key sustainability issues and will brainstorm on the best ways to address these challenges. This will be used by the ONEWASH Plus Programme partners as inputs for the elaboration of a detailed sustainability plan for each project town.

The plan will include the following:

- List of actions and interventions to be undertaken
- Assigning responsibilities to undertake the actions
- Time schedule for actions to be undertaken
- Budget and financing
- Monitoring

The key principles of developing Sustainability Plans are the following:

Participatory: The development of sustainability plan will be done in a participatory way through involving key stakeholders from the service providers, oversight bodies and sector authorities.

Practical solutions: Proposed plans should be practical and with due consideration of existing capacities and resources and should be implementable without significant challenges.

Detailed actions: Proposed actions should be as comprehensive as possible with objectives, main activities, sub activities and milestones

Clear Targets: The plans should set clear targets how to address sustainability challenges.

Responsible bodies: The plan should clearly determine major actors, the driving authority and implementing entity in a clear manner.

The way forward for the sustainability check

In future, it is suggested that staff that have a role to play in acting upon the findings of the sustainability check need to be trained in the sustainability check data collection and analysis so that after completion of the project they will lead similar exercises. Verification of data collected will be critical.

For institutional WaSH, service authority, rural water supply and sanitation indicators, the main responsibility for this would be with the woreda WaSH team, in close collaboration with the Woreda Water Office, the Health Office and the Education Office. For urban water supply, the responsibility for this could be with the Town Water Utility (doing a self-assessment), in close collaboration with the service authority (typical zonal or regional water bureau).

Therefore, a proposed next step is to adjust the framework and methodology so it can be easily executed and used by local government staff (at woreda and regional level). This involvement should enable them to act upon the data and thereby improve the sustainability of WaSH service provision over time.

Further the following actions would support institutionalizing sustainability check in WaSH:

- Inclusion of sustainability factors as monitoring indicators in the national WaSH M&E indicator framework
- Introduction of sustainability factors/plans in the performance agreements of utilities
- Introduction of sustainability factors/plans in woreda strategic plans
- Linking investment/budget allocation decisions to sustainability scores
- Continuous training of WaSH actors in sustainability checks

A national workshop to more widely share the methodology and findings of these first ONEWASH Plus sustainability checks and to review together with other sustainability check initiatives and methodologies is also proposed.

5. References

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Annex 1: Indicator framework – indicators and scoring

Urban water – service provision level

		Indicator	0	25	50	75	100
I	1	**Effective Utility Management**	No Utility	Utility in place	Utility with three core department (Operation, Finance, Customer)	Utility with three core department and signed performance agreement	Utility with three core department and signed and implemented performance agreement
I	2	**Staff Efficiency**	Staff ratio of more than 20 per 1000 connections	Staff ratio of 15<20 per 1000 connections	Staff ratio of 10<15 per 1000 connections	Staff ratio of 7<10 per 1000 connections	Staff ratio of <7 per 1000 connections
I	3	**Effective Water Board (WB)**	No WB	WB established by Reg Proc	WB org by reg. proc. and trained	WB org by reg. proc., trained and has guidelines	WB org by reg. proc., trained, have guideline and meet monthly
I	4	**Town Water Utility staffing**	Town water utility has less than 75% of required staff	Town water utility has more than 75% of required staff	Town water utility has more than 75% staff and are all trained in WaSH planning, management and monitoring	Town water utility staffed with required staff trained in WaSH planning, management and monitoring and equipped with required guidelines	Town water utility staffed with required staff trained in WaSH planning, management and monitoring and equipped with required guidelines and perform quarterly monitoring.
T	1	**Availability of information on quality of infrastructure**	No information available	Some information available	All system information available	All system information available, inspected, but in poor condition	All system information available, inspected, but in good condition
T	2	**Non revenue water**	NRW is not known	NRW>20%	NRW 10%<20%	NRW 10%<20%, action developed for reducing on NRW	<10%
T	3	**Adequate supply of spare parts for minor maintenance (pipes, fittings etc)**	No spare parts available	Spare parts available, but takes more than 3 days	Spare parts available within 3 days	Spare parts available within day	Store available with adequate pipe and fittings available for a month requirement or there is PS which delivers within 24 hours
T	4	**Effective maintainance system in place**	Utility has no capacity to execute simple repairs	Utility has capacity to execute simple repairs, but does not do so within 24 hours.	Utility can execute all repairs within 24 hours	Utility executes all repairs within 24 hours and executes periodic maintenance.	Utility executes all repairs within 24 hours and executes monthly periodic maintenance.
T	5	**Water quality management and disinfestation**	No disinfection of reservoir(s)	Disinfection of reservoir(s) but less other than monthly	Monthly disinfection of reservoir(s) by qualified operator	Disinfection of reservoir(s) by qualified operator and intermittent quality check (chemical, bacteriological, physical) on network	Disinfection unit in place with qualified operator and periodic (at least monthly) quality check (chemical, bacteriological, physical) on network
F	1	**Cost Recovery**	Operational cost recovery not met	Operation cost recovery	Operation cost recovery and 20% reserve	Operation cost recovery and 20% reserve and fulfilling on-lending agreement	Full cost recovery
F	2	**Effective financial management**	Single entry accounting but incomplete records	Single entry with complete financial records	Double entry accounting system with annual income statement	Double entry accounting system with annual income statement and balance sheet	Double entry accounting system with annual income statement and balance sheet and audited
F	3	**Effective asset management**	No (or incomplete/ outdated) asset registry	All utility assets registered	Assets registered and accumulated depreciation calculated	Assets registered and accumulated depreciation calculated, condition identified	Assets registered, GPS location identified, accumulated depreciation calculated, condition identified and replacement plan
F	4	**Effective billing and collection**	No consumption based billing	Manual billing with 60 days or more backlog	Manual billing with less than 60 days backlog	Computerized billing with no backlog and >80 collection rate	Computerized billing with no backlog and >95 collection rate and < 10% zero

							reading
E	**1**	**Sanitary inspection of sources**	No source pass SI	<50% pass SI	At least 50% of sources pass SI	At least 75% of sources pass SI	All sources pass SI
E	**2**	**Sanitary Inspection (SI) public fountains**	No water points pass SI	<50% pass SI	At least 50% of water points pass SI	At least 75% of water points pass SI	All water points pass SI
S	**1**	**Urban poor get affordable water**	No public taps and no shared yard	Insufficient public taps and shared yard connections in the town	Sufficient public taps in the town and shared yard taps for urban poor	Sufficient public taps in the town and shared yard taps for urban poor and provision of credit facility for urban poor for private connections	Sufficient public taps in the town and shared yard taps for urban poor and provision of credit facility for urban poor for private connections, which are all repaid within 1 year.

