

COMPENDIUM OF TOOLS

FOR WATER, SANITATION, AND HYGIENE SYSTEM STRENGTHENING PROGRAMMING



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Tools in this Compendium are open-access and available for use by practitioners, researchers, implementing partners, and others working in the water, sanitation, and hygiene sectors; however, users must abide by any licensing or attribution instructions provided by the individual tool owners.



Ewurabena Yanyi-Akofur (far right) moderates a panel of government, academic, and civil society actors in November 2023 in Accra, Ghana.



Irene Gai during the Stockholm World Water Week session.



Sarah Nehrlich (far left) moderates an interactive activity with workshop participants in November 2024 in Bamako, Mali.

SUMMARY

Over the past decade, systems strengthening approaches have gained significant traction in the water, sanitation, and hygiene (WASH) sector. This is largely due to the approach's focus on promoting sustainable WASH outcomes through engagement and positive influence among network actors and interacting factors that shape WASH service delivery. However, as WASH sector assistance and support transitions towards systems approaches, the associated results and desired outcomes become less readily quantifiable than those of more traditional WASH activities. The recognition that Agenda for Change (A4C) members have diverse tools, techniques, and analytical frameworks for designing, implementing, monitoring, evaluating, and learning from systems strengthening interventions across various contexts inspired the development of this compendium. This publication outlines twenty-one tools already available and in use by A4C members and selected collaborators. It provides insights into various tools and frameworks, including existing gaps in relation to the documentation of qualitative (and, to some extent, quantitative) evidence.

Twenty-one tools were carefully analysed, based on submissions from A4C members and collaborators using a pre-agreed criterion. The goal was to highlight qualitative tools and further engage diverse WASH sector actors in a Thinkshop during World Water Week 2024, with the objective of promoting collective reflection on whether the identified tool clusters generate sufficient qualitative evidence and insight to execute the respective project cycle management stage of a WASH systems strengthening intervention, and to explore mechanisms that can be harnessed to aid the uptake of these tools by different groups of stakeholders.

The 21 tools have been categorized into 13 tool clusters across four generic stages of project cycle management (PCM): planning, implementation, learning, and evaluation. The PCM stages outlined reflect the fact that while governments lead in systems strengthening, delivery occurs within project-based settings. NGOs and A4C members are driving these processes through project cycles, mirroring similar conceptual steps in government processes. The 13 clusters were analysed with the assistance of ChatGPT 40. To ensure data security, the ChatGPT settings were configured to prevent uploaded documents and analysis from being tracked or used for further AI purposes. The information for this analysis was drawn from documents provided by the respective organisations and supplemented by general knowledge of the WASH sector. The analysis followed a structured approach, focusing on key aspects of each tool through seven areas to provide a clear and detailed understanding of each tool's capabilities, enabling stakeholders to make informed decisions when selecting and applying these tools to strengthen WASH systems.

RATIONALE AND PURPOSE

The rationale and purpose of this Compendium of Tools are centred on the strategic priorities of Agenda for Change, particularly in the areas of influencing the uptake of systems strengthening and providing leadership in its implementation within the Water, Sanitation, and Hygiene (WASH) sector.

The Compendium, created through a collaborative effort by WHH and IRC WASH with support from the Agenda for Change Secretariat, aims to provide easy access to WASH systems strengthening tools for members and stakeholders. Its purpose is to facilitate the adoption and practical application of these tools by organisations and individuals involved in WASH programmes. By offering a consolidated collection of tools commonly used in WASH systems programme planning, design, implementation, learning, and evaluation, this document serves as a valuable resource for both new and seasoned practitioners.

Though not exhaustive, the compendium includes some of the most widely used tools within the Agenda for Change community, representing best practices for strengthening WASH systems. This version will be the first of a series of resources, with the intention of continuing to build on and refine this collection in the coming years, ensuring it remains relevant and practical for users.



Agenda for Change members from Guatemala and Honduras gather during a workshop in Comayagua in November 2022.

METHODOLOGY AND OVERVIEW OF TOOLS ANALYSED

The methodological process for developing this compendium consisted of four main steps:

1. IDENTIFICATION AND COMPILATION OF TOOLS

The identification of the tools presented in this document began with a request from the Global Hub of Agenda for Change to its members and collaborators, asking them to provide the tools they have been using in systems-strengthening interventions. A total of 12 member organisations and collaborators responded to this call, contributing 22 tools. The documents describing these tools were provided in various formats (Excel, Word, PDF, and PowerPoint). After receiving this first round of tools, the Global Hub reached out to a number of additional members and collaborators it was aware of, in order to gather further tools and ensure a comprehensive overview.



Trainees of the Biguli Branch Water Operators Mentorship Programme accept their certificates of completion alongside Water For People Uganda Country Director, Cate Nimanya

2. CLUSTERING OF TOOLS AND ASSIGNING THEM TO STAGES IN THE PCM

In a first step, the 21 tools received were manually assigned to **13 pre-identified clusters** and to 4 stages of Project Cycle Management (PCM):

- **PCM Stage 1:** Planning (design, diagnosis, periodic planning). The planning stage covers processes related to design, diagnosis, and periodic planning undertaken by different organisations to inform their respective project interventions. These interventions are based on context analysis and the identification of gaps in the WASH system—including power dynamics, actors, and gender dynamics—to determine the scope and prioritisation of strategies. The analysis identified 17 tools across 9 clusters that fall under this category.
- **PCM Stage 2:** Implementation (monitoring). The implementation stage covers processes related to tracking project progress against plans, noting changes in context, the participation of change agents and other stakeholders, taking corrective action when needed, and developing revised action plans to achieve the objectives and impact defined in the planning stage. The analysis identified 14 tools across 8 clusters that fall within this category.
- **PCM Stage 3:** Learning. The learning stage refers to processes that involve reviewing contextual changes, assessing the contributions of change agents and stakeholders, and identifying key learnings from process interventions to inform necessary adaptations. The analysis identified 5 tools across 5 clusters that fall under this category.
- **PCM Stage 4:** Evaluation. The evaluation stage covers processes related to assessing what has been achieved (both outcomes and project impact) and learning what works and what does not work, in order to inform decisions and the design of future interventions. The analysis identified 16 tools across 9 clusters that fall under this category.

Diagram 1 on the next page shows the 13 clusters of tools and how they are allocated across the four PCM stages – with some tools assigned to multiple stages, as they can indeed be used in various stages of the PCM.

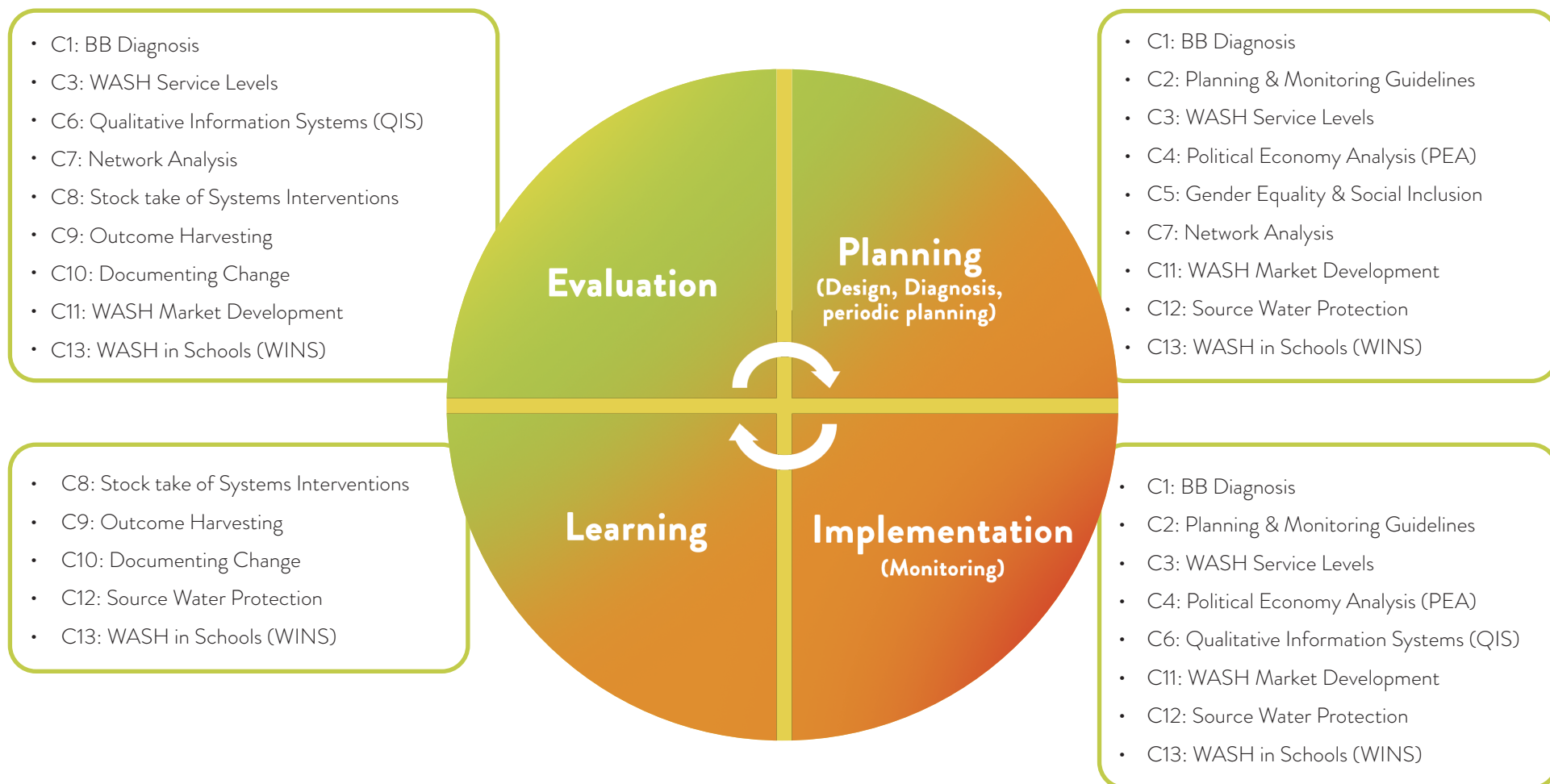


DIAGRAM 1: MAPPING OF TOOL CLUSTERS TO PCM STAGES

3. TOOL- AND CLUSTER-ANALYSIS

The 22 individual tools and 13 clusters were then analysed with the help of Artificial Intelligence (ChatGPT 40). The analysis focused on:

1. Generating a description of the tool, using standardized headings; and
2. Describing commonalities between the tools that belong to a certain cluster. This was done using the steps shown in the diagram below.



AI was assigned the role of a WASH and MEAL expert specialised in WASH systems strengthening. To extend its knowledge base, ChatGPT has been trained on key sector documents and websites, mainly from Agenda for Change and IRC. In addition, basic definitions for PCM phases have been provided.

To begin the individual tool analysis, additional background information on cluster topics was provided, followed by the uploading of the tool itself and documents explaining its application. Finally, AI was asked to analyse the tool along seven agreed-upon aspects (see the left column of the tool analysis).

After all tools were analysed, AI was asked to summarise and draw conclusions at the cluster level by focusing on common purpose, objectives, and functionality using predefined questions.

The AI-generated descriptions for each tool were then summarised on one page and sent to the tool owners for final review and approval. AI prompts and ChatGPT results have been documented and are available on request.

