

# MONITORING AND EVALUATION

## Key messages

- Monitoring involves regular observation and recording of activities taking place in a water, sanitation and hygiene promotion project or programme.
- It is a process of routinely gathering information on all aspects of the project to check on how project activities are progressing.
- During routine monitoring, discussions should be made with all the people involved in the implementation and monitoring of the project.
- Evaluation is the systematic and objective assessment of an on going or completed operation, programme or policy, its design, implementation and results.
- The aim is to determine the relevance and fulfillment of objectives as well as efficiency, effectiveness impact (overall goal) and sustainability.
- Evaluation involves judging value on what a project or programme has achieved particularly in relation to activities planned and overall objectives.
- Evaluation can and should be done before, during and after implementation.

## What one should do in community monitoring

- Together with the community identify a community project for monitoring.
- Identify teams to spearhead the monitoring of the project in the community.
- Together with the community define the roles of each team.
- Assist the community to plan how they will carry out the monitoring process and specify the activities in the order in which they will be executed.
- Assist the community to determine the major activities upon which the basis of the objectives and monitoring indicators will be set.
- Help the community to determine the indicators for each activity objective.
- Assist the community to come up with a time table for monitoring the project to agree on how often they should visit the site as a means of verification of what is taking place.
- The community should organize discussions of project progress at least once a month.
- The community should also file and submit a project progress report as part of the routine monthly reporting to the volunteer.

### Example of a simple monitoring chart.

GOAL	Number or amount	How to measure	How often	By whom



## Volunteer/field officer monitoring and evaluation

- The volunteer should get information from the community for the project that they are monitoring.
- Assess what was done by monitoring the outcome of the project by use of the agreed community monitoring indicators.
- Monitor the increase in strength, capacity and power of the target community to stimulate its own development.
- Organize focus group discussions and community group discussions to verify some of the information collected by the community.
- Find out the community's suggestions for improvement and make or record comments about good and bad elements in the project.
- Assess whether the objectives were met.
- Recommend solutions showing who should undertake them.

## What the volunteer should do after community monitoring

- Establish whether the projects were the community priorities.
- Assess the community members' knowledge and appreciation of the project methodology and their willingness to participate and contribute to the project activities.
- Assess the effectiveness of the community members during project monitoring.
- Gather the opinions of community members on quality and use of resources (accountability).
- Identify skills (e.g. decision making capacity and negotiation skills), acquired by specific categories of people in the community during project implementation; and community knowledge of their rights and obligations.

## Guide for a volunteer when doing a routine monitoring

- Look for levels of actual community and donor contributions (including funds, materials, time and expertise).
- Timely implementation and quality of projects.
- Appropriate use and accountability of community and donor resources.
- Level of community involvement in the project.
- Commitment and performance of community committees; and
- Timely use of information generated through the community routine monitoring.

## Examples of monitoring indicators

Discuss what SMART indicators are.

- Percentage of children under 36 months with diarrhoea in the last two weeks.
- Quantity of water used per capita per day.
- Percentage of child caregivers and food prepared with appropriate hand washing behaviour.
- Percentage of population using hygienic sanitation facilities.
- Percentage of households with year-round access to improved water source.

- Percentage of recurrent costs for water supply services provided by the community served.
- Percentage of constructed water supply facilities maintained by the communities served.
- Number of latrines.

Examples of monitoring sheet.