Urban water – service authority level

		Indicator	0	25	50	75	100
I	**1**	**Sufficient capacity at regional and zonal level to provide support to TWUs**	Region has no dedicated department / section for supporting TWU	Region has dedicated department / section for supporting TWU, but not adequate staff.	Region has dedicated department / section for supporting TWU, with adequate staff.	Region has dedicated department / section for supporting TWU, with adequate staff and logistics and budget.	Region has dedicated department / section for supporting TWU, with adequate staff, logistics, budget and systems (guidelines etc).
T	**1**	**Effective provision of technical support to the TWU**	There is no technical support to the TSU	There is some technical support to the TSU, but it generally takes more than a week to get the technical support	Technical support to the TSU is generally provided within a week	Technical support to the TSU is generally provided within three days	Technical support to the TSU is generally provided within a day
T	**2**	**Checks on construction quality**	Built quality is not checked	Built quality is checked for some schemes.	Built quality is checked by zone/region for all scheme.	Built quality is checked by zone/region for all schemes according to general guidelines.	Built quality is checked by zone/region and TWU for all schemes according to general guidelines.
E	**1**	**Catchment management system in place**	No catchment management plan	Catchment management plan in place	Catchment management plan partially implemented	Catchment management plan fully implemented	Catchment management plan fully implemented and regulary monitored

Urban water – national level

		Indicator	0	25	50	75	100
I	1	**National monitoring system or database**	No monitoring system / national database is in place with asset and functionality data	National data base in in place, including asset and functionality data, but not updated annually	National data base is in place, updated annually	National data base in in place, updated annually, including sustainability data	National data base in in place, updated annually, including sustainability indicator data. Data is used to influence national planning and budgeting
I	2	**National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup**	There is no training of regional, zonal and woreda staff	There is ad-hoc / project based training of regional, zonal and woreda staff	There is structural training of regional, zonal and woreda staff (e.g. through TVETs)	There is structural training and at least annual retraining of regional, zonal and woreda staff	There is structural training and at least annual retraining of regional, zonal and woreda staff and there is a system for monitoring training impact
I	3	**Urban regulatory agency**	No regulatory agency	Regulatory agency with weak capacity	Regulatory agency with adequate capacity	Regulatory agency with capacity and regulations	Regulatory agency with capacity and regulations enforced
T		**National/regional standard/guideline/norms for urban water service provision**	There are no national or regional level norms and standards related to urban water service provision	There are national or regional level norms and standards related to urban water service provision, but they are not known at regional, zonal, woreda level	There are national or regional level norms and standards related to urban water service provision and they are known at regional, zonal, woreda level	There are national or regional level norms and standards related to urban water service provision and performance of service providers (TWU). These are known at regional, zonal, woreda level.	There are national or regional level norms and standards related to urban water service provision, performance of service providers (WaSHCos) and performance of service authorities (woredas). These are known at regional, zonal, woreda level.
F		**Availability of national budget related to urban water supply**	No budget line for monitoring and support of MoWIE and no national level funds available for urban water supply	Less than 50% of required funds available.	Funds allocated and available at national level, but utilisation rate is < 50%	Fund is utilised for 50-75%	Fund is utilised for >75%
E		**National environmental protection standards are established and applied to town water services**	No national standards to protect environment in design, sizing and siting of water supply infrastructure	National standards to protect environment in design, sizing and siting of water supply infrastructure, but not know and / or enforced	National standards to protect environment in design, sizing and siting of water supply infrastructure, know and enforced	National standards to protect environment in design, sizing and siting of water supply infrastructure, know and / or enforced. National standards related to mitigating environmental impact and climate resilience plan are in place, but not known and/or enforced	Both national standards to protect environment in design, sizing and siting of water supply infrastructure, and national standards related to mitigating environmental impact and climate resilience plan are in place known and enforced.

Rural water - Service provision level

			Scoring				
		Indicator	**0**	**25**	**50**	**75**	**100**
I	**1**	**Well-composed and trained WaSHCo**	WaSHCo without pump attendant / care taker	WaSHCo with pump attendant / care taker but not all key positions filled.	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker.	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker. WaSHCo and at least one caretaker have been trained.	WaSHCo with all 3 of the key positions filled and a pump attendant / care taker. WaSHCo and at least one caretaker have been trained less than 1 year ago.
I	**2**	**By laws and legal status of the WaSHCo**	WaSHCo has no by-laws		WaSHCo has by-laws		The WaSHCo has by-laws and legal status (established and registered with RWB)
T	**1**	**Presence of WaSH artisans in the woreda**	No trained artisans in the woreda	WaSH artisans in the woreda, but less than half of the number of kebeles	Number of artisans should be at least half of the number of the kebeles	All kebeles have at least 1 trained artisans	All kebeles have at least 2 trained artisans
T	**2**	**Spare part supply**	It takes longer than a month to acquire spare parts for minor maintenance	It takes longer than three days to acquire spare parts for minor maintenance	It takes 3 days or less to acquire spare parts for minor maintenance, but it takes more than a week to acquire spare parts for major maintenance	It takes 3 days or less to acquire spare parts for minor maintenance and it takes 4-7 days to acquire spare parts for major maintenance	It takes 3 days or less to acquire spare parts for minor and major maintenance
T	**3**	**Routine (preventive) maintenance**	Preventive (routine) maintenance is not done	Preventive (routine) maintenance is done, but irregularly	Preventive (routine) maintenance is done at least annually	Preventive (routine) maintenance is done at least monthly	Preventive (routine) maintenance is done at least weekly
F	**1**	**User payment and tariffs**	Users do not pay for water services	Users pay on ad hoc basis (when the system breaks down).	Users pay annual fees.	Users pay monthly (or weekly) fees.	Users pay tariffs by unit of used water.
F	**2**	**Financial management**	The WaSHCo does not keep financial records.	The WaSHCo (simple) financial records.	The WaSHCo has up-to-date financial records and a dedicated account in a financial institution.	The WaSHCo has up to date financial records and a dedicated account in a financial institution, and shares records with community on irregular basis (not according to by-laws).	The WaSHCo has up to date financial records and a dedicated account in a financial institution, and shares records with community according to their by-laws.
F	**3**	**Revenue/standard annual expenditure balance**	<0.5	0.5-1	1-1.25	1.25-1.5	>1.5
E	**1**	**WaSHCo Water safety plan**	There is no water safety plan		There is a water safety plan		Water safety plan has been implemented
E	**2**	**Sanitary Inspection (SI)**	No water points pass SI	<50% pass SI	At least 50% of water points pass SI	At least 75% of water points pass SI	All water points pass SI
S	**1**	**Election of WaSHCo by entire community**	WaSHCo members were not elected by entire community				WaSHCo members elected by entire community
S	**2**	**Women representation in WaSHCos**	Less than 50% of the WaSHCo members is female		At least 50% of the WaSHCo members is female		At least 50% of WaSHCo members are female and there are at least 2 women in the 3 key decision making positions (chair, treasures, secretary)