4. REFLECTION WITH AGENDA FOR CHANGE MEMBERSHIP

To deepen the analysis, a reflection session was held as part of Stockholm World Water Week, attended by approximately 40 representatives of Agenda for Change members, as well as other interested stakeholders. This session focused particularly on whether the compiled set of tools would be sufficient for members to undertake each step in the PCM, or whether any gaps existed that needed to be filled, and on how the existing set of tools could be further promoted for uptake. During the session, the tool clusters were presented, and participants reflected on questions such as:

- Do the identified tool clusters generate sufficient qualitative evidence and insight to support that PCM stage of WASH systems strengthening? Are there any additional tools you are familiar with that could complement them?
- Can you identify any gaps in the current tool clusters regarding the generation of qualitative evidence? If so, what should be the priority for further development of the corresponding tools?
- Which mechanisms can be harnessed to aid uptake of these tools by different groups of stakeholders (e.g. national and local government, INGOs)?

The insights from the discussions confirmed not only the potential usefulness of the compendium, but also helped define a more forward-looking agenda for further tool development. In addition, they provided suggestions regarding the balance between standardising tools and adapting them to specific contexts.

OVERVIEW OF TOOLS AND CLUSTERS ANALYSED

The table below summarizes the assignment of individual tools to certain tool-clusters and PCM Stages. Please click in the table to access the cluster summary descriptions or individual tool analysis. The hyperlink [BACK TO TOOL OVERVIEW](#) allows the reader to return to the table at any time.

PCM Stage	Tool Cluster Summary Descriptions	SNV	CRS	CARE	MI Consortium	IRC	Simavi	USAID (SWS)	WaterAid	Water For People	WHH
Planning (design, diagnosis, periodic planning)	Building Block Diagnosis			Click Here	Click Here	Click Here			Click Here	Click Here	Click Here
	Planning & Monitoring Guidelines						Click Here				
	WASH Service Levels		Click Here						Click Here		
	Political Economy Analysis (PEA)								Click Here		
	Gender, Equality & Social Inclusion (GESI)						Click Here		Click Here Click Here		
	Network Analysis							Click Here			
	WASH Market Development	Click Here									
	WRM: Source Water Protection		Click Here								
	WASH in Schools		Click Here								
Implementation (Monitoring)	Building Block Diagnosis			Click Here	Click Here	Click Here			Click Here	Click Here	Click Here
	Planning & Monitoring Guidelines						Click Here				
	WASH Service Levels		Click Here						Click Here		
	Political Economy Analysis (PEA)								Click Here		
	Qualitative Information Systems (QIS)					Click Here					
	WASH Market Development	Click Here									
	WRM: Source Water Protection		Click Here								
	WASH in Schools										
Learning	Stocktake of Systems Intervention										Click Here
	Outcome Harvesting						Click Here				
	Documenting Change					Click Here					
	WRM: Source Water Protection		Click Here								
	WASH in Schools		Click Here								
Evaluation	Building Block Diagnosis			Click Here	Click Here	Click Here			Click Here	Click Here	Click Here
	WASH Service Levels		Click Here						Click Here		
	Qualitative Information Systems (QIS)					Click Here					
	Network Analysis							Click Here			
	Stocktake of Systems Intervention										Click Here
	Outcome Harvesting						Click Here				
	Documenting Change					Click Here					
	WASH Market Development	Click Here									
	WASH in Schools		Click Here								

TABLE 1: OVERVIEW OF PCM-STAGES, TOOL CLUSTERS, AND INDIVIDUAL TOOLS ANALYSED

CONCLUSION

Given the lack of consensus on what constitutes valid evidence for systems strengthening interventions, the tools in this compendium offer a valuable starting point for enhancing collective accountability, learning, and practice within the WASH sector. Although these tools have not undergone peer-reviewed scientific assessment, their use and testing by INGO practitioners indicate their adaptability to broader government programming cycles. Contextualising these tools and collaborating with government and other sector actors beyond WASH is crucial for maximising their impact.

This compendium demonstrates that a range of tools is available to facilitate systems understanding. Selecting a tool appropriate to the specific context and stakeholders is essential. A mixed-methods approach that incorporates both quantitative and qualitative tools is vital to demonstrate progress in delivering sustainable WASH services while recognising contextual nuances. Such an approach fosters confidence in the partnerships developed through a systems strengthening strategy.



Organizers and participants of the Stockholm World Water Week 'Stocktaking' session in August 2024.

WAY FORWARD AND NEXT STEPS

As the WASH sector continues to evolve, the insights and experiences captured in this compendium lay a solid foundation for future systems strengthening initiatives. Moving forward, it is imperative that stakeholders continue to refine and adapt these tools and methodologies to address emerging challenges. The integration of both qualitative and quantitative approaches offers a robust framework for tracking progress and understanding the underlying drivers of change, ensuring that interventions remain responsive and contextually relevant.

Looking ahead, increased collaboration between government bodies, INGOs, and other sector partners is essential to further enhance these tools' adaptability and effectiveness. Capacity building, peer learning and robust evaluation frameworks will play a critical role in refining tool applications and scaling best practices. By fostering an environment of continuous improvement and shared accountability, the WASH community can drive sustainable change, ultimately promoting equitable access to water, sanitation, and hygiene services across diverse contexts.



Workshop participants discuss the roles and responsibilities of those involved in the operation, maintenance, and management of water and sanitation services using WaterAid's 'WhoDoesWater' game (CARE Madagascar)

ANNEX 1: SUMMARY DESCRIPTIONS OF 13 TOOL CLUSTERS



1. BUILDING BLOCK DIAGNOSIS

SUMMARY

WASH systems diagnostic tools are designed to analyse the strengths and weaknesses of WASH systems by evaluating key building blocks at national, subnational or district level.

It is worth noting that some tools focus on specific aspects; for example the Malteser International Consortium tool emphasises human rights in WASH, the Welthungerhilfe tool includes an additional building block on Demand, Behaviour and Political Will, and the WaterAid/CARE tool integrates a Building Block on Private Sector Engagement.

Most tools use a structured Excel format, assessing each building block with a set of indicators, statements, and metrics gathered through data collection, structured questionnaires, and scoring.

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
WASH Building Blocks Diagnostic Tool	Welthungerhilfe
WASH System Building Block Tool	WaterAid
WASH Building Blocks Assessment Tool	Wateraid, CARE Madagascar
Make Rights Real - Systems Strengthening Approach (MMR-SyStA)	Malteser International Consortium
WASH System Building Block Assessment Tool	IRC WASH
Sustainable Services Checklist (SSC)	Water For People

PURPOSE & OBJECTIVES

The tools guide strategic planning and inform interventions for sustainable WASH services by providing a framework for systematic assessment and continuous improvement. They enhance transparency and accountability in service delivery and promote stakeholder engagement and participatory assessments. Structured evaluations, using predefined criteria and both qualitative and quantitative methods, rate the performance and sustainability of WASH components, with active involvement from multiple stakeholders being key.



2. PLANNING AND MONITORING

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
Guidelines for Monitoring and Annual Planning	Simavi

SUMMARY

The Watershed Guidelines for WP Monitoring and Annual Planning is a comprehensive tool developed by SIMAVI to guide monitoring and reflection processes within the Watershed programme. It provides a structured framework for assessing programme outcomes, updating the Theory of Change (ToC) and planning future activities. The guideline emphasises an iterative, collaborative approach, involving multiple stakeholders in both evaluation and planning.

PURPOSE AND OBJECTIVES

The guideline aims to facilitate effective monitoring and reflection within watershed programmes, ensuring that interventions are responsive and adaptive to contextual changes. It seeks to validate and refine the ToC, enabling the programme to achieve its intended outcomes. Additionally, the tool enables implementers to harvest and analyse outcomes to assess progress and supports management by: (i) updating capacity self-assessments (CSA) and developing capacity action plans; (ii) reflecting on and adjusting the ToC based on new insights; and (iii) drafting an annual plan for the upcoming year that aligns with revised strategies and objectives.

FUNCTIONALITY

Serving as a comprehensive monitoring and planning tool, the guideline offers a clear roadmap for data collection, outcome analysis and informed decision-making. It employs both qualitative and quantitative methods, making it a semi-qualitative tool.



3. SERVICE LEVEL ASSESSMENT

SUMMARY

WASH Service Level tools evaluate water, sanitation and hygiene service levels across settings such as households, healthcare facilities and schools. They collect detailed data on the quality, accessibility and reliability of services, establishing a baseline for future evaluations and monitoring.

PURPOSE AND OBJECTIVES

The primary aim is to identify gaps, support evidence-based decision-making and drive progress by capturing both quantitative and qualitative data. This holistic view helps assess the impact on different population groups, including marginalised communities, and ultimately fosters sustainable, reliable water and sanitation services through regular evaluations of Water Service Providers, informed strategic decisions and enhanced accountability.



Participants of the Stockholm World Water Week 'Stocktaking' session in August 2024.

[BACK TO TOOL OVERVIEW](#)

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
WASH Service Level Tool	WaterAid
Sustainability Model for Water and Sanitation Services	CRS



4. POLITICAL ECONOMY ANALYSIS (PEA)

SUMMARY

The PEA Toolkit is a comprehensive framework for navigating the complexities of political, economic, and social systems within the WASH sector. Drawing on established methodologies and tailored experiences, it provides structured tools to understand country contexts, sector dynamics, everyday political shifts, and tactical opportunities. The four integrated sub-tools enable nuanced analysis of power structures, societal norms, stakeholder interests, and the formal and informal systems that influence decision-making.

PURPOSE AND OBJECTIVES

Through workshops, visual mapping, and discussion-based methods, the toolkit is both systematic and adaptable, supporting users in addressing challenges and opportunities from long-term strategy design to immediate tactical responses. Its primary purpose is to empower WASH practitioners to make politically informed decisions by identifying barriers and drivers within the political economy. By analysing stakeholder dynamics, governance structures, and societal norms, the toolkit promotes sustainable, context-sensitive solutions that advance universal and equitable access to water, sanitation, and hygiene, making it an indispensable resource for WASH systems strengthening.

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
Political Economy Analysis Tool	WaterAid



5. GENDER EQUALITY AND SOCIAL INCLUSION (GESI)

SUMMARY

The three documents share a common focus on integrating gender equality and social inclusion (GESI) within the WASH sector. They stress the importance of addressing the needs of marginalised groups, such as women, girls, and persons with disabilities, to ensure equitable access to water, sanitation and hygiene services. Each tool adopts a holistic approach, covering the entire project cycle from planning through implementation to monitoring and evaluation.

PURPOSE AND OBJECTIVES

The primary purpose of all three tools is to foster gender equality and promote the inclusion of marginalised groups within WASH programmes. They aim to empower these groups, challenge harmful gender norms and ensure that WASH services are accessible and beneficial to all community members. The objectives include transforming gender relations, promoting women’s leadership and ensuring that WASH interventions do not perpetuate discrimination or exclusion.

FUNCTIONALITY

The tools provide practical guidance on integrating GESI considerations into WASH projects. They offer frameworks for conducting gender analyses, developing inclusive action plans and monitoring the effectiveness of interventions. Expected outcomes include increased awareness of gender issues, enhanced participation of marginalised groups in decision-making and improved access to WASH services for all. They also aim to shift approaches from merely inclusive to gender-transformative, actively challenging and redefining gender norms.

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
Watershed Report on Social Inclusion	Simavi, with contributions from IRC WASH and Wetlands International
Toolkit on Equality, Non-Discrimination, and Inclusion in WASH	WaterAid
Integrating Gender Equality into WASH Projects Guidance	WaterAid



6. QUALITATIVE INFORMATION SYSTEM (QIS)

SUMMARY

The QIS Tool is designed to convert qualitative data into quantitative scores to assess and monitor the progress and impact of WASH systems. The tool uses ordinal scales and mini scenarios to measure various indicators, facilitating a comprehensive evaluation of WASH initiatives.

PURPOSE AND OBJECTIVES

The QIS Tool aims to monitor and evaluate the effectiveness of WASH interventions, track progress towards Sustainable Development Goal 6, and ensure accountability among partners. It provides a structured framework for assessing WASH system developments, facilitating informed decision-making and continuous improvement, enhancing transparency and accountability in WASH programmes, and promoting Gender, Equality, and Social Inclusion through the inclusion of relevant indicators.



