

**EVALUATION OF UN DEVELOPMENT ACCOUNT PROJECT 1415-AF**

*“Strengthening Governments’ and water operators’ capacity to ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas”*

**EVALUATION**

**FINAL REPORT, MARCH 2018**

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## Contents

1. Introduction.....	1
A. Purpose.....	1
B. Scope.....	1
C. Methodology .....	1
2. Findings .....	2
2.1 Relevance.....	3
2.2 Effectiveness .....	7
2.3 Efficiency .....	16
2.4 Sustainability.....	20
2.6 Cross Cutting Issues - Gender.....	23
3. Conclusions and Recommendations .....	23
3.1 Conclusions.....	23
3.2 Recommendations.....	26

### Appendices:

Appendix 1: Terms of Reference

Appendix 2: Project Logical Framework

Appendix 3: List of Reviewed Documents

Appendix 4: Evaluation Questionnaire

Appendix 5: Questionnaire Recipients and Selected Interviews

## Executive Summary

In the pan-European region, large disparities in equitable access to water and sanitation exist between countries and this is rather prevalent in the countries of South-eastern Europe, Eastern Europe, the Caucasus and Central Asia. In these regions, over 30% of the total population live in rural areas which are characterized by small-scale water supply and sanitation systems, hence specific approaches are needed to redress inequities in access to water and sanitation at both at national and local levels,

The United Nations Economic Commission for Europe (UNECE) and the World Health Organization Regional Office for Europe (WHO/Europe) *Protocol on Water and Health to the UNECE Convention on the Protection and Use of Transboundary Watercourses and International Lakes (Protocol on Water and Health)* provides a sound policy framework for the realization of the human right to water and sanitation in the pan-European region. Through this framework and as part of the Protocol work programme 2014-2016 (and thereafter 2017-2019), one of the initiatives included awareness raising and capacity building for reducing inequities in access to water supply and sanitation, especially in rural areas which are mainly supplied by small-scale systems (hereinafter – the Project). The Project included 13 beneficiary countries<sup>1</sup>.

The Project was implemented jointly by the UNECE and WHO/Europe between December 2014 through December 2017.

The independent external evaluation was performed at the request and for the benefit of the UNECE Secretariat. The purpose of the evaluation was to assess the **relevance** of the Project for the needs of the participating countries, its **effectiveness**, **efficiency** and **sustainability** of Project results. The Terms of Reference are provided in **Appendix 1**.

According to the Project document (version 2013), the objective of the Project was *to strengthen the capacity of national and local authorities as well as water operators to develop policies and measures aimed at providing access to clean and safe drinking water and adequate sanitation in countries with economies in transition in the UNECE region, with a particular focus on small-scale water supplies and sanitation in rural areas.*

The Project's expected accomplishments (EA) included:

- Expected Accomplishment 1: Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the *Protocol on Water and Health*; and
- Expected accomplishment 2: Strengthened capacity of national and local authorities as well as water operators in countries with economies in transition in the ECE region to address the challenges of small-scale water supplies and sanitation in national and local development policies.

The Project activities and indicators of achievement are provided in **Appendix 2**.

The evaluation was conducted in December 2017 – February 2018. It included a desk review of relevant documents, interviews (by telephone and Skype) and a survey (questionnaire) of Project implementers and participants.

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<sup>1</sup> Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, the Former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan

The main conclusion of the evaluation is that the Project is very relevant, highly effective and efficient. In general, no significant obstacles to the successful implementation of the Project were reported.

