

	Water		
	Question	Indicator	Means of Verification
Theme 1: Strengthening the enabling environment for service provision			
Outcome 1a: Enabling environment for service provision is supportive (rather than creating blockages) and enables equity of access	Are the tap stands, kiosks and hand washing stations providing water equitably and in a safe and dignified manner to the most vulnerable people in the community	% of woman, girls and PWSN that can access water in a safe and dignified manner, including social support mechanisms at home and in schools	Baseline/Endline FGDs Water supply schedule reports
	Are there community support mechanisms to help persons that struggle to access water	%boys and girls who attribute reasons for absence from school to water fetching and menstration.	
	Is water provided in a manner that does not obstruct other HH activities	# of users per water facility (catchment population)	
		<p>Hygiene</p> <p>% of people in the catchment areas, disaggregated by gender, adults/children, PWSN, who demonstrate appropriate handwashing, food & water management, cleaning and waste disposal behaviours</p> <p>% of girls and boys who demonstrate preventive behaviours against risks of early pregnancies and SGBV.</p> <p>% of girls who demonstrate appropriate behaviours on MHM</p> <p>Types and % of WASH facilities in communities, at home and in schools that are observed to be maintained clean</p>	
Outcome 1b: Enabling environment is supportive (not obstructive) of market-based service provision	Are the kiosks improving access of people to water, hence creating a market demand for it	% of people that have reported improved access due to Kiosks installed	Baseline/Endline FGDs Post Distribution Monitoring (PDM) Vendor / Kiosk reports Market Assessment
	Are people increasing the quantity of water used at the HH level (drinking, cooking, and hygiene), to meet their actual needs, beyond the quantities supplied by NGO	# of water liters reported by the vendor sold additional to the NRC provided water quantity Check indicator that looks at how the market is expanding/ responding to the demand	

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Theme 2: Stronger governance of water and sanitation services			
Outcome 2a: Decision-making structures (formal and informal) represent and relate to the needs of the population and in particular highlight the needs of vulnerable women	Are there mechanisms for community consultations and are they effective in engaging the most vulnerable	<p>% of population, particularly women, that have been meaningfully engaging in designs regarding the kiosks, including location and pricing</p> <p>Level of motivation and capacity of Water Management Committees to mobilize users in maintenance and management of water supply facilities.</p> <p>Level of motivation and capacity of schools and BOMs to ensure maintenance and management of school WASH facilities and activities.</p>	FGDs/ KIIs Design documents review
		<p>Hygiene</p> <p>Level of capacity and leadership among key community members and groups, such as community volunteers, peer educators, teachers, school hygiene clubs, to sensitize communities on hygiene & sanitation, prevnetion of early pregnancies and SGBV in collaboration with external actors.</p> <p>Types of messages and communication means that are most effective in facilitating behaviour change among the catchment population, including women, girls and PWSN</p>	

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Theme 3: Making sure that services keep working despite shocks			
Outcome 3a: Strengthen resilience of physical water and sanitation infrastructure and the management of service provision	Is the service provider complying with the O&M schedules	% public WASH facilities well maintained and functional	Water service provider maintenance reports Water service provider operational and financial reports
	Is the water supply highly dependant n expensive fossil fuel	% reduction in fossil fuel use in water supply	Field observations and technical assessments/ inspection
	Are there significant leaks in the water network	% reduction in non revenue water	
	Are there significant illegal water connections on the water network	Level of capacity of Water Management Committees and a government office to collaboratively provide services and oversight	
Outcome 3b: Improving service provision	Do we have a standby water source and/ or pumps to complement water supply in times of influx and droughts	% reduction in water supply down time (area outages and low pressure)	Water service provider operational records NRC complaints and feedback mechanisms Baseline/ Endline
	Is the water supply system regularly maintenance and upgraded to ensure service provision	% of HHs that report satisfaction with the quality and quantity of water supply	
	Are generators on standby in case of low efficiency of solar systems		
	Are HHs able to access their HH water needs that is of adequate quality		