Agenda for Change members complete a facilitated exercise in November 2023 in Accra, Ghana.



7. NETWORK ANALYSIS

SUMMARY

Network Analysis (NA) is an approach for mapping and understanding relationships and interactions among individuals, organisations, or other entities within a network. It provides a structured method for analysing network structure and dynamics by identifying nodes (individuals or organisations) and edges (relationships) connecting them. NA visualises these connections, offering insights into key actors, clusters, and the flow of information or resources, which in turn influence collective action and decision-making.

PURPOSE AND OBJECTIVES

NA aims to identify key actors and their roles, understand the structure and dynamics of relationships, facilitate coordination and collaboration by highlighting connections and gaps, and inform decision-making by providing a clear picture of how entities interact within the network.

FUNCTIONALITY

NA functions by collecting data on the interactions and relationships among network members. This data is then analysed using metrics such as centrality, density, and clustering to elucidate the network’s characteristics.

TITLE OF THE TOOL(S) ANALYSED	REFERENCE
Network Analysis (NA)	USAID, University of Colorado Boulder, Oxford & Rural Focus Ltd.



8. STOCKTAKE OF SYSTEMS INTERVENTION

SUMMARY

The Stocktake Tool is designed to help WASH systems strengthening programmes evaluate their relevance, achievements, and challenges. It offers a structured approach for programme teams to reflect on their work and make informed decisions about future activities.

PURPOSE AND OBJECTIVES

The primary purpose of the tool is to facilitate periodic reflection and adaptation within WASH programmes, ensuring that activities align with desired outcomes and remain relevant in changing contexts. It aims to assess the relevance of programme activities against current needs and priorities, document key achievements and enabling factors, and highlight internal bottlenecks while proposing strategies for improvement.



Panelists share their insights during the Agenda for Change breakfast meeting in Stockholm, August 2023.

[BACK TO TOOL OVERVIEW](#)



9. OUTCOME HARVESTING

TITLE OF THE TOOL(S) ANALYSED	TOOL OWNER
Outcome Harvesting Tool	Simavi

SUMMARY

The Outcome Harvesting Tool is designed to identify, describe, and verify outcomes that a project has influenced. It captures both intended and unintended results, offering a comprehensive view of the broader impacts of interventions—including systemic changes. The tool also identifies the contributing factors to these outcomes, such as the roles of various stakeholders and external influences, and informs future programming decisions through the lessons learned. Its participatory nature fosters stakeholder ownership and prompts subsequent action. The tool works by moving backwards from observed changes rather than forwards from predefined goals. It involves a participatory approach where stakeholders share their perspectives on what has changed and how these changes occurred.

PROCESS

Design: Define what constitutes an outcome.

Data collection: Gather narratives and evidence from stakeholders, capturing both qualitative changes and quantitative data (e.g. the number of people acting on a specific agenda, the number of people receiving access to water supply and sanitation services, and the duration of the change along with influencing factors, such as the start and end dates of an initiative).

Substantiation: Validate the outcomes with additional evidence.

Analysis and interpretation: Analyse the data to understand the contributions of various factors.

Use: Apply insights to improve future projects and foster ownership among those involved in the change.



10. DOCUMENTING CHANGE

SUMMARY

Serves as an introductory document on process documentation within development projects, with a focus on the WASH sector. It emphasises the importance of capturing, analysing, and sharing the processes and changes that occur throughout a project's lifecycle to enhance learning, improve project outcomes, and facilitate innovation and scalability.

PURPOSE AND OBJECTIVES

The primary purpose of this tool is to facilitate continuous learning and adaptation in WASH projects by systematically documenting and analysing change processes. It aims to track meaningful events and changes throughout project implementation, engage stakeholders in the documentation process, provide real-time insights to improve project strategies and outcomes, and disseminate lessons learned to inform future projects and broader development goals.

TITLE OF THE TOOL(S) ANALYSED	TOOL OWNER
Documenting Change: An Introduction to Process Documentation	IRC WASH



11. WASH MARKET DEVELOPMENT

SUMMARY

Serves as an introductory document on process documentation within development projects, with a focus on the WASH sector. It emphasises the importance of capturing, analysing, and sharing the processes and changes that occur throughout a project's lifecycle to enhance learning, improve project outcomes, and facilitate innovation and scalability.

PROCESS

The primary purpose of this tool is to facilitate continuous learning and adaptation in WASH projects by systematically documenting and analysing change processes. It aims to track meaningful events and changes throughout project implementation, engage stakeholders in the documentation process, provide real-time insights to improve project strategies and outcomes, and disseminate lessons learned to inform future projects and broader development goals.

TITLE OF THE TOOL(S) ANALYSED	TOOL OWNER
Tools/Methodologies for Strengthening Consumer Demands and Finance	SNV



12. SOURCE WATER PROTECTION

SUMMARY

A web-based resource developed to guide the integration of SWP into WASH programming. The toolbox functions as a dynamic, wiki-style platform that allows practitioners to access and contribute to tools, guidance, and resources. It supports flexible and adaptable approaches for sustainable water resource management, leveraging existing resources and publications to streamline WASH interventions that focus on source water protection.

PURPOSE AND OBJECTIVES

The primary purpose of the SWP Toolbox is to enhance WASH programming by embedding source water protection strategies that prevent contamination and ensure the sustainability of water sources. The objectives are to provide adaptable and practical guidance for WASH practitioners, promote resourceful use of existing tools and references, and encourage community and stakeholder involvement in source water protection initiatives. The tool seeks to enable practitioners to approach water protection holistically, ensuring long-term water quality and availability.

TITLE OF THE TOOL(S) ANALYSED	TOOL OWNER
Source Water Protection (SWP) Toolbox	CRS



13. WASH IN SCHOOLS

SUMMARY

Summary: The WINS Virtual Toolbox is an online resource designed to guide schools in West Africa to develop and maintain effective WASH programs. The toolbox provides a structured approach to achieving key WASH outcomes, incorporating step-by-step guidance, resources, and best practices for stakeholder engagement, planning, hygiene education, infrastructure maintenance, and monitoring.

PURPOSE AND OBJECTIVES

The primary purpose of the WINS Toolbox is to empower schools with tools and knowledge necessary to establish sustainable WASH systems, ensuring access to safe drinking water stored safely in classrooms, promoting the use of gender-friendly latrines that are well-maintained, fostering handwashing practices at critical times, integrating participatory hygiene education that engages students through child-centred learning, and enabling school-led WASH management to sustain results and encourage school ownership of WASH outcomes.

TITLE OF THE TOOL(S) ANALYSED	TOOL OWNER
WASH in Schools (WINS) Virtual Toolbox	CRS



ANNEX 2: INDIVIDUAL TOOL ANALYSIS



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

CARE Madagascar, WaterAid, RANO Maharita Consortium

WASH Building Blocks Assessment Tool

ACCESS: [CLICK HERE](#)



TOOL SUMMARY AND DESCRIPTION

The CARE Madagascar WASH Building Blocks Assessment Tool evaluates the strength and functionality of WASH systems at various levels (national, regional, local) through structured group discussions and rating sessions. The tool uses predefined questions to assess each building block's performance and effectiveness.

List of Building Blocks analysed:

- Policy, strategy, and planning
- Institutional arrangements and capacity
- Coordination and integration
- Financing
- Service delivery and behaviour change
- Monitoring
- Accountability and regulation
- GESI
- Environment and water resources
- Government leadership
- Active and empowered people and communities
- Private sector engagement

Scoring system: Each building block is rated based on predefined criteria, with ratings ranging from “Non-existent / Very Low” to “Strong / Fully Compliant.” The scores are determined through group discussions and narrative justifications that describe the current state and challenges of each building block.

PURPOSE

Purpose served: To provide a comprehensive evaluation of the WASH system's strengths and weaknesses, inform strategic planning, and promote sustainable and inclusive WASH services.

Purpose not served: The tool is not intended for evaluating the performance of specific projects or short-term interventions.

LIMITATIONS

The tool requires extensive preparation and coordination among stakeholders, which can be resource intensive. The reliance on participant perspectives can introduce subjectivity, and the tool may not be ideal for rapid assessments.

The tool's detailed and comprehensive nature might limit its applicability in situations requiring quick and straightforward assessments. (ChatGPT Input based on general knowledge in the WASH sector.)

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during the planning, monitoring, and evaluation stages. It is particularly useful for baseline assessments and periodic evaluations to track changes in system strength.

Subsector: Applicable across various WASH subsectors, including schools and healthcare facilities.

TYPE OF MEASUREMENT

The CARE Madagascar WASH Building Blocks Assessment Tool is semi-qualitative in nature. It combines qualitative assessments through group discussions and narrative justifications with quantitative ratings to provide a holistic evaluation.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The CARE Madagascar WASH Building Blocks Assessment Tool is semi-qualitative in nature. It combines qualitative assessments through group discussions and narrative justifications with quantitative ratings to provide a holistic evaluation.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

IRC (International Water and Sanitation Centre)

WASH Building Blocks Assessment Tool

ACCESS: [CLICK HERE](#)

FURTHER INFORMATION: INFO@IRCWASH.ORG



TOOL SUMMARY AND DESCRIPTION

The IRC WASH System Building Block Assessment Tool is designed to analyse the strengths and weaknesses of WASH systems by evaluating key building blocks at national or district levels. The tool uses a structured Excel format where each building block is assessed using a series of statements, scored from 1 to 5, with an explanation and references for each score. This participatory tool involves key stakeholders in the assessment process.

List of Building Blocks analysed:

- Policy, strategy, and planning
- Institutional arrangements and capacity
- Coordination and integration
- Financing
- Service delivery and behaviour change
- Monitoring
- Accountability and regulation
- GESI
- Environment and water resources

Scoring system: Each statement within a building block is rated from 1 (non-existent/very weak) to 5 (fully compliant/very strong), with an option for N/A if not applicable. The scores are averaged for each building block and visualized with a traffic light system (red to dark green) to provide a snapshot of strengths and weaknesses.

PURPOSE

Purpose served: To provide a comprehensive assessment of the WASH system's performance, identify weak points, and guide interventions for greater impact and sustainability. The tool aims to facilitate discussions among stakeholders to align and target efforts effectively.

Purpose not served: The tool is not intended to compare the relative strength of WASH systems between different districts or countries, as the assessments are subjective.

LIMITATIONS

The tool is dependent on the judgment of the assessors, which can introduce subjectivity. It requires significant stakeholder participation and may not provide real-time assessments.

The subjective nature of the scoring without clear definitions can limit the comparability of results across different contexts. (ChatGPT Input based on general knowledge in the WASH sector.)

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during planning, monitoring, and evaluation stages, particularly useful for baseline assessments and tracking changes over time.

Subsector: Applicable across various WASH subsectors, including schools and healthcare facilities.

TYPE OF MEASUREMENT

The IRC WASH System Building Block Assessment Tool is semi-qualitative in nature. It combines qualitative assessments with quantitative scoring to provide a detailed evaluation.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool explicitly includes aspects of GESI, assessing how these considerations are integrated into WASH policies, plans, and service delivery to ensure inclusiveness and sustainability.



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

WaterAid

WASH System Building Block Tool

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION: PSUADMIN@WATERAID.ORG



TOOL SUMMARY AND DESCRIPTION

The WaterAid WASH System Building Block Tool is designed for assessing the strength and functionality of WASH systems at both national and sub-national levels. The tool uses a structured approach to evaluate various building blocks through a combination of guiding questions, group discussions, and ratings.

