



# WBG SCORECARD FY24-FY30 METHODOLOGY NOTE

## WBG Results Indicator

The purpose of this note is to ensure the rigor, transparency, and reproducibility of the WBG results indicators included in the new WBG Scorecard FY24-FY30, as well as their alignment with the WBG’s vision. Technical teams were asked to provide a sufficiently detailed methodology so that anyone who reads this note can understand its rationale, theory of change, data sources, and method of calculation.

Definitions included in this template are aligned to the WBG Scorecard paper endorsed by the Board on Dec 19, 2023. The methods notes are living documents and will be subject to updating and revision pending operational inputs and implementation lessons over time.

OVERVIEW																			
<b>INDICATOR NAME</b>	<b>People provided with water, sanitation, and/or hygiene, of which (%) is safely managed</b>																		
<b>SUB-INDICATORS</b>	<ul style="list-style-type: none"> <li>• People provided with at least basic water</li> <li>• People provided with safely managed water</li> <li>• People provided with at least basic sanitation</li> <li>• People provided with safely managed sanitation</li> <li>• People provided with basic hygiene</li> </ul>																		
<b>OUTCOME AREA</b>	<table border="0"> <tr> <td><input type="checkbox"/> Protection for the Poorest</td> <td><input type="checkbox"/> No Learning Poverty</td> </tr> <tr> <td><input type="checkbox"/> Healthier Lives</td> <td><input type="checkbox"/> Effective Macroeconomics and Fiscal Management</td> </tr> <tr> <td><input type="checkbox"/> Green and blue planet and resilient populations</td> <td><input checked="" type="checkbox"/> Inclusive and equitable water and sanitation services</td> </tr> <tr> <td><input type="checkbox"/> Sustainable food systems</td> <td><input type="checkbox"/> Connected Communities</td> </tr> <tr> <td><input type="checkbox"/> Affordable, reliable, and sustainable energy for all</td> <td><input type="checkbox"/> Digital connectivity</td> </tr> <tr> <td><input type="checkbox"/> Digital services</td> <td><input type="checkbox"/> Gender equality and youth inclusion</td> </tr> <tr> <td><input type="checkbox"/> More and Better Jobs</td> <td><input type="checkbox"/> Better Lives for People in Fragility, Conflict, and Violence</td> </tr> <tr> <td></td> <td><input type="checkbox"/> More private investments</td> </tr> </table>	<input type="checkbox"/> Protection for the Poorest	<input type="checkbox"/> No Learning Poverty	<input type="checkbox"/> Healthier Lives	<input type="checkbox"/> Effective Macroeconomics and Fiscal Management	<input type="checkbox"/> Green and blue planet and resilient populations	<input checked="" type="checkbox"/> Inclusive and equitable water and sanitation services	<input type="checkbox"/> Sustainable food systems	<input type="checkbox"/> Connected Communities	<input type="checkbox"/> Affordable, reliable, and sustainable energy for all	<input type="checkbox"/> Digital connectivity	<input type="checkbox"/> Digital services	<input type="checkbox"/> Gender equality and youth inclusion	<input type="checkbox"/> More and Better Jobs	<input type="checkbox"/> Better Lives for People in Fragility, Conflict, and Violence		<input type="checkbox"/> More private investments		
<input type="checkbox"/> Protection for the Poorest	<input type="checkbox"/> No Learning Poverty																		
<input type="checkbox"/> Healthier Lives	<input type="checkbox"/> Effective Macroeconomics and Fiscal Management																		
<input type="checkbox"/> Green and blue planet and resilient populations	<input checked="" type="checkbox"/> Inclusive and equitable water and sanitation services																		
<input type="checkbox"/> Sustainable food systems	<input type="checkbox"/> Connected Communities																		
<input type="checkbox"/> Affordable, reliable, and sustainable energy for all	<input type="checkbox"/> Digital connectivity																		
<input type="checkbox"/> Digital services	<input type="checkbox"/> Gender equality and youth inclusion																		
<input type="checkbox"/> More and Better Jobs	<input type="checkbox"/> Better Lives for People in Fragility, Conflict, and Violence																		
	<input type="checkbox"/> More private investments																		
<b>SDG ALIGNMENT</b>	<p>See <a href="https://sdgs.un.org/">https://sdgs.un.org/</a> for further details on SDGs:</p> <table border="0"> <tr> <td><input checked="" type="checkbox"/> 1. No Poverty</td> <td><input checked="" type="checkbox"/> 10. Reduced Inequalities</td> </tr> <tr> <td><input checked="" type="checkbox"/> 2. Zero Hunger</td> <td><input checked="" type="checkbox"/> 11. Sustainable Cities and Communities</td> </tr> <tr> <td><input checked="" type="checkbox"/> 3. Good Health and Well-being</td> <td><input type="checkbox"/> 12. Responsible Consumption and Production</td> </tr> <tr> <td><input checked="" type="checkbox"/> 4. Quality Education</td> <td><input type="checkbox"/> 13. Climate Action</td> </tr> <tr> <td><input checked="" type="checkbox"/> 5. Gender Equality</td> <td><input checked="" type="checkbox"/> 14. Life Below Water</td> </tr> <tr> <td><input checked="" type="checkbox"/> 6. Clean Water and Sanitation</td> <td><input type="checkbox"/> 15. Life on Land</td> </tr> <tr> <td><input type="checkbox"/> 7. Affordable and Clean Energy</td> <td><input type="checkbox"/> 16. Peace, Justice and Strong Institutions</td> </tr> <tr> <td><input type="checkbox"/> 8. Decent Work and Economic Growth</td> <td><input type="checkbox"/> 17. Partnerships for the Goals</td> </tr> <tr> <td><input type="checkbox"/> 9. Industry Innovation and Infrastructure</td> <td></td> </tr> </table> <p>List of specific UN targets (if applicable):</p> <ul style="list-style-type: none"> <li>• <b>SDG 6.1:</b> By 2030, achieve universal and equitable access to safe and affordable drinking water for all.</li> <li>• <b>SDG 6.2:</b> By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.</li> <li>• <b>SDG 6.3:</b> By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.</li> <li>• <b>SDG 6.4:</b> By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.</li> <li>• <b>SDG 6.B:</b> Support and strengthen the participation of local communities in improving water and sanitation management.</li> </ul>	<input checked="" type="checkbox"/> 1. No Poverty	<input checked="" type="checkbox"/> 10. Reduced Inequalities	<input checked="" type="checkbox"/> 2. Zero Hunger	<input checked="" type="checkbox"/> 11. Sustainable Cities and Communities	<input checked="" type="checkbox"/> 3. Good Health and Well-being	<input type="checkbox"/> 12. Responsible Consumption and Production	<input checked="" type="checkbox"/> 4. Quality Education	<input type="checkbox"/> 13. Climate Action	<input checked="" type="checkbox"/> 5. Gender Equality	<input checked="" type="checkbox"/> 14. Life Below Water	<input checked="" type="checkbox"/> 6. Clean Water and Sanitation	<input type="checkbox"/> 15. Life on Land	<input type="checkbox"/> 7. Affordable and Clean Energy	<input type="checkbox"/> 16. Peace, Justice and Strong Institutions	<input type="checkbox"/> 8. Decent Work and Economic Growth	<input type="checkbox"/> 17. Partnerships for the Goals	<input type="checkbox"/> 9. Industry Innovation and Infrastructure	
<input checked="" type="checkbox"/> 1. No Poverty	<input checked="" type="checkbox"/> 10. Reduced Inequalities																		
<input checked="" type="checkbox"/> 2. Zero Hunger	<input checked="" type="checkbox"/> 11. Sustainable Cities and Communities																		
<input checked="" type="checkbox"/> 3. Good Health and Well-being	<input type="checkbox"/> 12. Responsible Consumption and Production																		
<input checked="" type="checkbox"/> 4. Quality Education	<input type="checkbox"/> 13. Climate Action																		
<input checked="" type="checkbox"/> 5. Gender Equality	<input checked="" type="checkbox"/> 14. Life Below Water																		
<input checked="" type="checkbox"/> 6. Clean Water and Sanitation	<input type="checkbox"/> 15. Life on Land																		
<input type="checkbox"/> 7. Affordable and Clean Energy	<input type="checkbox"/> 16. Peace, Justice and Strong Institutions																		
<input type="checkbox"/> 8. Decent Work and Economic Growth	<input type="checkbox"/> 17. Partnerships for the Goals																		
<input type="checkbox"/> 9. Industry Innovation and Infrastructure																			