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Theme 4: Making sure that services remain affordable despite shocks			
Outcome 4a: Market-based service provision is self-sustaining (meaning that very little or no donor funding is needed for day-to-day)	Is the water service provider able to cover their O&M costs (OPEX) through the implemented billing system	% of total O&M costs for water supply is recovered	Water service provider operational and financial records KIs with service providers
Outcome 4b: Making sure that the least able to pay for services are not denied access because they are not able to pay for them	Do HHs feel that the water tariff is fairly costed for the services provided Are HH able to pay for water Are HHs willing to pay for water Do HHs that are not able to pay for water able to access financial mechanisms that allow them to pay for water to satisfy their needs	% of HH that report satisfaction with the water quality and tariff % of HHs that report ability and willingness to pay for water for personal and domestic needs % of HHs that report lack of ability to pay that are able to access CBIs and/ or cash transfer programmes (host community) and/or government supported subsidise to pay for water for personal and domestic needs A total amount of users' fees collected	HH income and willingness to pay survey UNHCR CBI records Ministry of labor and social protection records Baseline/ Endline FGDs/ KIs
Theme 5: Water security through protection of resources and ecosystems			
Outcome 5a: Protection and management of water resources (e.g. not allowing over-exploitation)	Are the existing boreholes protected from flooding and collapsing during the rainy season? Are the existing boreholes demonstrating high drawdowns during the dry season?	% of boreholes, in areas with water recharge zones, that indicate sufficient water levels during the dry seasons as compared to past records % of water boreholes protected by gabions and other protection approaches, that do not collapse during the rainy season	Aquifer monitoring reports Borehole monitoring reports

	Sanitation and Hygiene		
	Question	Indicator	Means of Verification
Theme 1: Strengthening the enabling environment for service provision			
Outcome 1a: Enabling environment for service provision is supportive (rather than creating blockages) and enables equity of access	Are there mechanisms for community consultations and are they effective in engaging the most vulnerable	% of women, girls and PWSN that report safe and dignified access to latrines at home and in school	Baseline/ Endline FGDs with women, girls and PWSN FGDs with men Post Distribution Monitoring (PDMs)
	Do the constructed latrines provide safe and dignified access to the most vulnerable	% of women, girls and PWSN that feel they have been meaningfully engaged in the design of latrine facilities at home and in school	Knowledge, attitude and perception survey (KAP)
	Do men, who typically finance latrine construction in the community, understand the benefits of latrines and do they support financing their construction	% of heads of households (disaggregated by gender) that express satisfaction and support financing latrine construction and	
Outcome 1b: Enabling environment is supportive (not obstructive) of market-based service provision	Do markets provide adequate materials and supplies for latrine construction	% of users (HHs, institutions and local artisans) that report satisfaction with items and materials available at the one stop shops and other market vendors (durable construction materials and hygiene items incl. MHM)	Baseline/ Endline Market Assessment FGD/ KIIs with Market actors Chamber of commerce registry in Turkana
	Do markets provide adequate materials and supplies for good hygiene practices		
	Do HHs and institutions know how to construct latrines	% of users (HHs and institutions) that feel they know how, are able to and can afford to maintain the latrine	
	Can HHs and institutions afford the maintenance of latrines	Types of hygiene items that are available and affordable at a local market.	
	Is there a demand for latrine and hygiene materials and items that has resulted in the expansion of sanitation and hygiene markets	% of vendors trading hygiene items who	
Outcome 2a: Decision-making structures (formal and informal) represent and relate to the needs of the population and in particular highlight the needs of vulnerable women	Are community leaders and WaSH committees effectively engaged in community trouble shooting	# of WaSH committees/community leaders/school hygiene clubs/BoMs capable of engaging people/children/schools in responding to shocks and/or needs for WaSH enhancement	Project reporting records (incidence sitrep) FGDs
	Are the decisions made by the community leaders cognisant of the needs of the population	% of schools assessed and awarded as a	