List of Building Blocks analysed:

- Policy, strategy, and planning
- Institutional arrangements and capacity
- Coordination and integration
- Financing
- Service delivery and behaviour change
- Monitoring
- Accountability and regulation
- GESI
- Environment and water resources
- Government leadership
- Active and empowered people and communities

Scoring system: Each building block is rated based on predefined criteria. The rating scale typically ranges from “Non-existent / Very Low” to “Strong / Fully Compliant,” reflecting the strength and effectiveness of each building block. Ratings are determined through group discussions and narratives that justify the scores given.

PURPOSE

Purpose served: To provide a comprehensive understanding of the strength of WASH systems in specific geographic areas, to promote collective action in addressing system weaknesses, to track changes over time, and to adapt WASH interventions accordingly.

Purpose not served: The tool is not intended for assessing the effectiveness of WaterAid’s work or progress in specific programmes. Instead, it evaluates the overall WASH system’s strength, influenced by all actors and factors within the system.

LIMITATIONS

The tool may require significant preparation and facilitation to ensure accurate and unbiased assessments. The reliance on participant perspectives can introduce subjectivity, and the tool may not be suitable for rapid assessments in emergency contexts.

The tool’s detailed and comprehensive nature might limit its applicability in situations requiring quick and straightforward assessments. (ChatGPT Input based on general knowledge in the WASH sector.)

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during the planning, monitoring, and evaluation stages. It is particularly useful for baseline assessments and periodic evaluations to track changes in system strength.

Subsector: Applicable across various WASH subsectors, including schools and healthcare facilities.

TYPE OF MEASUREMENT

The WaterAid WASH System Building Block Tool is semi-qualitative in nature. It combines qualitative assessments through group discussions and narrative justifications with quantitative ratings to provide a holistic evaluation.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool explicitly includes aspects of GESI. It assesses the extent to which gender and social inclusion considerations are integrated into WASH policies, plans, and service delivery, ensuring that marginalised groups are considered and involved.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

Water For People

Sustainable Services Checklist

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION: INFO@WATERFORPEOPLE.ORG



TOOL SUMMARY AND DESCRIPTION

The Water For People Sustainable Services Checklist (SSC) evaluates the sustainability of WASH services through a set of indicators and metrics. Each indicator is scored on a scale from 0 to 10 based on predefined criteria, with the aim of assessing various aspects of service sustainability. The tool involves structured data collection through interviews, document reviews, and site visits. The results are used to create a summary of sustainability levels, guiding improvement strategies.

List of Building Blocks analysed:

- Service provider structure, finances, and staffing
- Operation and maintenance
- Water resources management
- Equity and inclusion

Scoring system: Each metric within an indicator is scored from 0 to 10 based on the degree of compliance with predefined criteria. The metric definitions and scoring rubric can be contextualized to the specific district as needed. The overall score for each building block is then calculated as an average of the metric scores. The scoring methodology uses a traffic light system to visualize sustainability levels, with scores categorized into different sustainability levels (Inadequate, Basic, Intermediate, High).

PURPOSE

Purpose served: To assess the sustainability of WASH services across an entire district, identify areas for improvement, and guide interventions to enhance long-term service reliability and effectiveness.

Purpose not served: The tool is not designed for real-time monitoring or detailed technical assessments of individual WASH projects.

LIMITATIONS

The tool requires thorough data collection and stakeholder participation, which can be resource-intensive. The reliance on predefined criteria may not capture all contextual nuances.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during the planning, monitoring, and evaluation stages. It is particularly useful for baseline assessments and tracking sustainability over time.

Subsector: Applicable across various WASH subsectors, including schools and healthcare facilities.

TYPE OF MEASUREMENT

The Water For People SSC is semi-qualitative in nature. It combines qualitative assessments through structured interviews and document reviews with quantitative scoring to provide a comprehensive evaluation.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool includes aspects of GESI, assessing how these considerations are integrated into service delivery and community engagement to ensure equitable and sustainable WASH services.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

Welthungerhilfe (WHH) in cooperation with Aguaconsult

WASH Building Block Diagnostic Tool

ACCESS/FURTHER INFORMATION:
WASH@WELTHUNGERHILFE.DE



TOOL SUMMARY AND DESCRIPTION

The tool is designed to evaluate the performance and sustainability of WASH systems by analysing key components, referred to as building blocks. It utilizes a combination of data collection, structured questionnaires, and scoring to assess various aspects of WASH systems.

List of Building Blocks analysed:

- Institutional arrangements
- Service delivery and infrastructure
- Regulation and accountability
- Inclusive planning
- Finance
- Monitoring
- Water resources and environment
- Learning and adaptation
- Demand and political will

Scoring system: The scoring is based on predefined criteria within each building block. Each block is scored according to specific indicators, with detailed examples provided to guide the scoring process. Scores are typically presented on a scale, such as 0–3 or 0–5, to indicate levels of performance or presence of key elements.

PURPOSE

Purpose served: The primary purpose of the tool is to provide a comprehensive evaluation of the critical components of WASH systems, identify strengths and weaknesses, and inform strategic planning and improvements. It aims to enhance the sustainability and effectiveness of WASH interventions.

Purpose not served: The tool may require significant resources in terms of time and personnel for data collection and analysis. It also relies heavily on the availability and accuracy of data, which can be a constraint in some contexts. Additionally, the tool may not capture real-time dynamic changes in the WASH system effectively.

LIMITATIONS

The tool requires thorough data collection and stakeholder participation, which can be resource-intensive. The reliance on predefined criteria may not capture all contextual nuances.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used primarily in the planning and monitoring stages. It can also be applied during the evaluation stage to assess the effectiveness and sustainability of implemented interventions.

Subsector: The tool is versatile and can be applied to various subsectors within WASH, including both rural and urban contexts.

TYPE OF MEASUREMENT

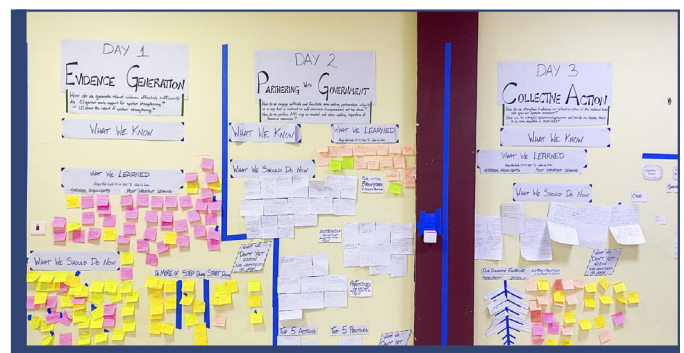
The WHH WASH Building Blocks Diagnostic Tool is semi-qualitative in nature. It combines qualitative assessments through structured questionnaires and qualitative indicators with quantitative scoring to provide a comprehensive evaluation.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool includes aspects of GESI. Indicators related to inclusive planning and regulation explicitly consider the needs and participation of marginalized groups, ensuring that WASH interventions are equitable and inclusive.



Meeting of the ACEP of Gogunou, whose president is a woman. (Stéphane B/Helvetas Bénin)



Agenda for Change Learning Wall in November 2023, Accra, Ghana.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: BUILDING BLOCK DIAGNOSIS

Malteser International, WASH United, German Toilet Organisation, RSDC Nepal, VcA Uganda, CAFOMI Uganda, UNNATI India

Make Rights Real – Systems Strengthening Approach

FURTHER INFORMATION:
MRR-SYSTA@WASHNET.DE



TOOL SUMMARY AND DESCRIPTION

Summary: The Building Blocks checklist used in the Make Rights Real – Systems Strengthening Approach (MRR-SyStA) is a combination of the building blocks checklist of IRC and WHH and includes indicators relevant to human-rights.

Description: The MRR-SyStA enables local government staff to uphold the right to water and sanitation by using a building blocks checklist during assessment workshops led by government actors. In advance of these workshops, NGO staff engage regularly with local government to support their work. Using indicators derived from the IRC building blocks, sector and community representatives discuss the current status of WASH services and identify effective interventions for area-wide planning. Operated as an Excel-based template, the tool combines qualitative and quantitative inputs—collected through key informant interviews and focus group discussions—to score and evaluate WASH systems. Overall, the approach fosters a participatory process that engages government officials, community members, and other stakeholders for comprehensive and accurate assessments.

PURPOSE

Purpose served: The primary purpose of the tool is to assess WASH service levels based on the building blocks and human rights aspects related to WASH systems. All five human rights principles were included in the checklist: participation, accountability, sustainability, transparency/access to information, and equality/non-discrimination. This ensures that interventions planned based on the analysis align with the human rights to water and sanitation. It aims to provide a comprehensive understanding of the status and challenges within WASH systems, facilitating evidence-based planning and decision-making.

Purpose not served: The tool is not designed for real-time monitoring of WASH services or for detailed technical assessments of infrastructure quality. It focuses more on the human rights and governance aspects rather than the technical specifications of WASH facilities.

LIMITATIONS

The tool's limitations include potential biases in data collection and analysis due to its reliance on qualitative inputs. The scoring can be subjective, especially in complex settings where diverse stakeholder perspectives may influence the outcomes. Additionally, the tool may not fully capture the technical aspects of WASH infrastructure, limiting its use for detailed engineering assessments.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used in the planning stage to assess the baseline status of WASH systems, inform strategic planning, and prioritize interventions. It can also be applied in the monitoring and evaluation stage to evaluate the impact of implemented interventions on human rights aspects.

Subsector: It has been applied across different subsectors within WASH, including water supply, sanitation, and hygiene promotion. The tool is particularly relevant for assessing whether human rights are upheld, especially for marginalised communities or areas with high vulnerability.

TYPE OF MEASUREMENT

The tool is semi-qualitative in nature. It combines elements of both quantitative data collection (through numerical scoring and measurement) and qualitative methodologies (through open-ended questions and subjective assessments).

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool explicitly includes aspects of GESI, ensuring that these elements are considered in the assessment process as part of the five human rights principles. It aims to identify inequalities and barriers faced by different population groups, including women, children, and marginalized communities.

CONCLUSION AND ADDITIONAL COMMENTS

The MRR-SyStA adds human rights to water and sanitation as a new layer. Overall, it builds on existing work in the sector aiming at harmonization between different actors.



Participants of the Agenda for Change Regional Meeting in Accra, Ghana complete various facilitated exercises in November 2023.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: PLANNING & MONITORING

Simavi

Watershed Guidelines for Monitoring Work Packages (WP) and Annual Planning

FURTHER INFORMATION:
INFO@SIMAVI.NL



TOOL SUMMARY AND DESCRIPTION

Summary: The guideline provides a framework for monitoring and reflection to support annual planning in work packages (WPs) within the Watershed programme. It outlines a structured approach to capturing, analysing, and utilizing data to refine the Theory of Change (ToC) and guide the planning process for the following year. This process is essential for learning and steering the program.

Description of the 7 Steps:

- **Harvest outcomes:** Collect observable changes in the environment beyond the control of Watershed partners. This includes both expected and unexpected outcomes that align with the ToC.
- **Facilitate updating Capacity Self-Assessments (CSA):** Assess the capacities of implementing partners through facilitated sessions, documenting the findings in CSA files.
- **Facilitate development of Capacity Action Plans (CAP):** Develop action plans based on CSA findings, focusing on three prioritised capacity elements.
- **Sensemaking of the harvested outcomes:** Analyse and interpret outcomes, relating them to the ToC to assess progress and validate causal assumptions.
- **Zoom out to the context (factors and actors):** Consider external factors and actors to refine the context analysis and ensure the programme's relevance.
- **Adapt the ToC:** Update the ToC based on new insights and changes in the context to maintain its relevance and accuracy.
- **Draft the WP annual plan:** Develop a comprehensive plan for the upcoming year, integrating insights from previous steps and aligning activities with the revised ToC.

PURPOSE

Purpose served: The guideline is designed to facilitate the monitoring and reflection process for annual planning, ensuring that the program remains adaptive and responsive to changes. It helps in validating the ToC, assessing the effectiveness of strategies, and planning future activities.

