

## **WASH Monthly Report Card Guidelines**

### **A/ Introduction**

The report card on TWINE WASH Monitoring System (WMS) needs to be filled in for every UNHCR site on a monthly basis, either by the WASH partner or by the relevant WASH/Program Officer. This is key to a globalized and standardized monitoring of WASH activities in all UNHCR operations, and allows both time and location comparisons of key WASH indicators. It is a core element of the WASH Monitoring System.

The next sections provide guidance on how to access the WASH Report Card, and fill the different fields with the right information, with examples for easy comprehension.

### **B/ Getting to the WASH Report Card**

You must first login to TWINE. If you do not have access yet, you can register easily online ([twine.unhcr.org](http://twine.unhcr.org) or [wash.unhcr.org/wash-monitoring-system](http://wash.unhcr.org/wash-monitoring-system)). You will receive a confirmation email with a link you need to click on to confirm the registration. Once you have done this, you will need to send a request for permissions for your level of reporting to [hqhis@unhcr.org](mailto:hqhis@unhcr.org) (the request might take a couple of days before access is granted).

Once you have logged in to TWINE, you need to go to the 'Work' section of the site. Under the 'Work' section, click on '+ New Report' and a new window appears. Select 'Enter new data into report' and then 'WASH Report Card' (which is at the bottom of the list). Your new report is now ready to be created. Follow the steps to select the site as well as the month you are reporting for, and then click on 'Create Report'.

### **C/ General**

Information should be entered only in the relevant fields, while non-relevant fields can be skipped. If the value entered is not in the right format for a given field (e.g. text instead of number) an error message will appear with explanation on how to do it. The indicators will be calculated automatically once the relevant information has been entered in the right fields.

At any time while you are filling your monthly card, you can save your work by clicking on the 'Save' button at the top left of the screen. The 'Submit' button must be used only once you have filled your card with all the relevant information for this site.

The card opens up on a selection of the Emergency status: 'Emergency' and 'Post-emergency'. This depends on the situation in the site you are reporting for. Emergency is defined as the first 6 months after a major refugee influx. However, this definition is context-specific and should only serve as general guidance.

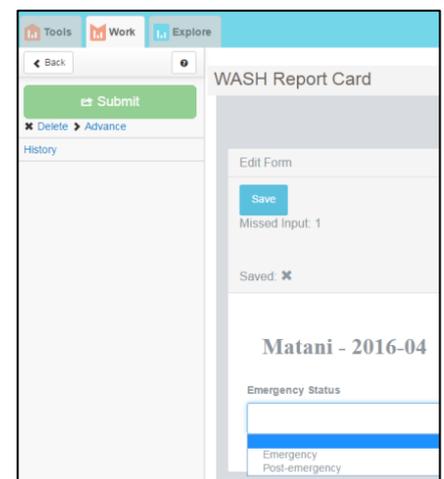


Figure 1: WASH Report Card Introduction

In emergencies, the requested reporting is basic and less detailed so as to allow the person reporting to concentrate on the urgent WASH activities on the field. The details of the Emergency Card are explained in section D.

In post-emergencies, the reporting is more detailed and consistent. It is explained in sections E to H. Most sites reporting in TWINE are 'Post-emergency', such as stable situations with new small scale refugee influx.

The good quality of the data entered in the WASH Report Card is essential to provide precise indicators and adequate analysis. It is the responsibility of the person filling the WASH Report Card to do it with the most precise numbers possible, and it is the responsibility of the WASH Officer to ensure random field checks to ensure accuracy of the submitted data. Furthermore, data quality control is built in TWINE via review and validation of each Report at Regional and Global levels before it is fully completed.

The WASH Report Card should be filled by the most suitable person(s): WASH Officer (or Program Officer/WASH focal point if there is no WASH Officer) or by a dedicated person within the WASH partners. This responsibility has to be decided from the onset, at field level.