Rural water - Service authority level

		Indicator	0	25	50	75	100
I	1	**Woreda WaSH Team**	There is no WWT	There is a WWT, supported by woreda programme staff	There is a WWT, supported by woreda programme staff. WWT has been trained.	There is a WWT, supported by woreda programme staff. WWT has been trained and retrained periodically.	There is a WWT, supported by woreda programme staff. WWT has been trained and retrained periodically. WWT has copy of POM.
I	2	**Woreda Water Office**	Woreda water office has less than 75% of required staff	Woreda water office has more than 75% of required staff	Woreda water office has more than 75% staff and are trained in WaSH planning, management and monitoring	Woreda water office staffed with required staff trained in WaSH planning, management and monitoring	Woreda water office staffed with required staff trained in WaSH planning, management and monitoring and equipped with required guidelines.
I	3	**Woreda level plan**	There is no WaSH strategic plan, nor a woreda annual plan	There is a WaSH annual plan but no strategic plan	There is a woreda WaSH strategic plan and a WaSH annual plan	There is a consolidated annual plan including NGO intervention	Consolidated annual WaSH plan prepared involving all stakeholders
I	4	**Regional standard WaSHCo by-laws**	No standard regional WaSHCo by-laws	Regional WaSHCo by-law	Regional WaSHCo by-law disseminated to all woredas for implementation	Regional WaSHCo by-law disseminated to all woredas for implementation. Woredas provide regional by-laws to all WaSHCos.	Regional WaSHCo by-law disseminated to all woredas for implementation. Woredas provide regional by-laws to all WaSHCos and monitor enactment of by-Laws by WaSHCos
T	1	**Checks on construction quality**	Build quality is not checked	Build quality is checked irregularly / not for all schemes	Build quality is checked for all schemes	Build quality is checked for all schemes, using standard checklists	Build quality is checked for all schemes, using standard checklists and action is taken when faults are observed.
T	2	**Monitoring of O&M and WaSHCo performance**	The woreda water office staff do not monitor the WaSHCos.	The woreda water office monitors some WaSHCos and provides technical support.	The woreda water office monitors all WaSHCos at least once a year.	The woreda water office monitors all WaSHCos at least twice a year.	The woreda water office monitors all WaSHCos quarterly.
T	3	**Scheme inventory and maintenance plan**	Woreda has never done inventory of schemes	Woreda has conducted scheme inventory, but not on annual basis	Woreda conduct annual scheme inventory identify non-functional schemes	Woreda conduct annual scheme inventory identify non-functional schemes develop maintenance plan	Woreda conduct annual scheme inventory identify non-functional schemes develop maintenance plan and ensure that all are maintained
F	1	**Woreda water office annual recurrent budget**	Operational budget < 50,000birr	Operational budget 50,000-100.000birr	Operational budget 100.000-150.000birr	Operational budget 150.000-500.000birr	Operational budget >500.000birr
F	2	**Woreda water office logistics**	No motor bikes available to WWO	One motor bike available to WWO	Two motor bike available to WWO	Three motor bike available to WWO	More than three motor bikes available to WOO
S	1	**Equity in distribution of water supply facilities**	>50%	50%-25%	25%-15%	15%-5%	<5%

Rural water - National level

		Indicator	0	25	50	75	100
I	1	**National monitoring system or database**	No monitoring system / national database is in place with asset and functionality data	National data base in in place, including asset and functionality data, but not updated annually	National data base is in place, updated annually	National data base in in place, updated annually, including sustainability data	National data base in in place, updated annually, including sustainability indicator data. Data is used to influence national planning and budgeting
I	2	**National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup**	There is no training package of regional, zonal and woreda staff	There is a training package but it is implemented on ad-hoc / project basis.	There is a training package which is implemented systematically (on programme basis).	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan.	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan, which is executed (retaining etc).
T	1	**National/regional standard/guideline/norms for rural water services**	There are no national or regional level service level norms and standards related to rural water service provision	There are national or regional level service norms and standards related to rural water service provision, but they are not known at regional, zonal, woreda level	There are national or regional level service norms and standards related to rural water service provision and they are known at regional, zonal, woreda level	There are national or regional level service norms and standards related to rural water service provision and performance of service providers (WaSHCos). These are known at regional, zonal, woreda level.	There are national or regional level service norms and standards related to rural water service provision and they are known at regional, zonal, woreda level. These include norms and standards related to service provider and service authority performance.
F	1	**Availability of national budget related to rural water supply**	No budget line for monitoring and support of MoWIE and no national level funds available for rural water supply	Less than 50% of required funds available.	Funds allocated and available at national level, but utilisation rate is < 50%	Fund is utilised for 50-75%	Fund is utilised for >75%
E	1	**National environmental protection standards are established and applied to town water services**	No national standards to protect environment in design, sizing and siting of water supply infrastructure	National standards to protect environment in design, sizing and siting of water supply infrastructure, but not know and / or enforced	National standards to protect environment in design, sizing and siting of water supply infrastructure, know and enforced	National standards to protect environment in design, sizing and siting of water supply infrastructure, know and / or enforced. National standards related to mitigating environmental impact and climate resilience plan are in place, but not known and/or enforced	Both national standards to protect environment in design, sizing and siting of water supply infrastructure, and national standards related to mitigating environmental impact and climate resilience plan are in place known and enforced.

Urban sanitation – service provision level

			0	25	50	75	100
I	1	**Waste water services**	No waste water services	Municipality is providing waste water services.	Private service provider engaged in extraction and transportation of liquid waste.	Private service provider engaged in liquid waste extraction, transportation and treatment operation	Private service provider engaged in liquid waste extraction, transportation, treatment operation and treatment plant development
I	3	**Solid waste management services**	No solid waste management services	Solid waste management services are provided by informal service providers	Solid waste management services are provided by formal service providers	Formal service provider engaged in solid waste collection transportation and treatment operation	Formal service provider engaged in solid waste collection transportation and treatment plant development
I	4	**Local private sector with capacity to construct and repair latrines**	No latrine artisans for constructing / improving sanitation facilities		Latrine artisans available from outside town		Latrine artisans available within town
T	1	**Access to septic emptying services**	not available	Takes longer than 7 days	Available within 7 days	Available within 3 days	Available within 1 day
T	2	**Public latrines built and effectively operational**	not available	Inadequate number (<50% of required) available	Adequate public latrines available but operation and management poor	Adequate public latrines available operation and management satisfactory	Adequate public latrines available and very well managed
F	1	**Economic viability of liquid waste service provider**	Sanitation service provider is not economically viable	Sanitation service provider is subsidised by (local) government or NGO	Sanitation service provider runs on cost recovery basis	Sanitation service provider has annual profit of at least 10%	Sanitation service provider has annual profit of at least 25%
F	2	**Economic viability of solid waste service provider**	Sanitation service provider is not economically viable	Sanitation service provider is subsidised by (local) government or NGO	Sanitation service provider runs on cost recovery basis	Sanitation service provider has annual profit of at least 10%	Sanitation service provider has annual profit of at least 25%
F	2	**Access to fund for sanitation service providers**	No Access to finance	There is access to finance but difficult to access (e.g. high interest, need for collateral)	There is access to finance with targeting MSE and reasonable conditions	There is access to finance which target MSE and reasonable conditions and at least 50% MSE access to the fund	There is access to finance which target MSE and reasonable conditions and 100% MSE access to the fund
E	1	**Open defecation free environment**	Open defecation is practiced by members of the household				Open defecation is not practiced by members of the household
S	1	**Affordability of liquid waste management services for households**	Not affordable to households	Only affordable with subsidy	Affordable without subsidy to some households	Affordable without subsidy to most households	Affordable without subsidy to all households
S	2	**Affordability of solid waste management services for households**	Not affordable to households	Only affordable with subsidy	Affordable without subsidy to some households	Affordable without subsidy to most households	Affordable without subsidy to all households
S	3	**Availability of social inclusive public latrine facilities**	No separate facilities for men and women		Separate facilities for men and women		Separate facilities for men and women and suitable latrines for people with disabilities