Purpose not served: The guideline does not cover the annual reporting process or provide detailed methods for other types of evaluations outside of the specified monitoring and reflection scope.

LIMITATIONS

The guideline may not fully address all aspects of program evaluation, such as in-depth qualitative assessments or detailed quantitative analysis beyond outcome harvesting. It also primarily focuses on the internal processes of the Watershed program and may not be fully applicable to other contexts or sectors without adaptation.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The guideline is applicable in the monitoring and evaluation stage of the project cycle. It is primarily used to assess ongoing progress, refine the ToC, and plan for future activities.

Subsector: It has been used in the water, sanitation, and hygiene (WASH) subsector, on advocacy, capacity building, and integration of WASH with integrated water resources management (IWRM).

TYPE OF MEASUREMENT

The guideline can be classified as semi-qualitative in nature. It combines qualitative methods (such as narrative descriptions and reflections on outcomes) with some quantitative aspects (like tracking progress through specific indicators and categorization).

GENDER, EQUALITY, AND SOCIAL INCLUSION

The guideline includes considerations for GESI, particularly in the analysis and interpretation of outcomes. It emphasizes the importance of social inclusion in the ToC and encourages the identification of outcomes related to marginalized groups. However, the extent and depth of these considerations may vary depending on the implementation and focus of specific partners within the program.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: WASH SERVICE LEVELS

WaterAid

WASH Service Level-Tool

FURTHER INFORMATION:
PSUADMIN@WATERAID.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The WASH service level tool is designed to assess the quality, accessibility, and reliability of water, sanitation, and hygiene services across different settings, including households, healthcare facilities (HCFs), and schools. It aims to establish a comprehensive baseline of WASH services, allowing for the evaluation of progress towards universal, sustainable, and safe WASH access.

Description: The tool is structured into several sections, each corresponding to a different type of survey: household, HCFs, and community level questions. It includes pre-defined questions aligned with the Joint Monitoring Programme core questions, alongside additional questions to capture specific data points such as water quality, sanitation facilities, hygiene practices, and more. The data collection process involves enumerators conducting surveys based on a sampling methodology, with the data being recorded and analysed through a dedicated data management platform, mWater.

PURPOSE

Purpose served: The primary purpose of the tool is to assess the current state of WASH services in various contexts, identify gaps and areas for improvement, and provide a baseline for tracking progress over time. It supports evidence based decision-making and helps tailor interventions to specific needs.

Purpose not served: The tool does not directly evaluate the effectiveness of specific WASH interventions or projects. It also does not cover detailed financial analysis or economic assessments of WASH services.

LIMITATIONS

Scope: It primarily focuses on service levels and may not fully capture the broader context or underlying systemic issues in WASH service provision.

Data collection dependence: The accuracy of the tool's outputs heavily depends on the quality and reliability of data collected, which can be influenced by the training and expertise of enumerators.

Resource intensive: Implementing the tool requires significant resources, including time, personnel, and equipment, which may not always be available in resource-constrained settings.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during the planning stage to establish baselines, the implementation stage to monitor ongoing projects, and the monitoring and evaluation stage to assess outcomes and impact.

Subsector: The tool is relevant across all WASH subsectors, including water supply, sanitation, and hygiene. It can be applied to households, healthcare facilities, and schools.

TYPE OF MEASUREMENT

The tool is semi-qualitative in nature, combining both quantitative data (e.g., number of facilities, water quality metrics) and qualitative assessments (e.g., user satisfaction, hygiene practices).

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool includes considerations for GESI, particularly by disaggregating data by gender and disability status. For example, it assesses menstrual hygiene management practices in households with female respondents and considers the accessibility of WASH services for people with disabilities.



Workshop participants assess the strength of the WASH system from a gender perspective in Kampong Chhnang Province, Cambodia as part of WaterAid's SusWASH programme funded by H&M Foundation (WaterAid/H&M Foundation)

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: WASH SERVICE LEVELS

Catholic Relief Services

Sustainability Model for Water and Sanitation

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION:
INFO@AZURE.COM.SV



TOOL SUMMARY AND DESCRIPTION

Summary: The Water Service Provider (WSP) Monitoring System is a digital tool designed by the Azure Initiative under CRS, modelled on the SIASAR system developed by the World Bank and several national governments in Latin America. This tool is hosted on the mWater platform, established in 2017 and first used in Central America in 2018, it evaluates the performance of Water Service Providers (WSPs) using a structured approach based on 12 sustainability indicators across eight categories. The categories include: water access, continuity of service, water use management, water quality, financial capacity, sanitation, water source/environmental protection, and gender practices.

The tool follows a step-by-step methodology:

- 1. Initial Baseline Diagnostic:** This step is conducted when a WSP is first engaged to determine their initial service level.
- 2. Periodic Evaluation:** The evaluation is repeated periodically, especially after the completion of relevant projects, to track progress and monitor improvements.
- 3. Indicator Assessment:** Each of the 12 indicators within the eight categories is assessed individually and scored from A (excellent) to D (poor). Categories include water access, water quality, continuity of service, financial capacity, and others.
- 4. Averaging Scores:** The scores across all indicators are averaged to provide an overall service level for the WSP.

The SIASAR-based model supports systematic monitoring through standardised data collection, ensuring comparability across regions and organisations.

PURPOSE

Purpose served: The primary purpose of the tool is to monitor and assess the performance of WSPs, providing an evidence-based method to measure and encourage progress. It aims to support the movement of WSPs towards higher service levels (A and B) and guide improvement efforts by highlighting key areas needing attention. The objectives focus on ensuring sustainable and reliable water and sanitation services by periodically evaluating WSPs, informing strategic decisions, and fostering accountability within service delivery systems.

Purpose not served: The tool does not serve as a comprehensive engineering diagnostic or a replacement for in-depth technical assessments. It is not designed for direct project management or financial auditing outside its defined indicators. Additionally, while the tool can assess progress, it does not inherently provide solutions for addressing identified issues.

LIMITATIONS

The tool's adaptability beyond its original Central American context may require modifications to suit different regional needs. Limitations exist in the granularity of technical and engineering-specific assessments, which may be necessary for detailed infrastructure diagnostics. The system's reliance on periodic data collection may lead to gaps in real-time monitoring unless supported by continuous data entry protocols.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool is primarily used in the monitoring and evaluation stage of the project cycle. This stage involves tracking the progress and assessing the outcomes of WSP activities.

Subsector: The tool has been specifically applied within the rural water and sanitation subsector, as demonstrated by its initial deployment in El Salvador (2018) and Honduras (2020), and Guatemala (2023).

TYPE OF MEASUREMENT

The tool is semi-qualitative in nature. It combines quantitative scoring (A to D ratings) for each indicator with qualitative assessments embedded in the criteria definitions (e.g., compliance with national standards or implementation of environmental plans).

GENDER, EQUALITY, AND SOCIAL INCLUSION

One of the tool's 12 indicators assesses gender equality practices in WSPs, evaluating whether gender policies and women in leadership roles are in place. However, while the tool highlights gender equity, its coverage of broader social inclusion could be expanded to include more vulnerable groups for a more comprehensive assessment.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: POLITICAL ECONOMY ANALYSIS

WaterAid, University of Birmingham, the World Bank, ODI

Political Economy Analysis

ACCESS: [CLICK HERE](#)

FURTHER INFORMATION: PSUADMIN@WATERAID.ORG



TOOL SUMMARY AND DESCRIPTION

Consisting of Four Sub-tools:

- Country Strategy Tool / WaterAid
- Everyday Tool / WaterAid, adapted from the Development Leadership Programme (University of Birmingham)
- Sector Strategy Tool / WaterAid, with insights from the World Bank and ODI frameworks
- Tactical Tool / WaterAid, with insights from the World Bank's Problem-driven Governance and Political Economy Analysis

Country Strategy Tool: Synthesizes existing approaches to Political Economy Analysis to understand the political and economic context at the country level. It is designed to help WaterAid build structured analyses for strategic reflection and country strategy design. Involves workshops to analyse country characteristics, power relations, rules, and ideas, culminating in plotting the country's political economy within a PEA Cube.

Everyday Tool: Uses a checklist with core questions and discussion points for quick political analysis, suitable for individual or group use. This simplified framework helps frontline staff understand the evolving political context and make informed daily decisions, integrating political insights into their practices. It provides a condensed checklist for quick political analysis to integrate political insights into everyday business practices.

Sector Strategy Tool: Employs a structured workshop to analyse sector-specific political economy features, create a PEA map, and develop strategic sectoral programs. Focused on achieving universal access in individual sectors, this tool helps understand the politics and relationships that shape how change happens at the sector level. It draws on various frameworks to analyse sectoral programs and influence plans.

Tactical Tool: Utilizes workshops to define issues, analyse current political economy features, map these features around desired changes, and develop tactical approaches. This tool addresses specific micro-level issues and changes, providing insights into the politics and relationships that govern how change happens within individual issues. It aims to identify tactical approaches for achieving strategic objectives.

PURPOSE

Purpose served:

- Country Strategy Tool: To provide structured political economy analyses for strategic reflection and country strategy design.
- Everyday Tool: To enable frontline staff to make quick, politically informed decisions and integrate political insights into daily business practices.
- Sector Strategy Tool: To analyse sector-level political and economic dynamics to inform strategic sectoral programs and influence plans.
- Tactical Tool: To address specific challenges and opportunities with tactical approaches for achieving strategic objectives.

Purpose not served:

- Country Strategy Tool: Not intended for daily operational decision-making or micro-level issue analysis.
- Everyday Tool: Not designed for long-term strategic planning or comprehensive sector analysis.
- Sector Strategy Tool: Not focused on detailed technical assessments or project management tasks.
- Tactical Tool: Not suitable for broad, systemic issues due to its focus on specific micro-level challenges.

LIMITATIONS

All tools depend heavily on the availability and accuracy of information, and their quality can be affected by the subjectivity and bias of participants' assessments. Moreover, some tools—particularly the Country and Sector Strategy Tools—demand significant time and resources for implementation, while the focused scope of the Everyday and Tactical Tools may limit their ability to capture broader systemic issues.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

- Country Strategy Tool: Used primarily during the planning stage for strategic reflection and country strategy design.
- Everyday Tool: Applied during the implementation stage for daily decision-making and during monitoring and evaluation to adjust strategies.
- Sector Strategy Tool: Utilized during the planning stage for designing sectoral programs and influence plans, and during monitoring and evaluation to reassess strategies.

TYPE OF MEASUREMENT

All four tools are qualitative in nature.

GENDER, EQUALITY, AND SOCIAL INCLUSION

- Country Strategy Tool: Encourages consideration of social norms and inequalities, including gender equity.
- Everyday Tool: Prompts consideration of how social norms and constraints affect different groups, including women and marginalised communities.
- Sector Strategy Tool: Highlights the importance of inclusive strategies, considering social structures and gender inequalities.
- Tactical Tool: Encourages analysis of how different social groups are affected by specific issues and changes, integrating aspects of GESI.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: GENDER EQUALITY AND SOCIAL INCLUSION (GESI)

Simavi, with active involvement and input from IRCWASH and Wetlands International

Watershed Report on Social Inclusion

ACCESS/FURTHER INFORMATION:
INFO@SIMAVI.NL



TOOL SUMMARY AND DESCRIPTION

Summary: The Simavi Watershed Report on Social Inclusion serves as a guiding document aimed at operationalizing social inclusion within WASH strategies and programs. The tool is developed to support the Dutch Ministry of Foreign Affairs (MFA) and its implementing partners in ensuring that their efforts to provide water, sanitation, and hygiene services are inclusive of marginalised and vulnerable groups.