<b>DISAGGREGATION</b>	<input checked="" type="checkbox"/> Youth <input checked="" type="checkbox"/> Sex <input type="checkbox"/> Disability-inclusive <input checked="" type="checkbox"/> FCS <input checked="" type="checkbox"/> SS, SIDS and LDCs <input checked="" type="checkbox"/> IDA, IBRD, IFC and MIGA <input checked="" type="checkbox"/> Country income groups <input checked="" type="checkbox"/> Regions <input checked="" type="checkbox"/> WBG Joint Programming
<b>ENGAGEMENT TYPE</b>	<b>WORLD BANK</b> <input checked="" type="checkbox"/> IBRD <input checked="" type="checkbox"/> IDA <input checked="" type="checkbox"/> Trust Fund (TF) <input type="checkbox"/> Advisory Services and Analytics (ASA) <input type="checkbox"/> Treasury Products (including technical assistance)
	<b>IFC</b> <input checked="" type="checkbox"/> IFC Investment <input checked="" type="checkbox"/> IFC Upstream and Advisory Services
	<b>MIGA</b> <input checked="" type="checkbox"/> MIGA Guarantee
<b>ENGAGEMENT INSTRUMENT</b>	<b>WORLD BANK</b> <input checked="" type="checkbox"/> IPFs <input type="checkbox"/> DPFs <input checked="" type="checkbox"/> PforR <input checked="" type="checkbox"/> Guarantees <input checked="" type="checkbox"/> TF: IDA <input checked="" type="checkbox"/> TF: IBRD <input checked="" type="checkbox"/> TF: RETF <sup>1</sup> <input checked="" type="checkbox"/> TF: GEF <sup>2</sup> <input checked="" type="checkbox"/> TF: MONT <sup>3</sup> <input type="checkbox"/> TF: SPF <sup>4</sup> <input type="checkbox"/> ASA: BB <sup>5</sup> <input type="checkbox"/> ASA: BETFs/EFOs <sup>6</sup> <input type="checkbox"/> ASA: RAS <sup>7</sup>
	<b>IFC</b> <input checked="" type="checkbox"/> Loans <input checked="" type="checkbox"/> Equity <input checked="" type="checkbox"/> Blended Finance <input checked="" type="checkbox"/> Syndications <input checked="" type="checkbox"/> Asset Management <input checked="" type="checkbox"/> Advisory Services <input type="checkbox"/> Trade and Commodity Finance <input type="checkbox"/> Treasury Client Solutions
	<b>MIGA</b> <input checked="" type="checkbox"/> Political Risk Insurance <input checked="" type="checkbox"/> Credit Enhancement <input type="checkbox"/> Trade Finance Guarantees
<b>LEGACY INDICATOR NAME</b>	<input type="checkbox"/> WB Old Scorecard indicator: <input checked="" type="checkbox"/> WBG Old Scorecard indicator: [People provided with access to improved water sources (million)] [People provided with access to improved sanitation services (million)] <input type="checkbox"/> N/A