Urban sanitation – service authority level

			0	25	50	75	100
I	1	**Clear roles and responsibilities related to town sanitation and hygiene**	Roles and responsibilities are not clear to any of the relevant stakeholders	Roles and responsibilities are clear to some relevant stakeholders	Roles and responsibilities are clear to all relevant stakeholders	There is coordination among the relevant stakeholders	There is coordination and integration among the relevant stakeholders
I	2	**Town /woreda capacity to do sanitation and hygiene promotion**	There is no dedicated staff at town level to do sanitation and hygiene promotion	There is dedicated staff at town level to do sanitation and hygiene promotion, but insufficient in terms of quantity (number of staff) and/or quality (training of staff).	There is sufficient dedicated staff that have received training at town level to do sanitation and hygiene promotion	There is sufficient dedicated staff t at town level do sanitation and hygiene promotion that have received training and irregular retraining	There is sufficient dedicated staff t at town level do sanitation and hygiene promotion that have received training and annual retraining
I	3	**Town sanitation master plan**	There is no sanitation strategic plan, nor a woreda annual plan	There is a sanitation annual plan but no strategic plan	There is a woreda /town sanitation strategic plan and a sanitation annual plan	There is a consolidated annual plan including NGO intervention	Consolidated annual sanitation plan prepared involving all stakeholders
I	4	**Formalisation of pit and septic pit emptiers**	There are no pit or septic tank empiers in the town and its surrounding area	There are pit or septic tank empiers in the town and its surrounding area, but these are (mostly) informal	There are pit or septic tank empiers in the town and its surrounding area, which are (mostly) formally recognised and formalised	There are pit or septic tank empiers in the town and its surrounding area, which are all formally recognised and formalised	There are pit or septic tank empiers in the town and its surrounding area, which are all formally recognised, formalised, registered and regulated
T	1	**Checks on construction quality**	Build quality is not checked	Build quality is checked only for public latrines	Build quality is checked for public and private latrines	Build quality is checked for all schemes, using standard checklists	Build quality is checked for all schemes, using standard checklists and action is taken when faults are observed.
T	3	**Effective messaging related to sanitation and hygiene**	There is no messaging related to sanitation and hygiene	Messaging related to sanitation and hygiene only takes place during implementation projects	Messaging on sanitation and hygiene takes place on continuous basis in at least 50% of the town	Messaging on sanitation and hygiene takes place on continuous basis in at least 70% of the town	Messaging on sanitation and hygiene takes place on continuous basis in the entire town
F	2	**Sufficient logistics for town staff to monitor and follow-up on sanitation and hygiene**	Town staff responsible for urban sanitation and hygiene promotion do not have access to logics they need (transport etc)	Town staff responsible for urban sanitation and hygiene promotion have access to some (minimum) transportation logics they need	Town staff responsible for urban sanitation and hygiene promotion have access to adequate transportation logical resources	Town staff responsible for urban sanitation and hygiene promotion have access to adequate transportation logical resources and some communication logistics	Town staff responsible for urban sanitation and hygiene promotion have access to adequate transportation logical resources and adequate communication logistics
E	2	**Safe disposal and / or reuse of sludge in an environmentally sound manner**	No designated place for dumping liquid waste	There is a designated place for dumping of liquid waste	Liquid waste dumping at designated place is monitored and regulated	Liquid waste is treated	Liquid waste is treated and reused
E	3	**Safe disposal and / or recycling of solid waste in an environmentally sound manner**	No central place for dumping or recycling of solid waste	Central place for dumping of solid waste, but less than half of solid waste dumped here.	Central place for dumping of solid waste, and at least half of solid waste dumped here.	Central place for dumping and recycling of solid waste, and at least half of solid waste dumped here.	100% of solid waste is recycled
S	1	**Presence of strategy and service delivery models for reaching the poorest with sanitation facilities**	No policy and strategy for social equity	Policy and strategy for social equity but no awareness	Policy and strategy for social equity and awareness is there	town / woreda annual plan include interventions for vulnerable	Towns / woredas undertake comprehensive actions to address social equity

Urban sanitation – National level

			0	25	50	75	100
I	1	**National monitoring system or database**	No monitoring system / national database is in place with data on urban sanitation	National data base is in place with data on urban sanitation, but not updated annually	National data base is in place, updated annually	National data base in in place, updated annually, including sustainability indicator data	National data base in in place, updated annually, including sustainability indicator data. Data is used to influence national planning and budgeting
I	2	**National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup**	There is no training package of regional, zonal and woreda staff	There is a training package but it is implemented on ad-hoc / project basis.	There is a training package which is implemented systematically (on programme basis).	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan.	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan, which is executed (retaining etc).
T	1	**National/regional standard/guideline/norms for rural sanitation services**	There are no national or regional level norms and standards related to rural sanitation service provision	There are national or regional level norms and standards related to rural sanitation service provision, but they are not known at regional, zonal, woreda level	There are national or regional level norms and standards related to rural sanitation service provision and they are known at regional, zonal, woreda level	There are national or regional level norms and standards related to rural sanitation service provision and guidelines on the set-up and functioning of Hygiene and Sanitation community Groups. These are known at regional, zonal, woreda level.	There are national or regional level norms and standards related to rural sanitation service provision and guidelines on the set-up and functioning of Hygiene and Sanitation community Groups and support from woreda, zonal and regional health Offices/Bureaus. These are known at regional, zonal, woreda level.
F	1	**Availability of national budget related to urban waste water management**	No budget line for monitoring and support of MoWIE and MoH and MoUD and no national level funds available for urban waste water	Less than 50% of required funds available.	Funds allocated and available at national level, but utilisation rate is < 50%	Fund is utilised for 50-75%	Fund is utilised for >75%
E	1	**National environmental protection standards established and applied to urban sanitation services**	No national standards to protect environment in design, sizing and siting of sanitation infrastructure	National standards to protect environment in design, sizing and siting of sanitation infrastructure, but not know and / or enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and / or enforced. National standards related to mitigating environmental impact not known and/or enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and enforced. National standards related to mitigating environmental impact known and enforced.