Description: The tool operates through a structured approach comprising several stages:

- **Input:** Identifying the need for social inclusion and ensuring resources are available.
- **Assessment:** Conducting thorough situational analyses, including baseline studies and gender and social inclusion assessments.
- **Planning and design:** Developing specific objectives, activities, and indicators that address identified issues. This phase includes setting up the necessary frameworks to achieve substantive equality and inclusion.
- **Implementation:** Actualizing the planned interventions, ensuring that implementers are trained and equipped to address social inclusion.
- **Monitoring:** Regularly collecting and analysing data to track progress towards inclusion goals. This includes feedback mechanisms and the participation of marginalized groups.
- **Learning and reporting:** Documenting lessons learned, evaluating the effectiveness of inclusive practices, and sharing outcomes to inform future projects.

PURPOSE

Purpose served: The primary purpose of the tool is to ensure that WASH services reach all segments of the population, particularly those who are marginalized or vulnerable. It aims to align WASH programs with the “Leave No One Behind” agenda of the Sustainable Development Goals (SDGs), particularly SDG 6. The tool provides a framework for assessing and addressing barriers to access and inclusion, ensuring that WASH services are equitable and non-discriminatory.

Purpose not served: The tool does not serve as a technical manual for WASH infrastructure development. It also does not provide a one-size-fits-all solution, as it requires adaptation to local contexts and specific marginalized groups.

LIMITATIONS

The tool may face limitations in contexts with limited resources or where there is resistance to change from entrenched socio-cultural norms. The requirement for detailed data collection and analysis can be resource-intensive. Additionally, the effectiveness of the tool is dependent on the commitment and capacity of the implementing agencies to adopt inclusive practices.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used throughout the entire project cycle, including planning, implementation, and monitoring and evaluation stages.

Subsector: It is applicable across various WASH subsectors, including water supply, sanitation, and hygiene promotion. The tool is particularly relevant in projects aimed at addressing inequities in service provision and ensuring that marginalized groups are adequately served.

TYPE OF MEASUREMENT

The tool is semi-qualitative in nature, as it combines qualitative methodologies (such as participatory approaches, focus group discussions, and case studies) with quantitative elements (such as disaggregated data collection and analysis). This blend allows for a comprehensive assessment of social inclusion in WASH projects.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool explicitly incorporates aspects of GESI. It emphasizes the need to include women, girls, persons with disabilities, and other marginalised groups in all stages of the WASH program cycle. The tool outlines strategies to ensure that these groups have equitable access to services and are involved in decision-making processes. It also includes specific guidelines on addressing the unique challenges faced by these groups, ensuring that their needs and rights are prioritized.



TOOL CLUSTER: GENDER EQUALITY AND SOCIAL INCLUSION (GESI)

WaterAid

Toolkit on Equality, Non-Discrimination, and Inclusion in WASH

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION:
PSUADMIN@WATERAID.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The toolkit provides comprehensive guidance and tools for WASH practitioners to embed principles of equality, non-discrimination, and inclusion into their work. It emphasizes the importance of considering the needs and rights of marginalised groups, ensuring that WASH services are accessible to all.

Description: The toolkit is structured into several sections that guide users through understanding key concepts, identifying marginalized groups, and taking practical actions. Key components include:

- **Get informed:** Introduces concepts such as equality, equity, non-discrimination, and inclusion, and explains how these apply to WASH.
- **Understand marginalisation:** Helps users identify who may be marginalised in specific contexts and understand the barriers they face.
- **Take action:** Provides practical tools for awareness-raising, self-assessment, planning, implementation, and monitoring. This includes tools like the “Game of Life” for awareness-raising, checklists for assessing inclusion, and methodologies for collecting disaggregated data.

PURPOSE

Purpose served: The primary purpose of the toolkit is to support WASH programmes in becoming more inclusive by addressing the specific needs of marginalised groups. It seeks to ensure that all individuals, regardless of their gender, disability, age, or health status, can access WASH services. The toolkit aligns with WaterAid’s strategic aim to challenge inequalities and promote the realization of human rights to water and sanitation.

Purpose not served: The toolkit is not designed as a technical manual for constructing WASH infrastructure. It also does not provide detailed guidelines for financial management or logistical aspects of WASH projects.

LIMITATIONS

The toolkit requires a high level of commitment from practitioners and organisations to be effective. It is context-dependent, meaning that its applicability and effectiveness can vary based on local socio-cultural and political contexts. The need for comprehensive data collection and engagement with marginalised groups can be resource-intensive. Additionally, the toolkit’s emphasis on a rights-based approach may not align with all stakeholders’ perspectives, particularly in areas where human rights frameworks are not widely accepted.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The toolkit is versatile and can be used across all stages of the project cycle—planning, implementation, and monitoring and evaluation. It provides specific tools and guidelines for each phase, ensuring that inclusion and non-discrimination are considered from the outset and throughout the project lifecycle.

Subsector: The toolkit is applicable to various WASH subsectors, including water supply, sanitation, and hygiene promotion. It has been used to address gender disparities, disability inclusion, and other forms of marginalisation within these subsectors.

TYPE OF MEASUREMENT

The toolkit is semi-qualitative in nature. It combines qualitative methods, such as participatory approaches, focus groups, and case studies, with quantitative elements like data collection and analysis of disaggregated data. This mixed-methods approach allows for a comprehensive understanding of the issues related to inclusion in WASH.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The toolkit explicitly addresses GESI. It includes specific tools and guidelines for identifying and addressing the unique needs of women, girls, persons with disabilities, the elderly, and other marginalised groups. It emphasizes the importance of a rights-based approach and encourages the active participation of these groups in all stages of WASH programming. The toolkit also includes considerations for preventing gender-based violence and ensuring that WASH facilities are safe and accessible for all.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: GENDER EQUALITY AND SOCIAL INCLUSION (GESI)

WaterAid

Integrating Gender Equality into WASH Projects - Guidance for NGOs and Implementing Partners

ACCESS: [CLICK HERE](#)FURTHER INFORMATION:
PSUADMIN@WATERAID.ORG

TOOL SUMMARY AND DESCRIPTION

Summary: This guideline provides practical steps for integrating gender equality into WASH sector strengthening. It emphasizes the importance of addressing gender dynamics to ensure that WASH services empower women and girls and challenge harmful gender norms.

Description: The guideline is organized into several key sections that guide users through:

- **Big picture assessment:** An overview assessment to determine the current state of gender equality in sector efforts.
- **Deeper gender analysis:** An in-depth analysis of gender considerations across various sector building blocks, such as strategic planning, financing, and service delivery.
- **Action planning:** The development of participatory action plans that incorporate gender considerations into sector strengthening efforts.

PURPOSE

Purpose served: The primary aim of the guideline is to embed gender equality into WASH programming, ensuring that interventions are gender responsive and support the empowerment of women and girls. It aims to build better understanding of how WASH services and policies can contribute to gender-transformative changes

Purpose not served: The guideline does not focus on technical aspects of WASH infrastructure or specific financial management strategies. Its scope is centred on integrating gender considerations rather than providing technical solutions for WASH systems. For that, gender responsiveness has been integrated into technical guidelines such as:

- Technical guide for handwashing facilities in public places and institutions
- Guidelines for the construction of institutional and public toilets
- Female-friendly public and community toilets

LIMITATIONS

The guideline's effectiveness is contingent upon the commitment and capacity of implementing organisations. It requires comprehensive knowledge of gender issues and can be challenging to implement in areas with deeply ingrained gender norms. Additionally, the resource demands for conducting thorough gender analysis and engagement can be a constraint.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The toolkit is versatile and can be used across all stages of the project cycle—planning, implementation, and monitoring and evaluation. It provides specific tools and guidelines for each phase, ensuring that inclusion and non-discrimination are considered from the outset and throughout the project lifecycle.

Subsector: The toolkit is applicable to various WASH subsectors, including water supply, sanitation, and hygiene promotion. It has been used to address gender disparities, disability inclusion, and other forms of marginalisation within these subsectors.

TYPE OF MEASUREMENT

The guideline is semi-qualitative in nature, combining qualitative methods (such as participatory workshops and focus groups) with quantitative elements (like collecting and analysing sex and age disaggregated data). This mixed-methods approach provides a comprehensive understanding of gender dynamics in WASH.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The guideline explicitly emphasizes GESI, offering practical steps for creating gender-transformative WASH programmes. It includes assessments and frameworks for evaluating gender equality at various levels, from harmful to transformative, and encourages active participation of women and girls in decision-making processes within the WASH sector.

CONCLUSION AND ADDITIONAL COMMENTS

The guideline is particularly relevant for addressing issues like gender-based violence, disability inclusion, and the empowerment of marginalised groups within the WASH sector.

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: QUALITATIVE INFORMATION SYSTEM (QIS)

IRC (International Water and Sanitation Centre)

Monitoring Report 2022 Programme Scoring

ACCESS: [CLICK HERE](#)

FURTHER INFORMATION: INFO@IRCWASH.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The Qualitative Information System (QIS Tool) is designed to transform qualitative data into quantitative scores, enabling the assessment of WASH system developments. It uses ordinal scales and mini-scenarios to measure both process and outcome indicators, facilitating comprehensive monitoring and evaluation.

Description: The QIS Tool operates through progression ladders that represent different levels of achievement. Each step on the ladder is defined by a mini-scenario, providing a narrative explanation for the score assigned. The scoring ranges from 1 (condition or practice not present) to 5 (ideal state). For instance, scores for political and financial commitment or strength in partnerships are aggregated and presented in a structured format, as detailed in the provided documents.

PURPOSE

Purpose served: The QIS Tool is used for monitoring and evaluating WASH systems, tracking progress towards Sustainable Development Goal 6 (SDG 6), and assessing the performance and contributions of various WASH actors.

Purpose not served: Not intended for direct project implementation or detailed technical engineering assessments.

LIMITATIONS

- **Subjectivity:** The qualitative nature of data can introduce subjectivity in scoring.
- **Training requirement:** Requires extensive training for accurate and consistent use.
- **Temporal sensitivity:** May not effectively capture rapid changes or short-term impacts due to its periodic nature.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase:

- **Planning:** Helps in setting benchmarks and identifying initial conditions.
- **Implementation:** Tracks ongoing progress and interim outcomes.
- **Monitoring and evaluation:** Provides a structured approach to evaluate final outcomes and sustainability.

Subsector: Applied across various WASH subsectors including water supply, sanitation, hygiene promotion, and institutional capacity building.

TYPE OF MEASUREMENT

The QIS Tool is semi-qualitative in nature, combining qualitative descriptions with quantitative scoring to provide a comprehensive assessment.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The QIS Tool includes aspects of GESI by evaluating participation and inclusiveness as part of its indicators. It ensures that different demographic groups, including women and marginalised communities, are incorporated into the assessment process.



Headteacher of Mirembé Primary School presents the life-cycle costed WASH budget. WaterAid supported this work with funding from H&M Foundation (WaterAid/James Kiyimba/H&M Foundation)



Head of department at the Gogounou Town Hall fills out the fee mobilization forms. (Helvetas Bénin)

[BACK TO TOOL OVERVIEW](#)



TOOL CLUSTER: NETWORK ANALYSIS (NA)

USAID Sustainable WASH Systems Learning Partnership (SWS), with active involvement and input from University of Colorado Boulder and Oxford & Rural Focus Ltd.

Network Analysis

ACCESS: [CLICK HERE](#)



TOOL SUMMARY AND DESCRIPTION

Summary: Network Analysis (NA) is a methodological approach that maps and measures relationships and flows between people, groups, organisations, or other entities within a network. It focuses on understanding how these entities are interconnected and how their relationships influence collective action and decision-making. Key elements of the NA approach include:

- **Nodes:** Represent individuals or entities within the network.
- **Edges:** Represent the relationships or interactions between nodes.
- **Metrics:** Quantitative measures such as centrality, density, and clustering to analyse network properties.