## RATIONALE

<b>DEFINITION</b>	<p>The number of people who benefited from water, sanitation, and/or hygiene services enabled by IBRD, IDA, IFC, and MIGA interventions, as well as people benefiting from improvements in their water, sanitation and/or hygiene facilities and services through rehabilitation works (people that already had access to WASH services but at lower levels of the drinking, sanitation, and handwashing ladders), with the corresponding breakdown for safely managed.<sup>8</sup> Improvements in service (water source, water quality, continuity, reduction in NRW, etc.) will capture beneficiaries that: (i) remain within their level of service provision but experience improvement in service dimensions such as hours of supply, quality of water, continuity or other quantifiable service metric, or (ii) move from lower-level service to basic or above or move from basic to safely managed. The indicator will also capture results from projects delivering services in contexts where only limited service is possible (e.g., public markets, refugee camps, etc.).<sup>9</sup> Definitions of limited, at least basic and safely managed water, sanitation and hygiene are those established by the UNICEF-WHO Joint Monitoring Program (JMP). Definitions for relevant terms follow.</p>
-------------------	---

<sup>1</sup> RETF: Recipient Executed Trust Fund

<sup>2</sup> GEF: Global Environment Facility

<sup>3</sup> MONT: Montreal Protocol

<sup>4</sup> SPF: Special financing

<sup>5</sup> Bank's own administrative budget (BB).

<sup>6</sup> Donors (via Bank-executed Trust Funds (BETFs) or Externally Financed Outputs (EFOs).

<sup>7</sup> Clients (via Reimbursable Advisory Services (RAS).

<sup>8</sup> Results reported for WASH in schools and WASH in healthcare facilities will be used to further illustrate the WBG support to WASH, including in institutional settings. However, these results will not be added to the total number of people with access to water, sanitation and hygiene reported under the corporate scorecard indicator.

<sup>9</sup> The total number of healthcare facilities with access to WASH will be converted to number of people in line with the conversion methodology detailed in the methods note for the separate corporate scorecard indicator "Millions of people receiving quality health, nutrition, and population services", and the results in terms of number of beneficiaries, reported under this indicator (i.e., health) as per the requirements included in that methods note.

## Water

- **Limited drinking water:** Water from an improved source where collection time exceeds over 30 minutes for a roundtrip to collect water, including queuing.
- **At least basic drinking water:** Water from an improved source, provided collection time is not more than 30 minutes for a roundtrip including queuing.
- **Safely managed drinking water:** Water from an improved water source that is accessible on premises (i.e., located within the dwelling, yard or plot), available when needed (i.e., “regulators may specify different thresholds for different types of utilities. Where national or locally relevant standards for hours of service are not available, a minimum of 12 hours per day will be used as the global benchmark for ‘available when needed’”), and free from fecal and priority chemical contamination.<sup>10</sup>
- **Improved water sources:** Water sources “which by nature of their design and construction have the potential to deliver safe water” (UNICEF-WHO Joint Monitoring Program, 2018).<sup>11</sup> It does not include water provided through unprotected wells or unprotected springs; or surface waters (such as rivers, ponds, dams, lakes, streams, and irrigation channels).

## Sanitation

- **Limited sanitation:** Use of improved facilities that are shared with other households.
- **At least basic sanitation:** Use of improved facilities which are not shared with other households.
- **Safely managed sanitation:** Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or removed and treated offsite.
- **Improved sanitation facilities:** Includes flush or pour-flush to a piped sewer system, septic tank, or pit latrine; ventilated improved pit latrine; pit latrine with slab; and composting toilet.<sup>12</sup>

## Hygiene

- **Basic hygiene service:** Households with a handwashing facility with soap and water available on-premises. Households that have a facility but lack water or soap will be classified as having a limited service, and distinguished from households that have no facility at all (no service).<sup>13</sup>

## REPORTING TIMELINE

Results achieved<sup>14</sup>  Results expected<sup>15</sup>

## DIRECT/INDIRECT

Direct<sup>16</sup>  Indirect<sup>17</sup>

<sup>10</sup> World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF). Safely managed drinking water - thematic report on drinking water 2017. Geneva, Switzerland. Page 33. Online: <https://washdata.org/reports/safely-managed-drinking-water-services-imp-thematic-report-drinking-water> 2017. For global monitoring purposes the microbiological standard applied is that no E. coli should be detected in a 100 mL sample and priority chemical contaminants are arsenic and fluoride. Data used on the quality of water comes point of delivery rather than point of consumption because of data availability and to enable comparisons across countries. The definition of “safely managed drinking water” follows the UNICEF-WHO Joint Monitoring Program definition.