Rural sanitation – service provision level

		indicator	0	25	50	75	100
I	1	**Hygiene and Sanitation community Groups**	There is no Hygiene and Sanitation Community Group	There is a Hygiene and Sanitation Community Group, but it is not trained	Hygiene and Sanitation Community Group trained	Hygiene and Sanitation Community Group trained and retrained	Hygiene and Sanitation Community Group trained and retrained and meeting at least quarterly
T	1	**Local private sector with capacity to construct and repair latrines**	No WaSH artisans		WaSH artisans in town, not rural area		There are WaSH artisan in rural area
F	1	**Economic viability of sanitation service provider**	Sanitation service provider is not economically viable	Sanitation service provider is subsidised by (local) government or NGO	Sanitation service provider runs on cost recovery basis	Sanitation service provider has annual profit of at least 10%	Sanitation service provider has annual profit of at least 25%
F	2	**Access to fund for sanitation servic providers**	No Access to finance	There is access to finance but difficult to access (high interest collateral)	There is access to finance with targeting MSE and reasonable conditions	There is access to finance with targeting MSE and reasonable conditions and at least 50% MSE access to the fund	There is access to finance with targeting MSE and reasonable conditions and 100% MSE access to the fund
E	1	**Open defecation free environment**	Open defecation is practiced by members of the household				Open defecation is not practiced by members of the household
F	1	**Affordability of latrines for households**	Not affordable to households	Only affordable with subsidy	Affordable without subsidy to some households	Affordable without subsidy to most households	Affordable without subsidy to all households

Rural sanitation – service authority level

		indicator	0	25	50	75	100
I	1	**Clear roles and responsibilities related to rural sanitation and hygiene**	Roles and responsibilities are not clear to any of the relevant stakeholders		Roles and responsibilities are clear to most relevant stakeholders		Roles and responsibilities are clear to all relevant stakeholders
I	2	**Capacity to do sanitation and hygiene promotion**	There is no dedicated staff at kebele and woreda level to do sanitation and hygiene promotion	There is dedicated staff at kebele and woreda level to do sanitation and hygiene promotion, but insufficient in terms of quantity (number of staff) and/or quality (training of staff).	There is sufficient dedicated staff that have received training at woreda and/ or regional level to do sanitation and hygiene promotion	There is sufficient dedicated staff t at kebele and woreda level do sanitation and hygiene promotion that have received training and irregular retraining	There is sufficient dedicated staff a kebele and woreda level do sanitation and hygiene promotion that have received training and annual retraining
I	3	**SH& in woreda WaSH plan**	S&H is not included in WaSH plan, nor a woreda annual plan	S&H is included in WaSH plan but no strategic plan	S&H is included in woreda /town WaSH strategic plan and a sanitation annual plan	There is a consolidated annual plan including NGO intervention, which includes S&H	Consolidated annual sanitation plan prepared involving all stakeholders, which includes S&H
T	2	**Effective messaging related to sanitation and hygiene**	There is no messaging related to sanitation and hygiene	Messaging on sanitation and hygiene takes place on continuous basis in at least half the woreda	Messaging on sanitation and hygiene takes place on continuous basis in the entire woreda	Messaging on sanitation and hygiene takes place on continuous basis in the entire woreda. Some ODF kebeles.	Messaging on sanitation and hygiene takes place on continuous basis in the entire woreda. All kebeles ODF.
F	1	**Sufficient logistics for woreda staff to monitor and follow-up on rural S&H**	Woreda health staff responsible for rural sanitation and hygiene promotion do not have access to logics they need (transport etc)	Woreda health staff responsible for rural sanitation and hygiene promotion have access to some (minimum) transportation logics they need	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources and some communication logistics	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources and adequate communication logistics
S	1	**Presence of strategy and service delivery models for reaching the poorest with sanitation facilities**	No policy and strategy for social equity	Policy and strategy for social equity but no awareness	Policy and strategy for social equity and awareness is there	Woreda annual plan include interventions for vulnerable	Woredas undertake comprehensive actions to address social equity

Rural sanitation – national level

			Scoring				
		indicator	**0**	**25**	**50**	**75**	**100**
I	**1**	**National monitoring system or database**	No monitoring system / national database is in place with ODF status	National data base in in place, including ODF status, but not updated annually	National data base is in place, updated annually	National data base in in place, updated annually, including sustainability indicator data	National data base in in place, updated annually, including sustainability indicator data. Data is used to influence national planning and budgeting
I	**2**	**National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup**	There is no training package of regional, zonal and woreda staff	There is a training package but it is implemented on ad-hoc / project basis.	There is a training package which is implemented systematically (on programme basis).	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan.	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan, which is executed (retaining etc).
T	**1**	**National/regional standard/guideline/norms for rural sanitation services**	There are no national or regional level norms and standards related to rural sanitation service provision	There are national or regional level norms and standards related to rural sanitation service provision, but they are not known at regional, zonal, woreda level	There are national or regional level norms and standards related to rural sanitation service provision and they are known at regional, zonal, woreda level	There are national or regional level norms and standards related to rural sanitation service provision and guidelines on the set-up and functioning of Hygiene and Sanitation community Groups. These are known at regional, zonal, woreda level.	There are national or regional level norms and standards related to rural sanitation service provision and guidelines on the set-up and functioning of Hygiene and Sanitation community Groups and support from woreda, zonal and regional health Offices/Bureaus. These are known at regional, zonal, woreda level.
F	**1**	**Availability of national budget related to rural sanitation**	No budget line for monitoring and support of MoWIE and MoH and no national level funds available for rural sanitation	Less than 50% of required funds available.	Funds allocated and available at national level, but utilisation rate is < 50%	Fund is utilised for 50-75%	Fund is utilised for >75%
E	**1**	**National environmental protection standards established and applied to rural sanitation services**	No national standards to protect environment in design, sizing and siting of sanitation infrastructure	National standards to protect environment in design, sizing and siting of sanitation infrastructure, but not know and / or enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and / or enforced. National standards related to mitigating environmental impact not known and/or enforced	National standards to protect environment in design, sizing and siting of sanitation infrastructure, know and enforced. National standards related to mitigating environmental impact known and enforced.