Both the expected accomplishments of the Project were fully met, through the implementation of a variety of awareness raising and capacity building activities at national, sub-regional and regional levels. High quality and effective awareness raising, capacity building and guidance tools and materials were developed and used during the Project. Participants of the country consultations and workshops had opportunities to share best practice and lessons learned by expert practitioners from ECE and other countries

The independent external evaluation of the UNECE-WHO/Europe United Nations Development Account (UNDA) Project: *Strengthening Governments' and water operators' capacity ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas* has shown that awareness raising and capacity building activities, development of relevant and appropriate guidance materials, combined with active multi-sector stakeholder cooperation is vital for the reducing inequities in access to water supply and sanitation (small-scale systems - largely in rural areas) in countries of Eastern Europe, South-eastern Europe, the Caucuses and Central Asia. Moreover, the situation of equitable access to water and sanitation and measures to ensure equitable access to water and sanitation (in particular dedicated Action Plans), as well as improving capacity in setting target under the *Protocol on Water and Health* and the introduction of new concepts such as Water Safety Plans (WSPs) have all moved forward in a sustainable manner.

The Project delivered longer term results which are being translated into national laws and regulations, in the areas of drinking water, water safety planning, equity considerations etc. which provides a good level of sustainability from the Project. However, in order to achieve long-term sustainable outcomes, the work of the UNECE and WHO/Europe through the *Protocol of Water and Health* should continue, as well as ensuring the political and financial commitments to implement key measures (for example the Equitable Access Action Plans and WSPs), and those countries planning to develop and implement measures to ensure equitable access to water and sanitation.

The **conclusions** for each evaluation criterion are the following:

**Relevance:** The Project addressed a key issue (universal access to water and sanitation) in the pan-European region and therefore its relevance is very high. The Project supported objectives of the *Protocol on Water and Health* regular programme of work and is also in contributing to the achievement of the Sustainable Development Goals.

**Effectiveness:** The Project achieved the results expected during the Project design in terms of the planned activities, outcome and impact, together with being consistent and appropriate with the Project objective and expected accomplishments. The effectiveness of the Project can be considered to be very high. The Project activities and results have contributed to the improvement of the participating countries' awareness and capacity to address issues associated with achieving equitable access to water and sanitation and to address challenges in small-scale water and sanitation systems. The Project achieved a number of tangible results: informed and trained groups, developed self-assessments of equitable access to water and sanitation as well as assessment of small scale water supply systems in rural areas, developed and/or adopted Equitable Access Action Plans, national Water Safety Plans policy roadmaps , with special consideration of small-scale systems, being developed..

**Efficiency:** The efficiency of the Project within its budget allotment is considered as high. Compared to the relatively low budget of the Project, the outputs and outcomes represent solid evidence of efficient use of funds and sound cooperation between the Implementing Organizations (UNECE and WHO/Europe) of the

Project. It is clear that their complementary expertise in water resources management, water supply and sanitation and health protection, together with programme management and experience of working with the countries targeted by the Project was utilized in an efficient manner, such that the Project activities were implemented within budget and according to schedule. The efficiency of the Project was assisted by the relatively long implementation period and leveraging of financial support (both by additional donors and in-kind), which enabled the required expertise to maintain involvement in the Project. All stages of the Project and the initiative's benefits have been accessible to all beneficiaries, regardless of gender.

**Sustainability:** There were some excellent examples of sustainability of the Project results. Raised awareness and capacities from the country consultations and subsequent self-assessments, and action plans on equitable access to water and sanitation are likely to be sustained as proposals are planned to be implemented in a number of countries, although additional technical assistance and financial resources will need to be secured. The multi-sector engagement and consultation approach is actively working and seems to be sustainable. Other Project outcomes, such as the water safety planning are also being planned and implemented in several countries. Continued support to the Project activities is likely through the WHO country offices, local NGOs, and the donor community, although this needs to be further developed in some countries.

The **recommendations** for each evaluation criterion are the following:

**Relevance:**

- As part of the *Protocol on Water and Health* work programme 2017-2019, UNECE should consider to extending the Project (similar scope, activities, outcomes, etc.) to other countries that are either signatories, Parties and are considering ratifying the Protocol.
- More emphasis should be directed towards addressing issues and inequities and challenges of small-scale sanitation systems, including the challenge of financing sanitation systems, wastewater and sewerage infrastructure. With the Water Safety Plans, it recommended to include sanitation into the overall concept of water and sanitation safety planning.