<sup>11</sup> Improved sources include piped household connections (house or yard connections), community water points (public standpipes, boreholes, protected dug wells, and protected spring and rainwater collection), and packaged or delivered water (water provided by tanker trucks, carts with small tanks/drums, water kiosk, bottled water and/or sachet water. UNICEF and WHO. Core questions on drinking water, sanitation and hygiene for household surveys: 2018 update. New York: 2018. Page 9. Online: <https://washdata.org/reports/jmp-2018-core-questions-household-surveys>.

<sup>12</sup> It does not include flush or pour-flush to elsewhere (that is, not to a piped sewer system, septic tank, or pit latrine); pit latrine without slab/open pit; bucket; hanging toilet or hanging latrine; shared facilities of any type; or no facilities, bush, or field. The definition of “improved sanitation facilities” follows that of the UNICEF-WHO Joint Monitoring Program.

<sup>13</sup> Handwashing facilities may be fixed or mobile and include a sink with tap water, buckets with taps, tippy-taps, and jugs or basins designated for handwashing. Soap includes bar soap, liquid soap, powder detergent, and soapy water.

<sup>14</sup> New WBG Scorecard paper (Section G): it refers to *results that have occurred* at a given moment of the projects’ results horizon. *Results achieved* can be based on actuals at the project level or can use model-based estimations at the portfolio level relying always on available project level data inputs.

<sup>15</sup> New WBG Scorecard paper (Section G): it refers to the *anticipated results over the projects’ results horizon*. *Expected results* is based on the latest available estimations of future results, including model-based or other informed estimations.

<sup>16</sup> New WBG Scorecard paper (Annex I, Technical Criteria): it refers to outcomes with sufficient causal proximity to WBG interventions to allow for attribution of results.

<sup>17</sup> New WBG Scorecard paper (Annex I, Technical Criteria): it refers to outcomes where attribution is located further down the causal chain, relative to WBG interventions, and may be contingent on other exogenous factors.

**ACTUALS/  
MODEL-BASED**Actuals Model-based**UNIT OF MEASURE**Number of people Number of countries USD GW Hectares tCO2eq/year  
Other: \_\_\_\_\_ [Please specify]**THEORY OF  
CHANGE**

**Please see Annex 1 for a visualization of the theory of change.**

The following theory of change is indicative of typical interventions and outcomes included in projects aiming to contribute towards the higher-level outcome.

**Inputs**

- Last-mile connectivity to existing water networks with excess capacity and functioning water treatment plants
- Treated water production plant rehabilitation, expansion, and/or operation, and maintenance (O&M)
- Water distribution network rehabilitation, expansion and/or O&M
- Household water connections
- New construction/rehabilitation and/or O&M of water supply infrastructures for communities and institutions (including schools and healthcare facilities)
- Water quality surveillance
- Water service monitoring (hours of service/day, reliability)
- Water source sustainability and augmentation
- Design/rollout of incentives for maintaining water supply infrastructure and service
- Construction of public, communal, and institutional sanitation facilities (including schools and healthcare facilities)
- Water resource mapping, monitoring, and planning
- Design of water supply, sanitation and hygiene monitoring and information systems
- Investments in non-sewered sanitation and fecal sludge management
- Sanitation marketing and behavior change campaigns
- Hygiene behavior change campaigns
- Last-mile connectivity to existing sewer networks with excess capacity
- Construction, operation and maintenance of wastewater treatment plants (WWTPs)
- Sewer network expansion and rehabilitation
- Household sewer connections
- Investments on utility operational efficiency including NRW reduction, energy efficiency improvement, billing and collection improvement, and tariff structure change.
- Priority reforms to unlock private capital
- Technical assistance and analytics to inform the development of policies/strategies/regulatory frameworks
- Technical assistance provided to build the capacity of service delivery institutions to design and implement water reforms and infrastructure investment programs.
- Engagement of water sector stakeholders to build consensus, integrate diverse perspectives and create inclusive services.
- Support and incentivize the sustainable operation of water supply and sanitation infrastructure and services

**Outputs**

- Rural and urban water supply schemes rehabilitated, built and expanded
- Health facilities and schools provided with improved WASH facilities
- Design life of water supply schemes infrastructure is reached
- Water service provider's operational and financial performance improved
- Water supply and sanitation schemes are operated in a sustainable way.