Institutional WaSH – service provision level

		Indicator	0	25	50	75	100
I	1	**Roles for cleaning and minor maintenance of institutional latrines**	School specific: There is no active school health club or administrative body that manages sanitation services Other institutions: There is no clarity on who is responsible for cleaning and minor maintenance of latrines				School specific:: There is an active school health club or administrative body that manages sanitation services. Other institutions: There is clarity on who is responsible for cleaning and minor maintenance of latrines
I	2	**Roles and responsibilities with regard to pit emptying/desludging OR decommissioning/reconstruction?**	Roles and responsibilities for pit emptying / desludging OR decommissioning/reconstruction are not clear to the institution				Roles and responsibilities for pit emptying / desludging OR decommissioning/reconstruction are clear to the institution
T	1	**Cleaning programme for sanitation facilities**	There is no cleaning programme (or no sanitation facilities)	There is a cleaning programme, but latrines are cleaned less regularly than once a week or no cleaning materials are available.	There is a regular cleaning programme and latrines are cleaned at least once a week. Cleaning materials are available.	There is a regular cleaning programme and latrines are cleaned at least once a day. Cleaning materials are available.	There is a regular cleaning programme which is documented and latrines are cleaned at least once a day. Cleaning materials are available.
T	2	**Availability of sufficient and appropriately equipped sanitation facilities including hand washing**	No availability of handwashing facility with water and soap (or ash) (or no facilitation facilities)	Availability of handwashing facility	Availability of handwashing facility with water and soap (or ash)	Availability of handwashing facility with water and soap (or ash) and anal cleaning materials i	Availability of handwashing facility with water and soap (or ash), anal cleaning materials and facilities for the disposal of menstrual hygiene products
T	3	**Menstrual hygiene**	No facilities are in place to address menstrual hygiene issues		Menstrual hygiene disposal facilities are in place, but there is no dedicated room with water		Menstrual hygiene disposal facilities and a dedicated room with water
T	4	**Septic tank emptying practices**	The institution does not practice septic tank emptying or has full latrine pits		The institution practices septic tank emptying		The institution practices septic tank emptying at least once a year
F	1	**Payment for water services**	Water use of the institution is not being paid for		Water use of the institution is being paid for		The institution pays for water from own funds
F	2	**Financing of capital maintenance of sanitation facilities**	No sanitation facilities	Major repairs are financed by Donor projects, NGOs, or (local) government	Major repairs are financed by the institution and / or the users	The institution saves money to pay for major repairs	The institution saves money to pay for major repairs and has paid for construction
F	3	**User payment public latrine services**	Users do not pay for use of public sanitation facilities		Users pay for the use of sanitation facilities (sufficient to cover operating costs)		Users pay for the use of sanitation facilities (sufficient to cover operating costs and future capital maintenance costs)
E	1	**Distance between latrines and water source (hand dug well / borehole / spring)**	Less than 10 m		between 10 and 30 m		More than 30 m
E	2	**Open defecation free environment**	Open defecation is practiced in the institution				Open defecation is not practiced in the institution
S	1	**Social inclusion of latrine facilities**	There are no separate latrine facilities for males and females		There are separate latrines for males and females		There are separate latrines for males and females and latrines for people with a disability are available.

Institutional WaSH – service authority level

		Indicator	0	25	50	75	100
I	1	**Clarity on roles and responsibilities related to supporting institutional WaSH**	Roles and responsibilities are not clear to any of the relevant stakeholders	Roles and responsibilities are clear to some relevant stakeholders	Roles and responsibilities are clear to all relevant stakeholders	There is coordination among the relevant stakeholders	There is coordination and integration among the relevant stakeholders
I	2	**Local government capacity to provide support institutional sanitation**	There is no dedicated staff at woreda and/ or regional level to support institutional WaSH	There is dedicated staff at woreda and/ or regional level to support institutional WaSH, but insufficient in terms of quantity (number of staff) and/or quality (training of staff). School specific: There is no trained WaSH focal person	There is sufficient dedicated staff that have received training School specific: there is a WaSH focal person who has been trained	There is sufficient dedicated staff hat have received training and irregular retraining	There is sufficient dedicated staff t that have received training and annual retraining
I	3	**Formalisation of pit and septic pit empties**	There are no pit or septic tank emptiers in the town and its surrounding area	There are pit or septic tank emptiers in the town and its surrounding area, but these are (mostly) informal	There are pit or septic tank emptiers in the town and its surrounding area, which are (mostly) formally recognised and formalised	There are pit or septic tank emptiers in the town and its surrounding area, which are all formally recognised and formalised	There are pit or septic tank emptiers in the town and its surrounding area, which are all formally recognised, formalised, registered and regulated
T	1	**Monitoring of sanitation facility use and maintenance and follow-up support provided by woreda/other support institution from zonal/regional level**	The institutions are not monitored with regards to its WaSH facilities.	Institutions are monitored, but less frequently than once a year or support is not provided accordingly	Institutions are monitored at least every year and support is provided accordingly	Institutions are monitored at least every 6 months and support is provided accordingly	Monitoring of the institutional WaSH facilities at least every 6 months. Support is provided accordingly. Monitoring results are used to inform future planning.
T	2	**Effective support to institutions related to their WaSH facilities**	There is no support to institutional WaSH	There is support to institutional WaSH on the request of institutions, but it generally takes more then a week to respond to a request for support.	There is support to institutional WaSH on the request of institutions. It generally takes a week or less to respond to a request for support.	There is support to institutional WaSH on the request of institutions. It generally takes three days or less to respond to a request for support.	There is support to institutional WaSH on the request of institutions. It generally takes only one day to respond to a request for support.
T	3	**Availability of septic tank emptiers**	No access to septic tank emptiers	Only some access to septic tank emptiers in urban areas	Full access to septic tank emptiers in urban areas	Full access to septic tank emptiers in urban areas and some in rural	Full access to septic tank emptiers in urban and rural
F	1	**Sufficient financing of woreda staff to monitor and follow-up on institutional WaSH service provision**	No financial resources for undertaking monitoring and support		Some financial resources for undertaking monitoring and support		Adequate financial resources for undertaking monitoring and support
F	2	**Sufficient logistics for woreda and town staff to monitor and follow-up on institutional WaSH service provision**	Woreda health/education staff responsible for rural sanitation and hygiene promotion do not have access to logics they need (transport etc)	Woreda health staff responsible for rural sanitation and hygiene promotion have acces to some (minimum) transportation logics they need	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources and some communication logistics	Woreda health staff responsible for rural sanitation and hygiene promotion have access to adequate transportation logical resources and adequate communication logistics
E	1	**Safe disposal and / or reuse of sludge in an environmentally sound manner**	No study and plan to reuse of sludge	Study and plan to reuse sludge in place	Study and plan to reuse sludge in place. Sludge/waste used by farmers	Study and plan to reuse sludge in place. Landfill has sludge/waste reuse plant	Study and plan to reuse sludge in place. 100% of sludge waste reused
E	2	**Safe disposal and / or recycling of solid waste in an environmentally sound manner**	No central place for dumping or recycling of solid waste	Central place for dumping of solid waste, but less than half of solid waste dumped here.	Central place for dumping of solid waste, and at least half of solid waste dumped here.	Central place for dumping and recycling of solid waste, and at least half of solid waste dumped here.	100% of solid waste is recycled

