

# Toolkit for Urban Sanitation Projects

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## Guideline to the Public Sanitation Facility Evaluation Tools

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### 1. Introduction

This Module to the Toolkit for Urban Sanitation Projects contains 4 evaluation tools which can be used to evaluate the operation and performance of public sanitation facilities PSFs).

The evaluation focuses upon the following performance/operation indicators:

- Technical condition, maintenance and inspections.
- Hygienic condition, maintenance and inspections.
- Number of customers and commercial performance.

The evaluation considers the interests, insights and views of the following stakeholders:

- The Water Service Provider (WSP).
- The Operator of the PSF.
- The residents/visitors of the project area and the users (customers) of the facility.
- The Public Health Officer (PHO).
- The Evaluator.

### 2. Collecting and Storing Data

It is important that all evaluation data collected with the evaluation tools are kept in an organised way. It is advisable to the data for each public sanitation facility, as well as the initial analysis of the date, together in one folder. I

### 3. Picture File

The Evaluator is expected to prepare a folder which contains pictures of the public sanitation facility and its surroundings. The objective of the picture file is to enable the Evaluator to share some of his or her findings with the WSTF and other stakeholders. If possible the pictures should illustrate some of the main findings obtained during the evaluation. For example, if toilets are damaged or the drainage system is blocked, the Evaluator is expected to make a number of pictures.

The pictures could assist the WSTF to assess whether damage is mainly due to poor maintenance or to inadequate design.

The Evaluator could import the pictures in a MS-Word file providing data on the project (project no.) the area, the PSF and what the pictures shows/illustrates (see Tool 4).

### 4. The Evaluation Report

On the basis of his or her findings the Evaluator has to prepare an Evaluation Report.

This report should contain (but the list is not exhaustive) the following sections:

- Introduction
- Evaluation programme (including a list of visits and its focus.
- Method and techniques (tools) used.
- Main findings of the evaluation with a special emphasis upon the:
  - Technical condition, maintenance and inspections.
  - Hygienic condition, maintenance and inspections.
  - Number of customers and commercial performance.
  - Impact and contribution to the improvement of livelihoods.

The Evaluator has to prepare separate sections in order to present the observations and views obtained from the various stakeholders.

- Lessons learnt.
  - Conclusions and recommendations.
  - List of references cited/used.
  - Appendix: Tools used.
  - Appendix: Picture file.
  - Appendix: List of persons interviewed (WSP staff, Operators, etc.)
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