- Improved functionality of water supply and sanitation schemes
- Improved sanitation facilities constructed and operational
- Water supply, sanitation, and hygiene monitoring information systems functional
- Functioning WWTPs
- Social, political, and technical support for reforms in the water and sanitation sector
- Pollution reduction through wastewater properly treated
- Monitoring and benchmarking of WASH services and service providers improved

#### Intermediate Outcomes

- People with access to water services
- People with access to sanitation services
- People with access to hygiene services
- Improved health by reducing prevalence of diarrheal and water-borne diseases
- Reduction in prevalence of stunting
- Increased dignity
- Increase in school attendance
- Reduction in healthcare associated infections
- Increased resilience to impacts of climate change
- Reductions in gender-based violence
- Increased gender equality

**Outcome type/subtypes from the IEG taxonomies developed in Results and Performance of the World Bank Group Annual Review (RAP) 2021 mapped to the outcome(s) measured by the indicator.<sup>18</sup>**

#### WORLD BANK

- A. Access to services expanded
- B. Human capital increased
- D. Quality of services improved
- E. Capacity of institutions to perform institutional functions enhanced
- G. Use of services or assets increased
- H. Legal or regulatory context improved
- I. Public assets improved
- L. Natural capital sustained
- O. Awareness, attitudes, or behaviors changed
- P. Equity or inclusion enhanced

#### IFC

##### Project-level outcomes:

- 1.1. Access to goods and services
- 1.2. Quality/affordability of goods and services
- 1.3. Enhanced capacity of final beneficiaries
- 1.4. Improved living standards (earnings) of individuals
- 6.1. Enhanced E&S standards of the client
- 6.3. Efficient use of resources

##### Market-level outcomes:

- 10. Resilience in the market
- 11. Sustainability in the market

#### MIGA

##### Project-level outcomes:

- 1.1. Access to services
- 1.2. Quality and affordability of goods and services

OUTCOME TYPE/  
SUBTYPE

<sup>18</sup> Independent Evaluation Group: [RAP 2021](#).

- 1.3. Enhanced capacity of final beneficiaries
- 1.4. Improved living standards of individuals
- 6.1. Enhanced E&S standards of the client

**Foreign investment outcomes:**

- 11. Development reach
- 13. Signaling effects

To maximize development outcomes, World Bank Group project teams are encouraged to design projects, where feasible and in alignment with client needs, which encompass the entire spectrum of water, sanitation, and hygiene (WASH), rather than focusing on isolated aspects.

Project teams are strongly encouraged to use one or more of the following subindicators to track results (as appropriate and applicable):

- People provided with at least basic water
- People provided with safely managed water
- People provided with at least basic sanitation service
- People provided with safely managed sanitation
- People provided with basic hygiene
- Custom indicator (e.g., People provided with limited water, People provided with limited sanitation, Number of schools with access to at least basic WASH, Number of healthcare facilities with access to at least basic WASH, etc.)

**Primary interventions**

The following list of interventions is indicative of typical interventions included in projects aiming to contribute towards the intermediate-level outcomes specified in the theory of change.

- Last-mile connectivity to existing water networks with excess capacity and functioning water treatment plants
- Treated water production plant rehabilitation, expansion, operation and maintenance (O&M)
- Water distribution network rehabilitation, expansion and O&M
- Household water connections
- New construction/rehabilitation and O&M of water supply infrastructures for communities and institutions (including schools and healthcare facilities)
- Water quality surveillance
- Water service monitoring (hours of service/day, reliability)
- Water source sustainability and augmentation
- Design and roll out of incentives for maintaining water supply infrastructure and services
- Construction of public, communal, and institutional sanitation facilities (including schools and healthcare facilities)
- Water resource mapping, monitoring, and planning
- Design of water supply, sanitation and hygiene monitoring and information systems
- Investments in non-sewered sanitation and fecal sludge management
- Sanitation marketing and behavior change campaigns
- Hygiene change campaigns
- Last-mile connectivity to existing sewer networks with excess capacity
- Construction, behavior operation and maintenance of wastewater treatment plants (WWTPs)
- Sewer network expansion and rehabilitation
- Household sewer connections
- Investments in utility operational efficiency including NRW reduction, energy efficiency improvement, billing and collection improvement, and tariff structure change.
- Priority reforms to unlock private capital



- Technical assistance and analytics to inform the development of policies/strategies/regulatory frameworks
- Technical assistance provided to build the capacity of service delivery institutions to design and implement water reforms and infrastructure investment programs.
- Engagement of water sector stakeholders to build consensus, integrate diverse perspectives and create inclusive services.
- Support and incentivize the sustainable operation of water supply and sanitation infrastructure and services

#### Institutional WASH

- **WASH in schools:** Teams are encouraged to use indicators tracking the number of schools with access to basic drinking water (water from an improved source is available at the school), single-sex basic sanitation facilities (may not be applicable in pre-primary schools); and basic handwashing facilities in schools, as per the WASH indicator definitions from JMP. Availability of menstrual hygiene facilities and materials, accessibility to all users, and hygiene education, among other additional criteria, are considered elements of the *advanced service* level within the JMP ladder of service for WASH in schools and is defined based on national standards.<sup>19</sup>
- **WASH in healthcare facilities:** Teams are encouraged to use indicators tracking the number of healthcare facilities with access to water, sanitation, and hygiene facilities as defined by JMP<sup>20</sup> and included below:
  - **Water:** The main source of water is an improved source, located on premises, from which water is available.
  - **Sanitation:** Healthcare facilities with improved and usable sanitation facilities, with at least one toilet dedicated for staff, at least one sex-separated toilet with menstrual hygiene facilities, and at least one toilet accessible for users with limited mobility.
  - **Hygiene:** Healthcare facilities with functional hand hygiene facilities (with water and soap and/or alcohol-based hand rub) are available at one or more points of care and within 5 meters of toilets.