**Effectiveness:**

- As number of the countries that participated in the Project have highlighted that they would like to continue with the Project activities, such as developing additional Action Plans to ensure equitable access to water and sanitation, Water Safety Plans, amongst others, hence this should be considered in future work projections. For the country missions/consultations, they should be budgeted with an additional budget for organizing a country workshop / consultation meeting in the targeted countries and some national consultancy support (to draft a country profile).
- For any future similar technical cooperation programme/projects, the inclusion of a component for developing and implementing pilot projects (i.e. monitoring small-scale water supply (treatment, distribution) and small-scale sewerage/wastewater systems, Water Safety Plans in a few small-scale sites) to gain local experience would provide added value.
- The guidance *Taking policy action to improve small-scale water supply and sanitation systems. Tools and good practices from the pan-European Region* should be officially translated into other languages, such as Albanian, Armenian, Serbian. Consideration should be given to translating guidance into beneficiary country languages in future (similar) projects.

- UNECE should consider holding workshops, meetings in locations outside of capital cities to ensure a wider participation beyond capital cities.

**Efficiency:**

- Continuation with similar Project implementation arrangements and the personnel who managed and executed the Project at the UNECE and WHO/Europe (and other Implementing Organizations).

**Sustainability:**

- The UNECE and WHO/Europe should continue its efforts in the area of equitable access to water and sanitation/small-scale water and sanitation and continue its good cooperation with other Implementing Organizations, IFIs, donors and other stakeholders, such as the Balkan WASH network.
- Increased emphasis should be placed on identifying and securing funding to finance measures, i.e. water supply, wastewater and sewerage infrastructure, which are planned in, for example Action Plans, to improve equitable access to water and sanitation.
- Such project approaches as establishment of the multi-sector stakeholder engagement and twinning on the one hand, and the development of action plans and Water Safety Plans to ensure safe and equitable access to water and sanitation should be replicated in any follow-on work.

## 1. Introduction

### A. Purpose

The purpose of the independent external evaluation was to review the implementation and assess the extent to which the objectives of the UN Development Account project *Strengthening Governments' and water operators' capacity to ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas* (hereinafter "Project") were achieved.

The main objectives of the evaluation were to:

- Assess the relevance of the Project as it relates to the UNECE-WHO/Europe *Protocol on Water and Health* to support member States in improving equitable access to water and sanitation;
- Determine the effectiveness of the Project towards enhancing the awareness and capacity of the Project countries in achieving equitable access to water and sanitation and meeting challenges of small scale water supply and sanitation systems;
- Evaluate the efficiency and sustainability of the Project and its activities in order to learn how to maintain the beneficial effects of the Project after its completion; and
- Identify good practices from the implementation of the Project that could be replicated in possible future similar projects, and/or issues that need further attention in possible future projects; and provide practical recommendations for future similar projects to enhance the impact of activities.

**Appendix 1: Terms of Reference** provides the specific questions for relevance, effectiveness, efficiency and sustainability.

### B. Scope

The evaluation focused on the full period of implementation from 2014 to 2017. The scope of the evaluation as defined in the Terms of Reference (ToRs) was guided by the objective, indicators of achievement and means of verification established in the Logical Framework (log frame) of the Project document (see **Appendix 2**).

The evaluation framework covered this project only, and excluded other capacity building activities under the wider Protocol on Water Health work programmes. The review against the indicators of achievement was limited to the indicators for measuring the achievements only within the Project implementation period.

The evaluation was conducted as mandatory for UNDA projects, and will be used to inform the design and implementation of future UNDA projects.

### C. Methodology

The evaluation followed the recommended UNECE approach<sup>2</sup> and was carried out through a desk review of relevant documentation and analysis of collected information and data. The desk review covered:

- Programmes and materials (presentations, background documents) developed for national, sub-regional and regional workshops as well as lists of participants; reports of workshops; meeting webpages on the UNECE web site;
- Country reports including the outcomes of national assessments of equitable access to water and sanitation and rapid assessment of small scale water supplies and sanitation;

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<sup>2</sup> *United Nations Evaluation Group Norms and Standards for Evaluation, 2016*

- Publications developed in the framework of the Project; and
- UNECE and WHO/Europe Yearly interim progress reports (2014, 2015, 2016 and 2017).