Institutional WaSH – national level

		Indicator	0	25	50	75	100
I	1	**National monitoring system or database**	No monitoring system / national database is in place with asset and functionality data	National data base(s) in in place for school and health facility WaSH, but not updated annually	National data base(s) in in place for school and health facility WaSH, updated annually	Integrated national database for institutional WaSH (schools, health facilities, prisons), updated annually	Integrated national database for institutional WaSH (schools, health facilities, prisons), updated annually. Data used for national planning and budgeting
I	2	**National support to Regional, Zonal and Woreda/service authority, including capacity building training and technical backup**	There is no training package of regional, zonal and woreda staff	There is a training package but it is implemented on ad-hoc / project basis.	There is a training package which is implemented systematically (on programme basis).	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan.	There is a training package which is implemented systematically and there is a system for monitoring training impact and develop plan, which is executed (retaining etc).
T	1	**National/regional standard/guideline/norms for design, management and support of institutional WaSH**	There are no national or regional level norms and standards for design of institutional WaSH	There are national or regional level norms and standards for design of institutional WaSH, but they are not known at regional, zonal, woreda level	There are national or regional level norms and standards for design of institutional WaSH and they are known at regional, zonal, woreda level	There are national or regional level norms and standards for design and management of institutional WaSH and they are known at regional, zonal, woreda level.	There are national or regional level norms and standards for design, management and support of institutional WaSH and they are known at regional, zonal, woreda level.
F	1	**Availability of national budget related to institutional WaSH**	No budget line for monitoring and support of sector ministries and no national level funds available for institutional WaSH	Less than 50% of required funds available.	Funds allocated and available at national level, but utilisation rate is < 50%	Fund is utilised for 50-75%	Fund is utilised for >75%
E	1	**National environmental protection standards are established and applied to institutional WaSH**	No national standards to protect environment in design, sizing and siting of water supply infrastructure	National standards to protect environment in design, sizing and siting of institutional WaSH infrastructure, but not know and / or enforced	National standards to protect environment in design, sizing and siting of institutional WaSH infrastructure, know and enforced	National standards to protect environment in design, sizing and siting of institutional WaSH infrastructure, know and / or enforced. National standards related to mitigating environmental impact are in place, but not known and/or enforced	Both national standards to protect environment in design, sizing and siting of institutional WaSH infrastructure, and national standards related to mitigating environmental impact known and enforced.

Annex 2: Result sheets

Urban water supply

Indicator				Maksegnit	Abomsa	Sheno	Welenchiti	Kebridehar	Adishihu	Wukro	Total
SP	I	1	Effective Utility Management	50	50	50	50	50	25	50	46
SP	I	2	Staff Efficiency	0	50	75	50	25	50	75	46
SP	I	3	Effective Water Board (WB)	50	100	25	25	25	50	75	50
SP	I	4	Town Water Utility staffing	0	25	0	25	0	0	25	11
SP	T	1	Quality of infrastructure	25	75	75	75	75	0	25	50
SP	T	2	Non revenue water	25	75	100	75	0	0	0	39
SP	T	3	Adequate supply of spare parts for minor maintenance (pipes, fittings etc)	25	25	50	50	25	75	75	46
SP	T	4	Effective maintenance system in place	100	100	75	100	75	100	100	93
SP	T	5	Water quality management and disinfestation	25	0	0	0	25	75	100	32
SP	F	1	Cost Recovery	50	50	50	50	50	50	50	50
SP	F	2	Effective financial management	50	25	25	50	0	75	100	46
SP	F	3	Effective asset management	25	0	0	0	0	0	0	4
SP	F	4	Effective billing and collection	50	50	25	75	75	50	100	61
SP	E	1	Sanitary inspection of sources	100	100	0	25	100	0	100	61
SP	E	2	Sanitary inspection public foundations	25	25	25	25	25	50	25	29
SP	S	1	Urban poor get affordable water	25	25	25	25	25	25	25	25
Indicator				Maksegnit	Abomsa	Sheno	Welenchiti	Kebridehar	Adishihu	Wukro	Total
SA	I	1	Sufficient capacity at regional and zonal level to provide support to TWUs	50	50	50	50	25	75	75	54
SA	T	1	Effective provision of technical support to the TWU	50	50	50	50	25	50	50	46
SA	T	2	Checks on construction quality	50	50	50	50	50	75	75	57
SA	E	1	Catchment management system in place	0	0	0	0	0	0	0	0

Rural water supply

			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
SP	I	1	Well-composed and trained WaSHCo	51	50	35	38	63	54	**48**
SP	I	2	By laws and legal status of the WaSHCo	36	25	41	50	50	29	**38**
SP	T	1	Presence of WaSH artisans in the woreda	50	25	25	0	50	0	**25**
SP	T	2	Spare part supply	24	25	30	6	38	32	**26**
SP	T	3	Routine (preventive) maintenance	21	38	27	19	21	11	**23**
SP	F	1	User payment and tariffs	49	100	48	100	41	49	**65**
SP	F	2	Financial management	36	25	17	44	58	50	**38**
SP	F	3	Revenue/standard annual expenditure balance	11	25	3	25	55	31	**25**
SP	E	1	WaSHCo Water safety plan	28	50	14	13	25	32	**27**
SP	E	2	Sanitary Inspection (SI)	25	50	25	50	25	25	**33**
SP	S	1	Election of WaSHCo by entire community	67	100	63	100	33	89	**75**
SP	S	2	Women representation in WaSHCos	8	0	3	0	17	39	**11**
			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
SA	I	1	Woreda WaSH Team	75	75	75	75	50	50	**67**
SA	I	2	Woreda Water Office	25	0	0	0	100	50	**29**
SA	I	3	Woreda level plan	75	100	75	75	75	75	**79**
SA	I	4	Regional standard WaSHCo by laws	75	50	50	50	75	50	**58**
SA	T	1	Checks on construction quality	100	50	100	25	50	100	**71**
SA	T	2	Monitoring of O&M and WaSHCo performance	75	75	25	50	25	75	**54**
SA	T	3	Scheme inventory and maintenance plan	100	100	100	75	50	75	**83**
SA	F	1	Woreda water office annual recurrent budget	50	25	50	0	0	0	**21**
SA	F	2	Woreda water office logistics	0	75	25	25	25	50	**33**

Urban sanitation

				Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
SP	I	1	Waste water services	50	50	50	50	0	50	25	39
SP	I	3	Solid waste management services	0	25	50	50	50	50	50	39
SP	I	4	Local private sector with capacity to construct and repair latrines	100	100	100	100	100	50	100	93
SP	T	1	Access to septic emptying services	25	25	25	25	0	25	75	29
SP	T	2	Public latrines built and effectively operational	25	25	50	25	25	0	25	25
SP	F	1	Economic viability of liquid waste service provider	100	100	100	75	25	25	25	64
SP	F	2	Economic viability of solid waste service provider	0	100	100	50	0	25	100	54
SP	F	2	Access to fund for sanitation service providers	0	0	0	25	0	0	0	4
SP	E	1	Open defecation free environment	71	89	76	89	97	75	94	85
SP	S	1	Affordability of liquid waste management services for households	50	25	50		0	25	100	42
SP	S	2	Affordability of solid waste management services for households	0	100	100	NA	25	NA	25	50
SP	S	3	Availability of social inclusive public latrine facilities	50	50	50	50	50	50	50	50
				Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
SA	I	1	Clear roles and responsibilities related to town sanitation and hygiene	50	25	75	25	25	75	100	54
SA	I	2	Town /woreda capacity to do sanitation and hygiene promotion	75	75	75		25	75	75	67
SA	I	3	Town sanitation master plan	50	50	25	25	50	50	75	46
SA	I	4	Formalisation of pit and septic pit emptiers	100	100	50	100	0	100	100	79
SA	T	1	Checks on construction quality	50	25	25		25	50	50	38
SA	T	2	Effective messaging related to sanitation and hygiene	100	100	100	100	50	100	100	93
SA	F	2	Sufficient logistics for town staff to monitor and follow-up on S&H	0	25	25	0	0	25	25	14
SP	E	2	Safe disposal and / or reuse of sludge in an environmentally sound manner	0	0	25	0	0	0	50	11
SP	E	3	Safe disposal and / or recycling of solid waste in an environmentally sound manner	25	0	0		25	25	50	21
SA	S	1	Presence of strategy and service delivery models for reaching the poorest with sanitation facilities	25	75	75	100	25	25	50	54