Should you have any questions or comments, please contact Franklin Golay at [golay@unhcr.org](mailto:golay@unhcr.org).

#### D/ Emergency tab

This section calculates three important indicators for water, sanitation and hygiene in emergency situations:

- Average number of litres of potable water produced per person per day
- Number of persons per latrine/toilet
- Number of persons per bath shelter/shower

These monthly indicators will appear automatically at the bottom of the page once the fields have been filled with the relevant information.

##### **a. Refugee Population**

Enter the number of refugee population in that camp/site (the most up to date UNHCR figures must be entered – as specified in the name of the field, this data will appear automatically for some of the sites).

##### **b. Total volume of water produced daily**

Enter here the total volume of water produced daily by all the drinking water sources (handpumps, water trucking, boreholes etc...), in cubic meters.

##### **c. Total number of latrine stances (communal and household)**

Enter the number of stances in communal and household latrines/toilets for the whole camp/site. One stance represents a drophole/toilet with a door. For a communal block of latrines with 6 doors, there will be 6 stances. A household latrine usually has one stance. Only the latrine stances that are functional (available and in use) must be entered here.

**d. Total number of bathing shelter/shower stances (communal and household)**

Enter the total number of showers in the whole camp/site. Communal stances (if applicable) and household showers/bath shelters should be added in order to obtain that total number of showers (one door is one stance). Only the functional showers/bath shelters will be recorded.

E/ Post-emergency 1<sup>st</sup> tab: Demographics**a. Refugee Population**

Enter the number of refugee population in that camp/site (the most up to date UNHCR figures must be entered – as specified in the name of the field, this data will appear automatically for some of the sites).

**b. Number of Refugee Households**

Enter the number of refugee households in that camp/site (the most up to date UNHCR figures must be entered – as specified in the name of the field, this data will be entered automatically for some of the sites).

**c. Number of Host Population served by same water sources as Refugees**

Enter the number of host population that uses the refugees' water sources as well (this information must be estimated to the best of your knowledge, or by asking other sections like the Programme or Field sections).

F/ Post-emergency 2<sup>nd</sup> tab: Water Supply

The objective of this section is to calculate three major water supply indicators:

- Average number of litres of potable water produced per person per day
- Number of persons per usable handpump/well/spring
- Number of persons per usable water tap

These monthly indicators will appear automatically at the bottom of the page once the fields have been filled with the relevant information.

**a. Number of functional [type of source]**

For each type of source of water (except for water trucking) that is applicable to the site you are reporting for, enter the number of the types of sources available and used this month in the camp/site.

For example, if there are two boreholes, one water treatment plant at the river and 26 handpumps, you must enter "2" in the field "Number of functional boreholes (motorized pump)", "1" in the field "Number of functional surface water sources (Lake, River)" and "26" in the field "Number of functional handpumps". The other fields for sources that are not present or functional on that specific site can be left empty.

**b. Cumulative volume produced by [type of source] daily [m<sup>3</sup>]**

For each type of source for which a number has been entered, you must enter the quantity of water produced each day by this type of source.

For example, if the 2 boreholes produce respectively 252 m<sup>3</sup> and 540 m<sup>3</sup>, enter the sum which is “792” in the field “Cumulative Volume produced by boreholes (motorized pump) daily [m<sup>3</sup>]”. If the 26 handpumps altogether are able to supply 520 m<sup>3</sup> daily, enter “520” in the field “Cumulative Volume produced by handpumps daily [m<sup>3</sup>]” etc...

**c. [Type of source] Treatment**

For each relevant type of source, specify if the water is chlorinated or unchlorinated. This is between source point and distribution point only. If water is chlorinated at household level it should not be indicated here.

Please note that this option is available on the WASH Report Card only for centralized water systems, and not for handpumps.

For example, if the water pumped from boreholes is unchlorinated, but that pumped at the water treatment plant is chlorinated, select “unchlorinated” in the dropdown choices of the field “Boreholes Treatment” and “chlorinated” in the dropdown choices of the field “Surface Water Treatment”.