#### ADVANTAGES

The indicator is aligned with the criteria of SDG indicators 6.1 and 6.2 of at least basic *and* safely managed services, which account for the availability, accessibility, and quality of drinking water and the accessibility and quality of sanitation services, as opposed to the previous indicator that captured results aligned with the MDGs and focused on access to improved water sources and sanitation facilities. Furthermore, given the alignment with the definitions for SDG indicators 6.1 and 6.2, client countries are familiar with the indicator definition, and are, for the most part, able to track and report information based on this common understanding.

Additionally, this indicator incorporates hygiene services as a previously unreported layer. This is significant because hygiene services play a crucial role in promoting public health and well-being. By including this aspect, the indicator provides a more holistic view of the progress made in addressing global challenges, particularly in the context of public health. Overall, the use of this new indicator offers a more comprehensive and accurate assessment of progress, aligned with the SDG 6 criteria, and reflective of the importance of other global priorities such as public health.

#### LIMITATIONS

The main limitation for the water component pertains to challenges in measuring water quality and availability at the point of delivery. In cases where routine data on water quality and continuity are not available these would need to be established as part of the project's monitoring and reporting procedures. For sanitation, there may be challenges in measuring safe disposal of excreta when facilities have not yet reached levels requiring disposal. Moreover, basic and

<sup>19</sup> UNICEF and WHO. Core questions and indicators for monitoring WASH in Schools in the Sustainable Development Goals. 2016. Page 4. Online: <https://washdata.org/reports/jmp-2018-core-questions-and-indicators-wash-in-schools>

<sup>20</sup> WHO and UNICEF. Progress on WASH in healthcare facilities 2000–2021: special focus on WASH and infection prevention and control (IPC). Geneva: 2022. Online: <https://washdata.org/reports/jmp-2022-wash-hcf>

safely managed criteria of quality, accessibility, and availability are measured at a fixed point in time but may be subject to variability over time. Project teams will adhere to JMP methodology to address these and other limitations.<sup>21</sup>

The indicator now aggregates results across three different services: water, sanitation, and hygiene. This aggregation potentially offers a summary picture of the achieved and expected results from the WBG WASH portfolio. In order to retain the granularity of results data related to specific portions of the WASH portfolio, aggregate results for each of the sub-sectors (water, sanitation and hygiene) will be requested.

## DATA AND CALCULATION

### INTERNAL DATA SOURCE(S)

- World Bank's Operations Portal (PADs, PDs, ISRs, and ICRs)
- World Bank's Operations Portal (Lending and Portfolio)
- IFC Operational Portal (iDesk/iPortal)
- IFC AIMM System
- MIGA DEIS
- MIGA Portfolio Records
- Other

### METHOD OF CALCULATION (CORE)

The information sources used by client institutions to report results under this indicator include, among others: surveys and administrative data provided by utility companies and other water and sanitation service providers. For results calculated for distribution and non-distribution projects across IDA/IBRD, IFC and MIGA financed projects that do not include the delivery of new or rehabilitated final household connections but focus on water production, desalination plants, water reuse, improvements in service (water source, water quality, continuity, reduction in non-revenue water, etc.), the data sources include project preparation documents such as feasibility studies, technical assessments, IFC industry specialist reports, due diligence reports, etc.

#### Access to water

For IDA, IBRD, RETF financed projects, there are usually three types of reporting units used: **number of people (in FY23 84 percent of projects reporting results used this measurement unit), number of households, and number of water points (in FY23 only 1 out of 81 projects used this measurement unit)**. When beneficiary-level information is not provided in the project documentation, a conversion factor is used to convert results reported as units of households to *number of people*. If available, the conversion factor used is the one provided in project documentation. When this factor is not available, then the conversion factor used is based on the most recent information available from the United Nations Population Division Database on Household Size and Composition. For number of water points, the conversion factor is confirmed with the project team before it is used to calculate the total number of people served.

#### Access to sanitation

For IDA, IBRD, RETF financed projects, there are usually three types of reporting units used: **number of people (in FY23 80 percent of projects used this measurement unit), number of households, and number of latrines (in FY23 only 2 projects used this measurement unit)**. When beneficiary-level information is not provided in the project documentation, a conversion factor is used to convert results reported as units of households to *number of people*. If available, the conversion factor used is the one provided in project documentation. When this factor is not available, then the factor used is based on the most recent information available from the United Nations Population Division Database on Household Size and Composition<sup>22</sup>. For number

<sup>21</sup> <https://washdata.org/sites/default/files/JMP%20methodology-Apr-2018-5.pdf>

<sup>22</sup> United Nations Population Division Database on Household Size and Composition. Online: <https://www.un.org/development/desa/pd/data/household-size-and-composition>



of latrines, the conversion factor is confirmed with the project team before it is used to calculate the total number of people served.