Description: NA involves collecting data through methods such as surveys, interviews, or direct observation. This data is then visualised and analysed using specialized software tools like UCINET or NodeXL, allowing for the visualisation of the network's structure and the identification of key actors and relationships. In practical application, NA can be used to:

- Map existing networks and understand the structure of relationships.
- Identify key actors and their influence within the network.
- Analyse the alignment of priorities among different stakeholders.
- Track changes over time in the network's structure and function.

PURPOSE

Purpose served: The primary purpose of NA is to enhance understanding and management of complex networks by:

- Facilitating collaboration among diverse stakeholders.
- Identifying gaps and overlaps in relationships and roles.
- Informing decision-making by highlighting critical connections and potential bottlenecks.
- Supporting the alignment of collective action toward common goals.

Purpose not served: While NA provides valuable insights into relationships and network dynamics, it does not:

- Directly assess the quality or impact of services provided by network actors.
- Address the content of communication between actors, focusing instead on the presence or absence of relationships.
- Substitute for other forms of analysis, such as technical or financial assessments.

LIMITATIONS

NA relies on detailed information about relationships, which can be sensitive and challenging to collect. Its results are often complex and require careful interpretation of network metrics, while its static nature may fail to capture dynamic changes in relationships. Moreover, NA focuses on the structure of relationships rather than the substantive content of interactions.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase:

- **Planning:** To map stakeholders and understand existing networks, identifying potential partners and coordination needs.
- **Implementation:** To monitor the evolving structure of relationships and adjust strategies accordingly.
- **Monitoring and evaluation:** To assess the effectiveness of collaboration and changes in the network over time.

Subsector: NA has been applied in the WASH sector, particularly in understanding and improving water governance, sanitation management, and community engagement. Case studies in Kenya and Ethiopia demonstrate its use in analysing the alignment of stakeholders in water and sanitation services.

TYPE OF MEASUREMENT

NA is semi-qualitative in nature. It combines quantitative elements by involving metrics and numerical analysis of network structures (e.g., centrality, density), and qualitative elements, such as interpreting the nature of relationships and understanding the context of interactions. The analysis often incorporates qualitative data from interviews or surveys to provide a richer understanding of the network dynamics.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The documents provided do not explicitly mention the inclusion of GESI in the NA approach. However, the tool can potentially highlight inequities by revealing underrepresented or marginalised groups within a network. This insight can be used to promote more inclusive practices, ensuring that all relevant stakeholders, including women and marginalized communities, are adequately represented and engaged.

While the documents do not specify GESI, NA can be a powerful tool to advocate for these aspects by identifying power dynamics and ensuring diverse voices are heard within a network. (ChatGPT Input based on general knowledge in the WASH sector.)

BACK TO TOOL OVERVIEW



TOOL CLUSTER: STOCKTAKE OF SYSTEMS INTERVENTION

Welthungerhilfe (WHH)

Taking Stock in Systems Strengthening Programming

ACCESS/FURTHER INFORMATION:
WASH@WELTHUNGERHILFE.DE



TOOL SUMMARY AND DESCRIPTION

Summary: The Stocktake Tool developed for WHH's Global WASH Program (GWP) is designed to help program teams assess the relevance, achievements, and bottlenecks in their WASH systems strengthening initiatives. It offers a structured approach to reflect on and adapt program activities based on real-time data and stakeholder feedback.

Description: The stocktake process involves a detailed review of program activities, focusing on three main areas:

- Programme relevance: Teams list main areas they aimed to strengthen, identify emerging changes, and assess the GWP's contribution.
- Achievements and enablers: Teams document key achievements and the factors enabling these successes.
- Internal bottlenecks: Identification of the main challenges encountered and potential strategies for overcoming them.

PURPOSE

Purpose served: The primary purpose of the tool is to facilitate reflection and adaptation in WASH systems strengthening programs. It helps in identifying whether programme activities are aligned with desired outcomes and suggests necessary adjustments.

Purpose not served: The tool is not designed for direct project implementation or the day-to-day management of activities. It is also not a tool for external evaluation or auditing.

LIMITATIONS

The tool may have limitations in capturing real-time changes due to its retrospective nature. It relies heavily on subjective assessments from program teams, which can sometimes lead to biased or incomplete information. Additionally, the focus on internal factors might overlook significant external influences.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool is used during the monitoring and evaluation phase, allowing teams to assess the effectiveness of activities and make necessary adjustments. It can also inform planning for future activities based on identified bottlenecks and achievements.

Subsector: Primarily used in the WASH sector, particularly in systems strengthening initiatives. However, the approach can be adapted for other sectors such as health and nutrition.

TYPE OF MEASUREMENT

The GWP Stocktake Tool is semi-qualitative in nature. It combines qualitative data (narratives, observations) with quantitative elements (numeric ratings, measurable achievements) to provide a comprehensive analysis of program progress and challenges.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The tool includes aspects of GESI by encouraging teams to consider diverse perspectives and the impact of their programmes on different groups. While not explicitly detailed in the provided documents, the inclusion of these aspects can be inferred from the comprehensive and inclusive approach promoted by Welthungerhilfe's overall WASH systems strengthening strategy.



Participants of the Agenda for Change Regional Meeting in Accra, Ghana completed and later digitized a Learning Wall in November 2023.



Participants of the Agenda for Change Regional Meeting in Accra, Ghana completed and later digitized a Learning Wall in November 2023.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: OUTCOME HARVESTING

Simavi

Outcome Harvesting

FURTHER INFORMATION: INFO@SIMAVI.NL

TOOL SUMMARY AND DESCRIPTION

Summary: The Outcome Harvesting tool is designed to collect evidence of what has been achieved and determine how those achievements were brought about. It does not measure progress towards predetermined outcomes but rather identifies and formulates the outcomes first and then works backwards to identify the factors that contributed to these outcomes.

Description of the 7 Steps:

The tool begins by identifying observed changes (outcomes) in a project or intervention. It involves a participatory process where stakeholders, including project implementers, partners, and beneficiaries, contribute to identifying these outcomes. The process involves collecting evidence and data to understand the contribution of specific interventions and external factors to these outcomes. Steps include:

1. Designing the outcome harvest and setting criteria for what constitutes an outcome.
2. Collecting data and stories from stakeholders in a workshop modality.
3. Substantiating outcomes with evidence/validating data.
4. Sense-making of the compiled evidence, either before or after analysis depending on the nature of the outcomes.
5. Analysing and interpreting the findings.
6. Using the findings to inform future programming decisions.

PURPOSE

Purpose served: The tool is primarily used to understand the impact and contribution of various interventions, especially in complex scenarios where outcomes are not linear or easily attributable to specific activities. It helps capture both intended and unintended outcomes, providing a comprehensive view of the effects of a project.

Purpose not served: It is not designed to track progress towards specific, pre-determined outcomes or goals. It does not provide a simple cause-and-effect analysis but rather explores the contribution of multiple factors to observed changes.

LIMITATIONS

Outcome harvesting can be time-consuming and resource-intensive, requiring extensive stakeholder engagement and data collection. It may not be suitable for projects with a linear theory of change or where specific, measurable outcomes are predetermined. Further, the subjective nature of identifying and substantiating outcomes may lead to biases or inconsistencies.

There can be challenges in obtaining buy-in from stakeholders unfamiliar with this method, as well as difficulties in aligning outcome descriptions with diverse stakeholder perspectives. (ChatGPT Input based on general knowledge in the WASH sector.)

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: Outcome harvesting is most effectively used during the monitoring and evaluation stage. It can be used throughout the implementation phase to adjust strategies based on real-time learning or at the end of a project for a comprehensive evaluation.

Subsector: While the tool is versatile and can be applied across various sectors, in this case, it has been specifically used within the WASH sector, focusing on interventions related to water, sanitation, and hygiene.

TYPE OF MEASUREMENT

The tool is semi-qualitative in nature. It combines qualitative methods, such as interviews and open-ended surveys, with quantitative data when available. The focus is on narrative descriptions of outcomes, supported by qualitative evidence and sometimes quantitative indicators. This mixed-methods approach allows for a richer, more nuanced understanding of complex situations, making it particularly valuable for capturing a wide range of outcomes and influences. (ChatGPT Input based on general knowledge in the WASH sector.)

GENDER, EQUALITY, AND SOCIAL INCLUSION

The Outcome Harvesting approach includes a strong emphasis on inclusivity. It seeks to capture diverse perspectives and ensures that all relevant stakeholders, including marginalised groups, are engaged in the process. This approach helps in identifying outcomes related to GESI, providing a comprehensive understanding of how different groups are affected by interventions.

CONCLUSION AND ADDITIONAL COMMENTS

The tool is particularly useful in dynamic environments where change is frequent and multifaceted, such as in WASH interventions involving multiple stakeholders and sectors. It helps in understanding the broader context and systemic influences on project outcomes. (ChatGPT Input based on general knowledge in the WASH sector.)

BACK TO TOOL OVERVIEW



TOOL CLUSTER: DOCUMENTING CHANGE

IRC (International Water and Sanitation Centre)

Documenting Change: An Introduction to Process Documentation

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION: INFO@IRCWASH.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The guideline serves as an introductory document on the concept and practice of process documentation within development projects, particularly in the WASH sector. It underscores the importance of tracking meaningful events and changes throughout the lifecycle of a project to facilitate learning and improve the effectiveness and scalability of interventions.

Description: Process documentation involves systematically recording and analysing how changes occur within a project, focusing on the ‘how’ and ‘why’ behind project outcomes. It is based on the project’s theory of change, which outlines the expected pathways and assumptions of change. Key activities include:

- **Observing:** Regularly observing and noting key events, behaviors, and interactions within the project context.
- **Recording:** Collecting qualitative data through interviews, focus groups, and direct observations.
- **Reflecting:** Analysing the collected data to identify patterns, successes, challenges, and areas for improvement.
- **Engaging stakeholders:** Ensuring that all relevant stakeholders, including community members and project staff, are involved in the documentation process.
- **Disseminating findings:** Sharing insights and lessons learned with a wider audience to inform future projects and strategies.

PURPOSE

Purpose served: The tool’s primary purpose is to facilitate continuous learning and adaptation in WASH projects by systematically documenting and analysing change processes. It provides real-time insights to drive ongoing improvements, identifies scalable innovations, and enhances stakeholder engagement and ownership through active participation.

Purpose not served: The guideline is not designed for detailed quantitative analysis or statistical evaluation of project outcomes. It also does not replace traditional impact evaluations that focus on measuring specific outcomes and indicators.

LIMITATIONS

The qualitative nature of process documentation can introduce subjectivity by relying on individual perspectives and biases. It is also resource intensive—demanding significant time, skilled personnel, and stakeholder commitment—and achieving consistent, comprehensive documentation across diverse teams and locations remains challenging.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The tool can be used during the planning phase to document the process, stakeholder consultations, and the development of project strategies; during implementation to capture ongoing changes, challenges, and adaptations; and during monitoring and evaluation to provide insights into how and why changes occur and to assess the effectiveness of interventions.

Subsectors:

- **Water supply:** Documenting changes in infrastructure development, community engagement, and service delivery.
- **Sanitation:** Tracking the implementation of sanitation facilities, behaviour change campaigns, and community acceptance.
- **Hygiene promotion:** Monitoring the impact of hygiene education programs and changes in hygiene practices.
- **Integrated Water Resources Management:** Capturing the processes and outcomes of multi-stakeholder water management initiatives.

TYPE OF MEASUREMENT

The tool is primarily qualitative in nature, focusing on narratives, observations, and interviews to capture the nuances of the change process.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The guideline emphasizes the importance of documenting changes in behaviors, attitudes, and empowerment levels, which inherently includes gender and social dynamics. By involving diverse stakeholders and capturing a wide range of perspectives, process documentation can highlight issues of GESI, ensuring that the voices of marginalised groups are heard and considered.