A complete list of reviewed documents is attached in **Appendix 3** of this Report.

The evaluation process included consultations with the project managers (UNECE and WHO/Europe), co-lead partners for activities on equitable access to water and sanitation and small scale water supply and sanitation of the 2014-2016 and 2017-2019 Protocol programmes of work and the key beneficiaries (13 countries<sup>3</sup>) of the Project, through questionnaires and selected interviews. Main activities (workshops, meetings, assessments) and outputs (presentations, country assessment reports, guidance reports) and their impact and usefulness were assessed.

The evaluation survey targeted a representative selection of the national experts (Ministries, Institutes, NGOs, etc.) from the Project beneficiary countries, the Project sponsors (UNECE and WHO/Europe as Implementing Organizations - IOs) and representatives of countries which were/are co-lead Parties for related programme areas of work under the Protocol. The contacts of stakeholders were provided by UNECE project manager during the Inception phase.

The evaluation survey for the representative national experts was based on an interview (telephone and Skype) using a tailored questionnaire (**Appendix 4**). The questionnaire was elaborated together with the UNECE project manager and included open and closed questions and was available in English language. In some cases national experts only responded to the questionnaire due to language reasons, and in such cases no interview was conducted. A full list of the respondents to the questionnaires and interviews is provided in **Appendix 4**.

Interviews with the Project managers (UNECE and WHO/Europe and associated IOs) centered on the implementation of the Project activities, the Project results and areas for future technical assistance and support.

The evaluation survey took place between 4 - 22 January 2018.

A full list of participants of the evaluation survey is shown in **Appendix 5**.

Gender and human rights aspects were also covered by the evaluation, taking into account guidance provided by the United Nations Evaluation Group on the matter<sup>4</sup>.

## 2. Findings

The desk review and evaluation survey (questionnaire and selected interviews) focused on the overall objective of the Project - *to strengthen the capacity of national and local authorities as well as water operators to develop policies and measures aimed at providing access to clean and safe drinking water and adequate sanitation in countries with economies in transition in the UNECE region, with a particular focus on small-scale water supplies and sanitation in rural areas*. The findings of the evaluation are structured to measure the indicators of the two main expected accomplishments of the Project and to answer the key questions on relevance, effectiveness, efficiency and sustainability, as defined in the evaluation ToRs. Evaluation findings are from both the desk review and evaluation survey (questionnaire

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<sup>3</sup> Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, the Former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan

<sup>4</sup> UNECE Support Guide for Conducting Evaluation, 2014



and Skype and phone interviews with the designated project sponsors, country co-leads and key beneficiaries) as highlighted in Section 1.

The Project implementation was closely linked with the implementation of the programme of work under the Protocol for 2014-2016, and thereafter 2017-2019, and specifically its programme areas on target setting and reporting, equitable access to water and sanitation, small-scale water supplies and sanitation and safe and efficient management of water supply and sanitation systems.

The main findings are considered in accordance with log frame (full log frame in **Appendix 2**).

## 2.1 Relevance

**To what extent was the Project relevant to the objective of the UNECE – WHO/Europe Protocol on Water and Health to support Member States in improving equitable to access to water and sanitation?**

*The Project addressed reducing inequities in access to water and sanitation (especially small-scale water supply and sanitation systems in rural areas) and was relevant to the UNECE-WHO/Europe Protocol on Water and Health objectives.*

The original work programme for 2014-2016 for the *Protocol on Water and Health* aimed to achieve the following main objectives:

- To support implementation of and compliance with the Protocol, by promoting human health and well-being, as well as preventing, controlling and reducing water-related disease through sustainable water management;
- To support non-Parties in acceding to the Protocol;
- To offer a hub for the exchange of knowledge and experience, the development of partnerships and assistance to implementation at the national level;
- To provide assistance to countries in the implementation of the Protocol, through the promotion and establishment of strong partnerships with relevant actors, reaching out to different stakeholders, including civil society organizations, the private sector, academia, international organizations and international financing institutions; and
- To ensure exchange and coordination with the work under the Water Convention and other multilateral environmental agreements.