**d. Total number of taps (household, tapstands...)**

Enter here the total number of functional taps in the camp/site, whichever is the source they are linked to. Note that every single tap must be counted, so for a tapstand of 6 taps you must count 6 taps.

G/ Post-emergency 3<sup>rd</sup> tab: Water Quality

The objective of this section is to provide information in order to obtain two major water quality indicators:

- % of water quality tests at chlorinated water locations with FRC in the range 0.2-2mg/L and turbidity <5NTU
- % of water quality tests at non chlorinated water collection locations with 0 CFU/100ml

These monthly indicators will appear automatically at the bottom of the page once the fields have been filled with the relevant information.

**a. Total number of [type of test]**

For each water quality test done in the camp/site during the reporting month (Free Residual Chlorine testing or Faecal Coliform testing), that test must be accounted for in the field representative of the result of that test. If a FRC test measured 1.4mg/L with a NTU of 0, then it will be counted in the field “Total number of FRC tests measuring 0.2-2mg/L and Turbidity <5NTU”. All the tests done fit in one of the fields, and in each field must be entered the total number of the tests for which the results correspond to that field.

Faecal Coliform tests include both Membrane filtration and H2S Indicator Tests. If no test of one sort (FRC or Faecal Coliform or both) was done during that month, than the corresponding fields must be left empty, and no indicator will be calculated for that month.

H/ Post-emergency 4<sup>th</sup> tab: Sanitation and Hygiene

The objective of this section is to calculate four major sanitation and hygiene indicators:

- Number of persons per latrine/toilet
- % of households with household or shared-family latrine/toilet
- Number of persons per bath shelter/shower
- Number of persons per hygiene promoter

These monthly indicators will appear automatically at the bottom of the page once the fields have been filled with the relevant information.

**a. Total number of communal latrine/toilet stances**

Enter the number of stances in communal latrines/toilets for the whole camp/site. One stance represents a drophole/toilet with a door. For a communal block of latrines with 6 doors, there will be 6 stances. Only the latrine stances that are functional (available and in use) must be entered here. For example, for a communal block of 4 doors where two doors are sealed because the shared pit is full or the toilet is blocked, you will count only 2 stances.

**b. % of communal latrine/toilet stances for men and women**

Enter the percentage of communal latrine stances that are for women, and the percentage for men will appear automatically, or vice-versa. The sum of both percentages is equal to 100%. All communal latrines should be gender separated with appropriate signs.

**c. Total number of household latrine/toilet stances**

Enter the number of stances in household latrines/toilets for the whole camp/site. One stance represents a drophole/toilet with a door. Only functional latrines/toilets in use should be counted and entered here.

Tip: instead of counting each month all the functional household latrine/toilet stances, it is better to track the number of new household latrines constructed that month and the number of latrines having been decommissioned or losing their functionality during that month. With this information it is then easy to adjust the number from the previous month and fill the updated number for this month. A full latrine survey should be conducted each year.

**d. Total number of shower/bath shelter stances (communal and household)**

Enter the total number of showers in the whole camp/site. Communal stances (if applicable) and household showers/bath shelters should be added in order to obtain that total number of showers (one door is one stance).

Only the functional showers/bath shelters will be recorded. For example, if one emergency communal bathing shelter of 6 doors (6 stances) has been stripped of plastic sheeting for 2 of the 6 stances, you will only record 4 stances because the 2 stances missing plastic sheeting cannot be used anymore and are therefore non-functional. Those two stances will only be counted again if the plastic sheeting has been placed again.

**e. Total number of hygiene promoters**

Enter the total number of hygiene promoters (and/or community health workers tasked with hygiene promotion) currently existing (trained and active) in the camp/site. A thorough follow-up with the partners of the exact number of hygiene promoters still active is necessary each month to make sure that the figure entered in that field is the most precise possible.