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Outcome 2b: Social contracts enhance trust between populations, service providers and governments	<p>Is the government and their public service providers seen as accountable towards the population they serve</p> <p>Are there mechanisms for communication and information sharing</p> <p>Are community members able to engage in formulating actions and decisions that affect their well being</p>	<p>% of HHs that are aware of community and government by-laws [dissemination] and are supportive/compliant of them</p> <p>% of school children, teachers and school management committee members aware of school by-laws and are supportive/compliant of them</p> <p>Types of SOPs developed jointly between community members, service providers and community leaders to respond to shocks and # of communities with such SOPs</p>	<p>SOP and by-laws documents</p> <p>FGDs, KIIs</p> <p>Community accountability mechanisms</p>
Outcome 2c: Communities and other relevant stakeholders have the capacities to prevent, manage and resolve conflicts over water and sanitation services, leading to peaceful living	<p>Are community leaders and other stakeholders effectively engaging in resolving WaSH related conflicts</p> <p>Is the use of forceful law enforcement prevalent</p>	<p>% of vandalism instances and conflicts that have triggered the WASH committee and/ or community leaders to intervene to resolve the issue</p> <p>% reduction in incidence of vandalism and conflicts since the previous year</p>	<p>Project incidence reporting records (incidence sitrep)</p>
Theme 3: Making sure that services keep working despite shocks			
Outcome 3b: Improving service provision	<p>Are WaSH services expanding to cover new areas within the areas of intervention</p> <p>Are new, improved and more durable technologies being used in WaSH infrastructure</p> <p>Is the community interested in investing in improved and more durable latrines</p> <p>Are communities responding to solid waste management efforts</p>	<p>% of latrine (institutional and HH) that have been newly constructed and/ or rehabilitated using improved designs and more durable materials</p> <p># of durable waste management systems and facilities installed and established</p> <p>% of total community generated waste stream that is extracted for reuse and recycling</p> <p># of durable sanitation systems and facilities</p>	<p>Project reports on latrine construction and rehabilitation</p> <p>Latrine census reports</p> <p>CBO KIIs</p> <p>Field observation and technical assessment of solid waste operations</p> <p>Waste characterization</p>

	Sanitation and Hygiene		
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Theme 4: Making sure that services remain affordable despite shocks			
Outcome 4a: Market-based service provision is self-sustaining (meaning that very little or no donor funding is needed for day-to-day operation, including maintenance, repair and expansion)	Are the WaSH services cost effective	% of institutions that have set a sufficient budget for hygiene items and sanitation services	CBO financial records KIs with institutions FGDs with CBOs Income survey for CBO labour force
	Are users willing to invest in WaSH services		
	Are service providers able to recover their costs for service provision	% of CBO labour force (artisans and waste collectors) that report improved income	
Outcome 4b: Making sure that the least able to pay for services are not denied access because they are not able to pay for them	Are service providers able to ensure sufficient income to their operational staff		
	Are communities able to pay for hygiene and sanitation services	% of HHs that report ability and willingness to pay for hygiene items and sanitation services	HH income and willingness to pay survey UNHCR CBI records Ministry of labor and social protection records Market survey for key items (soap, MHM supplies, latrine construction, maintenance items)
	Are communities willing to pay for hygiene and sanitation services	% of HHs and schools that prioritize sanitation and hygiene in their household/school budgets	
Are their financial support mechanisms to help the most vulnerable pay for their Hygiene and Sanitation services	% of HHs that report lack of ability to pay that are able to access CBIs and/ or cash transfer programmes (host community) to pay for		
Theme 5: Water security through protection of resources and ecosystems			
Outcome 5a: Protection and management of water resources (e.g. not allowing over-exploitation water resources)	Are water resources safe from pollution sources	% of latrines (with cess pits) that are sufficiently distant from water sources	Latrine census reports CBO KIs Field observation and technical assessment of solid waste operations
	Is fecal sludge from latrine being collected and treated in an effective manner	% of HH and institutional pits and tanks that have improved fecal sludge management	
	Is solid waste being collected and treated in an effective manner		

Term	Definition
Equitable access	Access to water and sanitation facilities and services regardless of a person's gender, race, physical ability and other circumstances
Safe access	Access to water and sanitation facilities and services that ensures persons are not exposed to or at risk of physical harm, GBV and other protection risks
Dignified access	Access to water and sanitation facilities and services that is considerate of a person's gender, physical ability, culture, traditions and other circumstances
Improved access to water	Drinking water from an improved source that is accessible at home or close proximity, available when needed, and free from fecal and priority chemical contamination
Non Revenue water	Water that has been produced and is "lost" before it reaches the customer. Losses can be real losses (through leaks, sometimes also referred to as physical losses) or apparent losses (for example through theft or metering inaccuracies)
Water security	The capacity of a population to safeguard sustainable access to an adequate quantity and acceptable quality of water to sustain livelihoods, human well-being, and socio-economic development; ensure protection from water borne pollution and water related diseases; and preserve ecosystems in a climate of peace and political stability
Social contract	An agreement, either implicit or explicit, governing the behavior of individuals and organizations within a certain context such as in a nation, community, culture. It can also be understood as a code of conduct.