The Project was based on the need to support countries to ensure universal access to water and sanitation by adopting national targets and setting timeframes specific for the respective country's situation, needs and capacity in accordance with the UNECE-WHO/Europe *Protocol on Water and Health*. The Project was devised from the 2014-2016 programme of work of the Protocol adopted by the Meeting of the Parties at its third session in 2013. The 2017-2019 programme of work, adopted at the fourth session of the Meeting of the Parties in 2016, also recognized "*Equitable access to water and sanitation: translating the human right to water and sanitation into practice*" and "*Small-scale water supplies and sanitation*" as priority areas of work. The current programme of work of the *Protocol on Water and Health* is divided into seven programme areas, in which the Project directly supported the implementation of Programme area 3: Small-scale water supplies and sanitation; Programme area 5: Equitable access to water and sanitation and Programme area 4: Safe and efficient management of water supply and sanitation systems (particularly on water safety planning). Both Protocol programmes of work were developed through a consultative process with Parties to the Protocol and other States and the then proposed activities relate to specific country needs. Specific requests were formulated during meetings of the Working Group on Water and Health (WGWH) and Task Force on Target Setting and Reporting (TFTSR). During the

meeting of the WGWH in 2014, representatives from Armenia, Azerbaijan and the former Yugoslav Republic of Macedonia expressed interest in engaging in the development of a coordinated baseline analysis of the equitable access to water and sanitation, using the Equitable Access Score-card, and requested support from the secretariat to carry out the self-assessment exercises<sup>5</sup>; and during the meeting of the TFTSR in 2015, representatives from Serbia requested support for applying the Equitable Access Score-card<sup>6</sup>.

In addition, as the Project prioritized rural water supply and sanitation in national target setting under the *Protocol on Water and Health*, it also fully aligns with the targets of the Sustainable Development Goals (SDGs), particularly SDG 3.3 to combat waterborne diseases; SDG 3.9 to reduce the number of deaths and illnesses from water contamination; and SDG 6.1 to achieve universal and equitable access to safe and affordable drinking-water for all. To highlight this aspect further, in June 2017, Ministers from across the WHO European Region recognized the *Protocol on Water and Health* as a practical framework for realizing both the water, sanitation and hygiene commitments they made in the Declaration of the Sixth Ministerial Conference on Environment and Health (the Ostrava Declaration), and the aspirations of the 2030 Agenda for Sustainable Development, particularly the call to combat waterborne diseases in SDG 3 and to provide equitable, universal access to safely managed drinking-water and sanitation services for all in SDG 6.

Feedback from the national partners also highlighted relevance to their needs in meeting the obligations of the Protocol, with regards to its implementation and compliance, and particularly reporting requirements, in the case of the Parties and signatories to the Protocol, with Albania, Armenia, Azerbaijan, Belarus, Serbia mentioning this. This relevance was also highlighted by feedback from non-Parties, such as the former Yugoslav Republic of Macedonia. Moreover, specific comments were also made on the relevance of the Project in supporting the sharing knowledge and experience through the development of multi-stakeholder engagement forums, specifically mentioned by national experts from Albania, Armenia and Serbia.

Feedback from the evaluation survey and the projects managers and IOs, highlighted that overall the Project was relevant to achieving the wider objective of the *Protocol on Water and Health*, with specific comments from the UNECE and WHO/Europe also on the factors highlighted by the national experts. In addition, there was a general view that as result of the Project, other regions have shown interest in the subject areas and other countries have shown interest in improving equitable access to water and sanitation (namely Georgia and possibly a UN Women project in Kyrgyzstan), as well as the recent launch of an assessment of equitable access to water and sanitation in Bulgaria.