When determining the share of users who benefit from safely managed water and sanitation, the results reporting methodology will aggregate results from such projects as defined by available JMP methodologies.<sup>23</sup> Additionally, the following section describes how results from water and sanitation distribution and non-distribution projects financed by IDA/IBRD, IFC and/or MIGA that focused on water production (e.g. water treatment plants, desalinization plants), water reuse, or improvements in service (water source, water quality, continuity, reduction in non-revenue water<sup>24</sup>, etc.) will be accounted for when these projects don't include the delivery of new or rehabilitated final household connections as part of the projects' scope.

The method described below is used to calculate the estimated number of people who benefit from the intervention per annum (in the year the project reaches full operation -usually from year 3 onwards). This includes the number of people who benefit from new and rehabilitated water and sewer connections and those whose service improves (e.g., longer service hours, better quality supply).

#### **Distribution projects (for water and sanitation)**

Number of residential customers, who are estimated either by the number of connections multiplied by average household size conversion factor of 5 or by the share of the population reported to have connections in the service area (if the latter is available in the project documentation).

**Projects without distribution component (water production, desalinization plants, water reuse)** The amount of water produced for residential users divided by the localized average use (if this information is available in project documentation). If this information is not available, the average WHO minimum standard of 50 Liters per capita/per day is used. The steps for the calculation are outlined below:

#### **Step 1: Calculate expected total water produced (I) in m<sup>3</sup> per year (m<sup>3</sup>/year)**

$$I = E \times F \times G$$

Where:

- $E$  = Production capacity (m<sup>3</sup>) - The total capacity of the water production<sup>25</sup> project in m<sup>3</sup> per day. Source: Project preparation documents such as feasibility studies, technical assessments, IFC industry specialist reports, due diligence reports, etc.
- $F$  = Capacity at which the plant is expected to operate (%) - The expected operational capacity of the plant as a percentage of its total capacity. The expected operational capacity is a function of the technology, resources availability/cost, and weather patterns among other operational elements. This is a project-specific variable used to estimate production output. Source: Project preparation documents such as feasibility studies, technical assessments, IFC industry specialist reports, due diligence reports, etc.
- $G$  = Days expected to be operational/year - The number of days per year that the plant is expected to be operational based on project specific context.
- $I$  = Expected water produced (m<sup>3</sup>/year) - This step calculates the estimated total water produced per year by the project in m<sup>3</sup> per year.

#### **Step 2: Calculate expected residential consumption (J) in m<sup>3</sup>/year**

<sup>23</sup> <https://washdata.org/reports/imp-2017-methodology>

<sup>24</sup> Non-revenue water: "Water that is pumped and then lost or unaccounted for". World Bank. "What is non-revenue water? How can we reduce it for better water service?" August 31, 2016. Online: <https://blogs.worldbank.org/water/what-non-revenue-water-how-can-we-reduce-it-better-water-service>

<sup>25</sup> Non potable water production projects (i.e., industrial water reuse) report results under this indicator when it is reasonable to expect that the intervention will free resources for residential consumption. This is the case when the "no project scenario" entails the project's final user/s sharing the same network servicing residential users in the area.

$$J = H \times (I - NRW_{PL})$$

Where:

- $H$  = % going to residential users (%) - The percentage of the water that is expected to be used by residential users. Source: Project documents (as cited earlier), or if unknown, assume national average based on customer base when available and in national consumption data.
- $I$  = Expected water produced (m<sup>3</sup>/year) - Calculated in Step 1.
- $NRW_{PL}$  = non-revenue water physical losses<sup>26</sup>. When information on the percentage equivalent to physical losses is not available, the percentage to be used for this variable will be that of total NRW. Source: Project preparation documents such as feasibility studies, technical assessments, industry reports, due diligence reports, etc.
- $J$  = Expected residential consumption (m<sup>3</sup>/year) - This step calculates the estimated water consumption by residential users in m<sup>3</sup>/year.

For projects focused on reducing non-revenue water, the expected residential consumption ( $J$ ) is calculated as follows:

$$J = H \times (K \times (NRW_b - NRW_a))$$

- Where,  $K$  corresponds to the water delivered by the system in the baseline year (m<sup>3</sup>/year) and is multiplied by the improvement in non-revenue water (NRW) that is attributable to the intervention.
- The improvement in NRW is calculated, where  $NRW_a$  corresponds to the NRW for the current year and  $NRW_b$  corresponds to the percentage of NRW for the base year.  $NRW_a$  and  $NRW_b$  are expressed as percentages.

### Step 3: Calculate the expected number of beneficiaries

$$\text{Expected number of people with improved services} = \frac{J}{D}$$

- $J$  = Expected residential consumption - The estimated water consumption by residential users calculated in Step 2.
- $D$  = 365 days × WHO minimum standard of 50 Liters per capita/per day.

### Access to hygiene

For access to hygiene projects, there are usually four types of reporting units used: **number of people, number of households, number of facilities and number of institutions (healthcare facilities or schools)**. When beneficiary-level information is not provided in the project documentation, a conversion factor is used to convert results reported as units of households to *number of people*. The conversion factor used is based on the most recent information available from the United Nations Population Division Database on Household Size and Composition. For number of facilities and number of institutions (healthcare facilities or schools) the conversion factor is confirmed with the project team before it is used to calculate the total number of people served when such conversion factor is not already provided in the project documentation (Project Appraisal Document, Project Operations Manual, Additional Financing Paper, etc.).