CONCLUSION & ADDITIONAL COMMENTS

This detailed analysis of the “Documenting Change: An Introduction to Process Documentation” guideline highlights its strengths in facilitating learning, adaptation, and stakeholder engagement within WASH projects. It underscores the importance of qualitative methods in understanding the dynamics of change and provides a framework for effectively capturing and utilizing these insights to improve project outcomes.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: MARKET DEVELOPMENT

SNV

Tools/Methodologies for Strengthening of Consumer Demands and Finance

ACCESS/FURTHER INFORMATION: WATER@SNV.ORG

TOOL SUMMARY AND DESCRIPTION

Summary: The SNV tool-set focuses on methodologies to enhance WASH market development by strengthening consumer demand and financial services. It introduces structured steps that allow a detailed understanding of consumer aspirations, supply chains, and business models in the water and sanitation sectors. The tool-set helps assess and address challenges related to consumer needs, supply chain development, and financial sustainability.

Description: The tool-set consists of three sub-tools or steps:

1. **Supply chain and consumer analysis:** This step involves an in-depth analysis of consumer preferences, aspirations, and existing supply chains to determine gaps and opportunities. It includes a review of available information, a focused consumer study through focus group discussions (FGDs), a supply chain mapping, and a final comprehensive analysis. The analysis identifies key issues such as knowledge, technology, affordability, outreach, and fragmentation challenges.
2. **Service delivery model and business model:** This step focuses on developing diagrams of service delivery and business models. These diagrams map the relationships and flows between different stakeholders (e.g., private sector, government, consumers). They also analyse the financial health of the service delivery models, aiming to deliver services for all, including the most vulnerable ("Leave No One Behind").
3. **Performance monitoring framework:** A performance monitoring framework is established using scorecards and ladders to measure progress in strengthening consumer demands and finance. This includes evaluating private sector engagement in providing WASH services and products, assessing affordability, and ensuring that the service providers follow health and safety regulations.

PURPOSE

Purpose served: The primary purpose of this tool-set is to facilitate the development of sustainable WASH markets by strengthening supply chains, consumer demand, and financial services. It enables the creation of robust service delivery models by addressing structural issues and empowering service providers, while also monitoring performance through measurable indicators.

Purpose not served: Its scope is limited to market development, business models, and financial aspects. The broader regulatory or policy framework is addressed by additional SNV-tools.

LIMITATIONS

Gathering accurate financial and market data from business stakeholders can be challenging, as suppliers may be reluctant to share detailed cost information. The methodologies may require adaptation to specific geographic and cultural contexts, since consumer aspirations and supply chain dynamics vary across regions.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: During the planning stage, the supply chain and consumer analysis tool is used to understand market and consumer needs. During implementation, service delivery and business models are developed to ensure mechanisms are well-structured and sustainable. Finally, during monitoring and evaluation, the performance monitoring framework - with scorecards and ladders - is applied to track progress and adapt interventions.

Subsectors: Primarily used in the sanitation subsector; it provides methodologies to improve market dynamics for sanitation products and services. However, it can also be applied to broader WASH-related services such as water supply and hygiene, with slight adaptations.

TYPE OF MEASUREMENT

The tool-set is semi-qualitative in nature, combining both qualitative and quantitative methodologies: Qualitative: FGDs and consumer studies involve qualitative techniques like open-ended questions and observation to understand consumer aspirations and supply chain challenges. Quantitative: Scorecards and ladders provide quantitative data by assigning numerical scores to various performance indicators, such as the affordability of products and the engagement of the private sector.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The methodologies ensure that consumer demands and service delivery models consider vulnerable groups, such as women, the elderly, and people with disabilities. For example, one of the scorecards explicitly measures the provision of specific products and services for people with specific needs, reflecting an effort to integrate GESI considerations.

CONCLUSION AND ADDITIONAL COMMENTS

The SNV tool-set offers a comprehensive framework for strengthening supply chains, consumer demands, and financial sustainability in the WASH sector. By focusing on consumer aspirations, service delivery models, and performance monitoring, this tool-set plays a critical role in fostering sustainable, market-based solutions in the WASH sector.

BACK TO TOOL OVERVIEW



TOOL CLUSTER: SOURCE WATER PROTECTION (SWP)

Catholic Relief Services

CRS Source Water Protection (SWP) Toolbox

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION: INFO@CRS.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The CRS Source Water Protection Toolbox (SWP Toolbox) was developed by adapting an internationally recognized source water protection standard – the American Water Works Association G300 and serves as an online resource designed to guide the integration of source water protection practices within WASH programming. It offers a structured framework and adaptable tools to help practitioners effectively incorporate SWP strategies that support sustainable water resources management in their projects.

Description: The toolbox is designed as a wiki, which allows for user interaction and contributions, making it a dynamic and evolving resource. The toolbox guides practitioners through a structured 6-step process for developing, implementing, and monitoring source water protection plans.

The SWP Toolbox is adaptable and supports a variety of approaches to achieve the shared goal of source water protection and it consolidates tools and guidance from existing resources, integrating the best practices and methodologies from different SWP-related publications. The process steps are enriched with references to external resources, ensuring that users have comprehensive support for their SWP efforts.

PURPOSE

Purpose served: The primary purpose of the CRS SWP Toolbox is to integrate SWP into WASH programs to promote the sustainable use and protection of water resources. This helps to ensure reliable access to clean water by preventing contamination and managing water resources responsibly.

Purpose not served: The toolbox is not intended for highly technical, large-scale hydrogeological modelling or infrastructure-heavy interventions that require specialized engineering input. It is designed more for community-level and programmatic guidance rather than large-scale water management.

LIMITATIONS

The toolbox is flexible but may lack depth in addressing highly specific, technical, or engineering-focused aspects of SWP. It emphasizes adaptability and resourcefulness, which might limit its use in projects that require in-depth hydrological studies or complex regulatory compliance.

The reliance on user contributions for content refinement means the information may vary in depth and quality over time. This could pose challenges if key tools or guidelines are not updated regularly.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The toolbox is especially relevant during the planning stage, where strategies for protecting water sources are developed and integrated into project frameworks. It also provides tools and guidelines for SWP implementation, ensuring that protective measures are practical and aligned with community needs. While there is support for tracking the effectiveness of implemented SWP measures, the focus here is on adaptive learning and iterative improvements rather than comprehensive monitoring and evaluation frameworks.

Subectors: The toolbox is applicable to various WASH subsectors, particularly those related to water resource management, community-based water safety planning, and integrated water resource management (IWRM) at the local level.

TYPE OF MEASUREMENT

The SWP Toolbox is semi-qualitative in nature. It blends both qualitative and quantitative elements by providing practical tools for qualitative assessments (e.g., vulnerability assessments, community consultations) and integrates them with data-driven elements (e.g., water quality testing, resource mapping).

GENDER, EQUALITY, AND SOCIAL INCLUSION

The documents do not explicitly detail the inclusion of GESI aspects within the SWP Toolbox. However, CRS's general programming approach tends to incorporate these aspects into broader WASH initiatives.



TOOL CLUSTER: WASH IN SCHOOLS

Catholic Relief Services

WASH in Schools Virtual Toolbox

ACCESS: [CLICK HERE](#)
FURTHER INFORMATION: INFO@CRS.ORG



TOOL SUMMARY AND DESCRIPTION

Summary: The WASH in Schools Virtual Toolbox (WINS Virtual Toolbox) is a comprehensive resource developed by CRS to enhance WASH conditions in schools across West Africa. Drawing from over a decade of experience in transforming 698 schools in Burkina Faso and Ghana, the toolbox offers practical guidance to achieve and sustain five key WASH results:

1. Access to safe drinking water, safely stored in each classroom.
2. Use of gender-friendly latrines, maintained clean at all times.
3. Handwashing with water and soap or ash at critical times.
4. Participatory, child-centred hygiene lessons and practices.
5. School-led management of WASH to sustain results.

Description: The online toolbox is structured into several key components, each addressing a specific aspect of WASH in schools:

- **Stakeholder engagement:** Emphasizes the importance of involving teachers, students, parents, and education authorities at various levels to ensure sustainability and community ownership of WASH initiatives.
- **School-led WASH action planning:** Guides schools in conducting WASH assessments and developing actionable plans to improve and maintain WASH services, fostering a sense of responsibility and proactive management within the school community.
- **School hygiene promotion:** Provides strategies for integrating hygiene education into the school curriculum, promoting lifelong healthy habits among students through engaging and participatory methods.
- **Safe drinking water in classrooms:** Offers solutions for ensuring the availability of safe drinking water, including proper storage and handling practices to prevent contamination.
- **School latrines:** Focuses on the design, construction, and maintenance of gender-friendly and inclusive sanitation facilities that cater to the needs of all students, including those with disabilities.
- **Monitoring:** Highlights the necessity of regular assessment and monitoring of WASH conditions to track progress, identify challenges, and implement continuous improvements.

Each section provides key concepts, step-by-step guidance, and resources to assist schools in implementing effective WASH programs.

PURPOSE

Purpose served: The WINS Virtual Toolbox is a comprehensive resource designed to equip project designers, implementers, and supervisors with vital knowledge and practical tools to establish and maintain effective WASH practices. By fostering a healthy and supportive learning environment, this toolbox serves as an invaluable asset for Government, school communities, NGOs, and other stakeholders committed to advancing sustainable solutions in water, sanitation, and hygiene in schools.

Purpose not served: Specifically tailored for school settings and may not address WASH needs in other community contexts or emergency situations.

LIMITATIONS

While the toolbox offers comprehensive guidance for schools, its potential limitations include the need for contextual adaptation, as the strategies are based on experiences in Burkina Faso and Ghana and may require modification to fit different cultural, environmental, or infrastructural contexts. Additionally, some recommendations may demand financial, human, or material resources that are not readily available, potentially hindering full implementation. Finally, the scalability of the toolbox in larger or more complex educational systems remains under-documented, which could pose challenges for widespread adoption.

TOOL APPLICATION: PROJECT CYCLE & SUBSECTOR

Phase: The toolbox is applicable across all three major stages of the project cycle:

- **Planning:** Assists in assessing current WASH conditions and developing action plans.
- **Implementation:** Provides step-by-step guidance for executing WASH interventions.
- **Monitoring and Evaluation:** Offers tools and methods for tracking progress and assessing outcomes.

Subsector: The toolbox is specifically designed for the education subsector, focusing on primary and secondary schools in West Africa.

BACK TO TOOL OVERVIEW



TYPE OF MEASUREMENT

The toolbox is semi-qualitative in nature, combining elements of both qualitative and quantitative methodologies. Qualitative: Emphasizes participatory approaches, stakeholder engagement, and behaviour change strategies, which involve open-ended discussions and observations. Quantitative: Includes monitoring tools and indicators that require numerical data collection and analysis to measure progress and outcomes.

GENDER, EQUALITY, AND SOCIAL INCLUSION

The toolbox explicitly incorporates aspects of GESI, including:

- **Gender-friendly latrines:** Advocates for the construction and maintenance of separate sanitation facilities for boys and girls to ensure privacy and safety.
- **Inclusive design:** Emphasizes the need for facilities that are accessible to all students, including those with disabilities, ensuring that no student is excluded from accessing WASH services.
- **Hygiene education:** Promotes participatory, child-centred hygiene lessons that are inclusive and considerate of the diverse needs of the student population.
- **Menstrual hygiene management (MHM):** Integrates MHM lessons, encourages participation of boys and girls, provision of gender-friendly WASH facilities, and offering reusable pad production training.

By addressing these aspects, the toolbox aims to create an equitable and inclusive environment that supports the health and well-being of all students.



Participants of the Agenda for Change Regional Meeting in Accra, Ghana complete a facilitated group exercise in November 2023.