### **To what extent did the Project respond to the specific needs of member States covered by the Project's activities?**

*The Project accomplishments and outcomes were/are appropriate to the specific needs of the respective Member States.*

According to the findings of the desk review and evaluation survey, the Project addressed key issues associated with inequities in access to water and sanitation, in particular for small-scale systems, in the beneficiary countries. The beneficiary countries<sup>7</sup> of the Project are in the pan-European area from South-east Europe, Eastern Europe, the Caucuses and Central Asia and are all economies in transition, facing

<sup>5</sup> ECE/MP.WH/WG.1/2014/2 EUDCE/1408105/1.10/2014/WGWH/06

<sup>6</sup> Report available at [http://www.unece.org/fileadmin/DAM/env/documents/2015/WAT/07Jul\\_01-03\\_TF\\_Geneva/TFTSR\\_8th\\_meeting\\_report\\_final\\_ENG.pdf](http://www.unece.org/fileadmin/DAM/env/documents/2015/WAT/07Jul_01-03_TF_Geneva/TFTSR_8th_meeting_report_final_ENG.pdf)

<sup>7</sup> Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, the Former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan

specific challenges, which have been highlighted by a number of recent publications<sup>8</sup>, in ensuring safe drinking water supply and adequate sanitation in rural areas. Design of the project was demand-driven: The UNDA project was indeed designed building on the programme of work of the *Protocol on Water and Health*, which itself is developed based on needs for support voiced by countries. UNDA project activities were designed based on activities agreed upon by Parties under the Protocol programme of work. In addition, during meetings of inter-governmental bodies under the Protocol, representatives from countries of Eastern Europe, Caucasus, South-Eastern Europe and Central Asia officially expressed their interest to receive assistance to implement the overall provisions of the Protocol, and specifically to improve the conditions of equitable access to water and sanitation and small-scale water supplies and sanitation in rural areas (cf. more details on specific request by countries above – under 2.1 Relevance). Country selection for the implementation of UNDA project activities was done on the basis of official request for support voiced by countries. In some countries, work started with the organization of a country mission (A.1.1) to better understand specific needs before engaging in organizing national workshops / assessments.

With regards to equitable access to water and sanitation, the main challenges include: water resources availability, with issues around access to safe water supply; the urban/rural gaps and availability of water supply and sanitation infrastructure; specific barriers faced by vulnerable and marginalized groups, i.e. Roma, people with physical needs and public institutions, including schools, hospitals, prisons, etc.; and affordability of water and sanitation services. The evaluation survey highlighted some of these issues, including the lack of access to water supply and particularly sanitation facilities - which was specifically highlighted in the former Yugoslav Republic of Macedonia, and formed a major part of the assessment process and development of subsequent actions. The low level of understanding of the situation and challenges, limited information and policy gaps, lack of coordination between complementary policy measures and low awareness among stakeholders are other issues which are also pertinent, and were an integral part of the Project.

It is widely acknowledged that there is a general lack of awareness in the relevance of small-scale drinking-water supply and sanitation systems, combined with limited knowledge about their prevalence and conditions and resulting effects on public health protection, which may lead to a lack of a sense of responsibility among the relevant decision-makers. As a result, small-scale systems often receive limited policy attention and institutional support, resulting in under-resourcing and little action on their improvement. Other challenges include: less policy attention given to sanitation; typically, a lack in regulation of small-scale systems; limited institutional collaboration between public authorities at different levels of government (local, subnational and national levels); lacking surveillance of water supplies and quality; systems operated by untrained or under trained staff with low knowledge and awareness of health, water supply and sanitation services; small-scale wastewater treatment plants often struggle to meet effluent standards; higher per unit costs for water supply and sanitation systems; and small-scale systems are more susceptible to risk to public health from various poor management and operation practices. Solving this overall problem requires a political, legislative and institutional environment conducive to positive change in attaining equitable access to water and sanitation and in the field of small-scale water supply and sanitation systems. This needs a good governance framework, as well as awareness raising and capacity building involving competent experts to work both on the legal and technical aspects of the issue. There are varying degrees of capacity, resources and impetus to develop this conducive environment; training experts and adopting innovative technical practices can also be a challenge. Taking this into account, the objective, expected accomplishments<sup>9</sup> and activities of the