Rural sanitation

			indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
SP	I	1	Hygiene and Sanitation community Groups	50	38	94	NA	0	50	46
SA	T	1	Local private sector with capacity to construct and repair latrines	0	100	100		100	50	70
SP	F	2	Economic viability of sanitation service provider	50	NA	100		100	100	88
SP	F	3	Access to fund for sanitation service providers	0	75	75		100	100	70
SP	E	1	Open defecation free environment	39	40	32	63	30	42	41
SP	S	1	Affordability of latrines for households	75	75	75	NA	25	75	65

			indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Adishihu	Wukro	Total
SA	I	1	Clear roles and responsibilities related to rural sanitation and hygiene	50	50	100	100	75	100	79
SA	I	2	Capacity to do sanitation and hygiene promotion	75	25	50	50	50	100	58
SA	I	3	SH& in woreda WaSH plan	100	50	50	75	75	75	71
SA	T	2	Effective messaging related to sanitation and hygiene	75	25	25	25	50	75	46
SA	F	1	Sufficient logistics for woreda staff to monitor and follow-up on rural S&H	25	25	25	25	25	25	25
SA	S	1	Presence of strategy and service delivery models for reaching the poorest with sanitation facilities	0	100	100	0	25	0	38

Health facility WaSH

			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
Inst	I	1	Roles for cleaning and minor maintenance of institutional latrines	100	100	100	100	0	100	100	86
Inst	I	2	Roles and responsibilities with regard to pit emptying/desludging OR decommissioning/reconstruction?	100	75	100	100	0	100	100	82
Inst	T	1	Cleaning programme for sanitation facilities	46	55	38	25	0	50	71	41
Inst	T	2	Availability of sufficient and appropriately equipped sanitation facilities including hand washing	17	35	13	0	0	42	25	19
Inst	T	3	Menstrual hygiene	25	10	0	17	17	17	36	17
Inst	T	4	Septic tank emptying practices	0	10	50	0	0	17	0	14
Inst	F	1	Payment for water services	25	40	25	50	33	33	29	34
Inst	F	2	Financing of capital maintenance of sanitation facilities	29	30	13	33	0	42	46	28
Inst	E	1	Distance between latrines and water source (hand dug well / borehole / spring)	100	100	100	100	NA	100	100	100
Inst	E	2	Open defecation free environment	50	80	0	67	0	67	100	52
Inst	S	1	Social inclusion of latrine facilities	8	20	50	17	0	50	14	23
			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
SA	I	1	Clarity on roles and responsibilities related to supporting inst. WaSH	75	100	100	na	25	100	100	83
SA	I	2	Local government capacity to provide support institutional sanitation	75	25	75	na	0	75	75	54
SA	I	3	Formalisation of pit and septic pit empties	100	100	50	100	0	100	100	79
SA	T	1	Monitoring of sanitation facility use and maintenance and follow-up support provided by woreda/other support institution from zonal/regional level	75	100	100	100	75	50	75	82
SA	T	2	Effective support to institutions related to their WaSH facilities	50	25	25	0	75	25	25	32
SA	T	3	Availability of septic tank emptiers	0	0	0	0	0	50	50	14
SA	F	1	Sufficient financing of woreda staff to monitor and follow-up on institutional WaSH service provision	50	50	50	50	50	0	50	43
SA	F	2	Sufficient logistics for woreda and town staff to monitor and follow-up on institutional WaSH service provision	25	25	25	25	0	25	25	21
SA	E	1	Safe disposal and / or reuse of sludge in an environmentally sound manner	0	0	25	0	0	0	50	11
SA	E	2	Safe disposal and / or recycling of solid waste in an environmentally sound manner	25	0	0	0	25	25	50	18

School WaSH

			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
Inst	I	1	Roles for cleaning and minor maintenance of institutional latrines	90	86	85	100	0	100	100	80
Inst	I	2	Roles and responsibilities with regard to pit emptying/desludging OR decommissioning/reconstruction?	100	100	80	100	0	100	100	83
Inst	T	1	Cleaning programme for sanitation facilities	48	38	41	45	0	66	65	43
Inst	T	2	Availability of sufficient and appropriately equipped sanitation facilities including hand washing	0	3	4	13	0	0	6	4
Inst	T	3	Menstrual hygiene	5	13	7	10	0	6	10	7
Inst	T	4	Septic tank emptying practices	0	0	0	0	0	50	50	14
Inst	F	1	Payment for water services	10	38	29	50	25	13	20	26
Inst	F	2	Financing of capital maintenance of sanitation facilities	6	47	44	40	0	0	0	20
Inst	E	1	Distance between latrines and water source (hand dug well / borehole / spring)	89	100	100	100	100	100	95	98
			Open defecation free environment	20	63	43	60	13	88	85	53
Inst	S	1	Social inclusion of latrine facilities	25	25	29	40	0	50	53	32
			Indicator	Maksegnit	Abomsa	Sheno	Welenchiti	Kerbridehar	Adishihu	Wukro	Total
SA	I	1	Clarity on roles and responsibilities related to supporting inst. WaSH	50	25	75	na	50	75	75	58
SA	I	2	Local government capacity to provide support institutional sanitation	75	75	75	NA	25	75	25	58
SA	I	3	Formalisation of pit and septic pit empties	100	100	50	100	0	100	100	79
SA	T	1	Monitoring of sanitation facility use and maintenance and follow-up support provided by woreda/other support institution from zonal/regional level	100	100	100	100	100	100	100	100
SA	T	2	Effective support to institutions related to their WaSH facilities	25	25	25	25	75	75	25	39
Inst	T	4	Availability of septic tank emptiers	0	0	0	0	0	50	50	14
SA	F	1	Sufficient financing of woreda staff to monitor and follow-up on institutional WaSH service provision	50	50	50	50	50	50	50	50
SA	F	2	Sufficient logistics for woreda and town staff to monitor and follow-up on institutional WaSH service provision	0	25	25	25	0	25	25	18
SA	E	1	Safe disposal and / or reuse of sludge in an environmentally sound manner	0	0	25	0	0	0	50	11
SA	E	2	Safe disposal and / or recycling of solid waste in an environmentally sound manner	25	0	0	0	25	25	50	18

About…

This report summarises the results of the first annual sustainability check (2015) within the context of the ONEWASH Plus programme. Sustainability checks provide an independent mechanism for monitoring on-going service delivery in the programme towns, satellite villages and targeted institutions. They also provide the basis for sustainability plans to address gaps.