

Draft sustainable services indicators – Support functions

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Indicator: There is a well resourced DWST, consisting of 3 well qualified and experienced staff members, receiving the needed support by CWSA and MMDA

Sub-indicators:

- There is a DWST consisting of 3 staff members (EHA, Engineer, community mobilisation officer)
- MMDA ensures that DWST members have access to facilities like computers, transport facilities, fuel, allowances (T&T) needed in order to do their job
- Back stopping support from CWSA, including routine retraining of the DWST

Data collection method:

- Interview with DWST
- Interview with CWSA regional office
- Interview MMDA

Scoring:

Options	Score
The DWST consists of less than 3 members	0
There is a DWST, consisting of 3 members, but is not sufficiently resources in order to do their jobs	25
There is a DWST, which is sufficiently resourced in order to do their job	50
There is a DWST, which is sufficiently resourced in order to do their job and received irregular retaining	75
There is a DWST, which is sufficiently resources in order to do their job and is regularly retained	100

Indicator: There are efficient monitoring and data flows

Sub-indicators:

- CWSA regional level collects and compiles data and feeds it into DiMES on quarterly basis (small comm., O&M, p 6)
- DWST submits quarterly MOM reports to the regional CWSA office. Regional CWSA office compiles quarterly MOM reports and feeds it into DiMES and submits it to CWSA HQ. (CWSA small comm., O&M, p 6)

Data collection method:

- Interview with DWST
- Interview with CWSA regional office
- Review of monitoring (MOM / Dimes) data

Scoring:

Options	Score
No MOM data is collected and compiled into DiMES	0
Some data is collected by the DWST or the regional CWSA office on irregular basis	25
DWST submits MOM reports to the regional CWSA office on an irregular basis. CWSA regional office collects and compiles data and feeds it into DiMES and submits it to CWSA HQ.	50
DWST submits quarterly MOM reports to the regional CWSA office, which collects and compiles data and feeds it into DiMES on quarterly basis and submits it to CWSA HQ. (CWSA standard)	75
DWST submits quarterly MOM reports to the regional CWSA office, which collects and compiles data and feeds it into DiMES on quarterly basis and submits it to CWSA HQ. The data is used for regional and national level planning.	100

Indicator: MMDA District Water and Sanitation Plan is incorporated into medium term development plans and budget of the assembly, which is used to guide implementation
(General CWSA guidelines, p 9)

Sub-indicators:

- Participatory nature of the development of the District Water and Sanitation Plan
- Presence of a District Water and Sanitation Plan in line with NDPC/CWSA planning guidelines
- Plan incorporated into District Medium term development plan and budget
- District Water and Sanitation Plan guides annual planning and implementation

Data collection method:

- Interview with DWST
- Interview with Planning and Coordination officer at MMDA
- Review of District water and sanitation plan

Scoring:

Options	Score
There is no District water and sanitation plan	0
There is one (or multiple) District water and sanitation plan(s). However, these were developed with little to no participation of the MMDA and DWST and are not used.	25
There is one (or multiple) District water and sanitation plan(s). These were developed by external consultants, with little or no input from the MMDA and DWST but is the basis for annual planning and implementation	50
There is a District Water and Sanitation Plans, developed by the DWST, or by a consultant with intensive participation of the DWST. The plan is the basis for annual planning and implementation and incorporated into MTDP but not in the budget of the Assembly.	75
There is a District Water and Sanitation, developed by the MMDA and DWST, or by a consultant with intensive participation of the MMDA and DWST. The plan incorporated into MTDP and budget of the assembly. (CWSA standard)	100

Indicator: DWST monitors O&M of water facilities in terms of financial, technical and administrative performance (general CWSA, p 9), including periodic audits, and provides support where needed.

Data collection methods:

- Interview with DWST
- Interview with WATSAN

Scoring:

Options	Score
DWST does not monitor O&M of water facilities in terms of financial, technical and administrative performance.	0
DWST sometimes (on ad hoc basis) monitors O&M of water facilities in terms of financial, technical and administrative performance.	25
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance, but does not (immediately) provide the direct support when needed.	50
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance, and provides direct support where needed when challenges are identified.	75
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance, including periodic audits, and provides direct support where needed. (CWSA standard)	100

Indicator: Bye-laws for the WATSANs and WSDBs exist and are enforced effectively

(general guidelines, p 9 / small comm. ,O&M, p 4)

Data collection methods:

- Interview with DWST
- Interview with CWSA

Scoring:

Options	Score
Bye-laws do not exist	0
Bye-laws exist for either WSDBs or WATSANs, or bye-laws exist for both but are not enforced	50
Bye-laws exist for WATSANs and WSDBs and are enforced effectively (CWSA standard)	100

Hand pump specific indicator: MMDA assists the community in case of major repairs and borehole rehabilitation

(CWSA, small comm., O&M, p 2)

Data collection methods:

- Interview with DWST
- Interview with WATSAN

Scoring:

Options	Score
MMDA has never assisted a community in case of major repairs and borehole rehabilitation	0
MMDA occasionally assists communities in case of major repairs and borehole rehabilitation (CWSA standard)	50
MMDA always assists communities in case of major repairs and borehole rehabilitation and has done so in the past	100

Indicator: NGOs and CSOs providing water facilities do so in coordination with the MMDA

Data collection methods:

- Interview with CWSA
- Interview with NGOs

Scoring:

Options	Score
Non of the systems implemented by NGOs and CSOs have been implemented in coordination with the MMDA	0
Less than half of the systems implemented by NGOs and CSOs have been implemented in coordination with the MMDA	25
About half of the systems implemented by NGOs and CSOs have been implemented in coordination with the MMDA	50
More than half of the systems implemented by NGOs and CSOs have been implemented in coordination with the MMDA	75
All systems implemented by NGOs and CSOs have been implemented in coordination with the MMDA	100