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<sup>8</sup> WHO/UNECE. *Taking Policy Action to Improve Small-Scale Water Supply and Sanitation Systems*, 2016

<sup>9</sup> UNECE. *Project Document*, 2013

Project were well matched to the needs and priorities of the participating countries of South-east Europe, Eastern Europe, the Caucasus and Central Asia.

The evaluation survey (100% of respondents) highlighted that the Project fully addressed specific needs and priorities of the targeted countries related to equitable access to water and sanitation, and challenges of small-scale water supply and sanitation systems. Some specific examples included: the need for risk based approach to water safety planning, particularly related to smaller water supplies, and the introduction of sanitation to the approach, in Albania, Armenia and Kyrgyzstan; and a lack of knowledge on water quality (both environmental and health related) and on the overall surveillance of water supplies in Serbia and the former Yugoslav Republic of Macedonia, which was addressed directly through the Project activities. All the respondents to the evaluation survey highlighted the limited institutional collaboration between public authorities at different levels of government (local, regional and national levels), which was addressed in a number of ways during the Project, mainly through the equitable self-assessments and Action Plans, at both national and local levels.

### **Was the Project design and implementation appropriate for meeting the Project's overall objectives?**

*The Project design and implementation was appropriate for meeting the Project's overall objective and expected accomplishments.*

**Appendix 2** provides the Project log frame. The objective of the Project was to *strengthen the capacity of national and local authorities as well as water operators to develop policies and measures aimed at providing access to clean and safe drinking water and adequate sanitation in countries with economies in transition in the UNECE region, with a particular focus on small-scale water supplies and sanitation in rural areas*. The expected accomplishments of the Project were to: 1) *Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the Protocol on Water and Health*; and 2) *Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the Protocol on Water and Health*. Both of these accomplishments were designed in a sustainable manner with long term effects and benefits for participating countries. As shown in the Project log frame (**Appendix 2**), under EA 1, four main activities were proposed and subsequently implemented; under EA 2, three main activities were proposed and subsequently implemented. Activity A1.1 was implemented by both the UNECE and WHO/Europe; activities A1.2, A1.3 and A1.4 were implemented by the UNECE; and activities A2.1 – A2.3 were implemented by WHO/Europe. The indicators of achievement (also shown in the log frame) were directly linked to EA 1 and EA 2, and properly addressed key issues and challenges under the *Protocol on Water and Health*, namely: policies and measures (national and local levels) to ensure equity of access to water and sanitation; reporting on progress in ensuring equitable access to water and sanitation; policies and strategies formulated to provide safe drinking water and sanitation in rural areas through small-scale water supply and sanitation systems; and reporting on the progress in developing and implementing water and sanitation safety planning approaches for managing small-scale water supply and sanitation systems in rural areas. The Project strategy was well developed, with seven activities and respective results proposed and well planned. The implementation of the Project largely followed the Project strategy with good coverage across the four sub-regions. There were some deviations, particularly for Activities A1.1 and A1.2, however, they involved more activities and resulted in a higher number of country situation analyses through equitable self-assessments by using an equitable scorecard tool, and Action Plans being developed (see Effectiveness).

The Project design also offered a certain amount of flexibility in choosing the countries for the specific activities – and it was during the implementation of the Project that decisions were made (based on a consultative request process – see Relevance) to focus activities such as assessments and subsequent action planning in countries, and to deliver the national and sub-regional workshops. The countries consultations (Activity A1.1) supported the deeper understanding of countries’ needs, and to further design tailored activities (for example assessments and national workshops, according to specific challenges in countries). This flexibility proved useful as it made it possible to progressively work in a growing number of projects during the period of the project, based on country demands prompted by recognizing the positive impact of project’s activities in other countries (as reported during meeting of inter-governmental bodies under the Protocol).