### Aggregation of total results

The preferred method of aggregation is by using information reported by projects using the sub-indicator: *Total number of people reached with any of the following services: water, sanitation or hygiene*. This captures the total number of people served by at least one of the services because of the project, preventing counting one person twice or more if the same person receives more than one service. For projects where this sub-indicator is not available and where more than one WASH service is provided, only the indicator with the highest expected results (target value), will be counted towards to aggregate number.

<sup>26</sup> When available.

	<p>In addition to the Total Results under <i>Millions of people provided with water, sanitation, and/or hygiene, of which (%) is safely managed</i>, sub-sector aggregate totals will also be provided for access to water, access to sanitation and access to hygiene, with the corresponding breakdown for safely managed under each of these. Sub-sector aggregate totals for WASH in institutional settings will also be provided. This approach will give a more accurate picture of the total number of services provided under each sub-sector, as well as the cost-benefit relation. Results reported for WASH in institutional settings (i.e., WASH in schools and WASH in healthcare facilities) will be used to further illustrate the WBG support for WASH, including in institutional settings. However, these results will not be added to the total number of people with access to water, sanitation and hygiene reported under the corporate scorecard indicator.</p> <p>The total number of healthcare facilities with access to WASH will be converted to the number of people in line with the conversion methodology detailed in the methods note for the separate corporate scorecard indicator “Millions of people receiving quality health, nutrition, and population services”, and the results in terms of number of beneficiaries, reported under this indicator (i.e., health) as per the requirements included in that methods note.</p>
<p><b>METHOD OF CALCULATION (DISAGGREGATION)</b></p>	<ul style="list-style-type: none"> <li>• <b>Youth:</b> Where available, project data disaggregated by age demographics are used. Otherwise, the standardized approach specified in the Corporate Scorecard Disaggregation Methodology is followed, based on the UN definition of youth (ages 15-24).</li> <li>• <b>Sex:</b> Some projects actively disaggregate their progress by gender (around 35% of projects). When they don't, the indicator relies on the demographic distribution of the target area, following the standardized approach specified in the Corporate Scorecard Disaggregation Methodology.</li> <li>• <b>FCS:</b> Results are aggregated according to the most recent FCS list.<sup>27</sup></li> <li>• <b>Small States (SS), Small Island Developing States (SIDS), and Least Developed Countries (LDCs):</b> Results are aggregated according to the most recent list of SS,<sup>28</sup> SIDS,<sup>29</sup> and LDCs.<sup>30</sup></li> <li>• <b>IDA/IBRD/IFC/MIGA:</b> Project data are used to aggregate results by institution.</li> <li>• <b>Region:</b> Project data are used to aggregate results by WBG region.<sup>31</sup></li> <li>• <b>Country income group:</b> Results are aggregated according to the income level list.<sup>32</sup></li> <li>• <b>WBG joint programming:</b> The standardized approach specified in the Corporate Scorecard Disaggregation Methodology is followed.</li> </ul>
<p><b>PRINCIPLES TO AVOID DOUBLE COUNTING</b></p>	<p><b>For more information, please refer to the Common Principles to Limit Double Counting.</b></p> <p>All decisions take a conservative approach, erring on the side of undercounting when possible. For projects where the sub-indicator <i>Total number of people reached with any of the following services: water, sanitation or hygiene</i> is not available, and, more than one WASH service is provided by the project, only the indicator with the highest expected results (target value), will be counted towards to aggregate number.</p>
<p><b>QUALITY ASSURANCE PROCESS</b></p>	<p>The proposed indicators and results measurement strategies are agreed upon between the project team and the client during project design. These agreements are part of the monitoring and evaluation system design, which includes the results frameworks that are reviewed at various instances during the Quality Enhancement Review (QER) and Decision Meeting stages prior to project appraisal and final approval. In addition, for some projects, separate monitoring and evaluation firms are hired to provide additional capacity and assistance to the client when needed. Finally, for projects using disbursement linked indicators (IPF with DLIs or P4Rs), there is a third-party that verifies the reported results.</p>

<sup>27</sup> WB: [Classification of Fragile and Conflict-Affected Situations](#)

<sup>28</sup> <https://www.worldbank.org/en/country/smallstates/overview>.

<sup>29</sup> UN List of SIDS: [List of SIDS](#)

<sup>30</sup> UN List of LDCs: [List of LDCs](#)

<sup>31</sup> WBG regions are Africa West, Africa East, East Asia & Pacific, Europe & Central Asia, Latin America & the Caribbean, Middle East & North Africa, and South Asia.

<sup>32</sup> WB Data: [WB Country and Lending Groups](#)

In addition, with the roll-out of the new corporate scorecard indicator, efforts will need to be made to strengthen both staff and client capacity to effectively capture results in line with the definition included in this note; especially with regards to the “safely managed” access level as defined by the JMP. Trainings and additional technical support will be needed to enhance the design of results frameworks and measurement and reporting of the new indicator during project implementation.

**VERSION**

Version 2. Revised May 22, 2024.

# THEORY OF CHANGE FOR WATER AND SANITATION