As already mentioned, the Project awareness raising and capacity building activities were implemented at national, sub-regional and regional levels, involving relevant stakeholders, using information materials and methods adequate for reaching this objective. The materials (presentations, background documents, lists of participants, reports of workshops, meeting webpages etc.) from the national, sub-regional and regional workshops, country reports including the outcomes of national assessments of equitable access to water and sanitation etc., and publications developed in the framework of the Project (all of which are on the UNECE website) were commended by the national experts (contacted as part of the evaluation survey). In addition, the national experts also mentioned that the guidance developed by the Project is being used extensively by colleagues in their respective organizations and more widely at local operational (water utility/company) levels; and the risk assessment approach of the Water Safety Plans is being adopted for future application at local operational levels, i.e. Albania, Kyrgyzstan and Serbia, specifically mentioning this. In addition, the guidance developed have been promoted under the Protocol (in particular during the 4<sup>th</sup> session of the Meeting of the Parties in 2016) and are also being used by country from beyond the Project beneficiary countries.

## 2.2 Effectiveness

### Did the Project achieve the results expected during the Project design in terms of the planned activities, outcome, and impact?

*The Project achieved the results expected during the Project design in terms of the planned activities, outcome and impact, together with being consistent and appropriate with the Project objective and expected accomplishments.*

### **Expected Accomplishment 1: Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the *Protocol on Water and Health*.**

**Activity A1.1:** Organize six country missions to review the situation in target countries in relation to access to water and sanitation, including a rapid assessment of small-scale water supply systems in rural areas to improve the evidence base, and implementation of the *Protocol on Water and Health* and to develop recommendations on the way forward.

#### **Achievements/ Conclusions:**

Fully achieved.

Overall, five country missions/consultations were carried out during the Project implementation: Armenia, the former Yugoslav Republic of Macedonia, Kyrgyzstan, Serbia and Uzbekistan. (A consultation was also carried out in Azerbaijan as part of Activity A1.2.) In three countries, the consultations lead to request by countries to carry out detailed equitable access self-assessments: Armenia, the former Yugoslav Republic of Macedonia and Serbia – as indicated in the Project Document, one country with a lower level of awareness on equitable access and one county with a

better level of awareness. Additionally, two equitable access Action Plans in Armenia (at national level) and the former Yugoslav Republic of Macedonia (at local level in 3 municipalities) was developed. In accordance with the Project Document, a Rapid Assessment of small scale water and sanitation systems in rural areas was completed, and an Action Plan for Serbia is also under preparation (at local level in 2 municipalities). The consultations and workshops were attended by over 250 health, water, planning and NGO sector stakeholders, and from the evaluation survey, all respondents (100%) highlighted that awareness and capacities in the area of equitable access to water and sanitation were increased. Workshops in Serbia (2) were held to disseminate and approve the results of the Activity (other workshops with the same purpose were held as part of Activity A1.2). Hence, the implemented activities and outcomes significantly exceeded those planned in the Project Document. Activities associated with equitable access to water and sanitation was also carried out in the Republic of Moldova. Some notable highlights of the Activity include:

In Serbia, WHO/Europe implemented in 2016-2017 a nationally representative rapid assessment of the situation of small-scale water supply systems in rural areas to establish a systematic baseline analysis, support national target setting under the *Protocol on Water and Health* and inform further policy making and improvement interventions in rural water supply. A fact sheet *Improving drinking-water supply in rural areas of Serbia: From advancing the evidence base towards informed policy-making* summarizes the key findings of the rapid assessment. The results of the project were also published in the Public Health Panorama (in English and Russian). A complementary country consultation took place (Belgrade, 27 October 2016) to disseminate and discuss the results and implications of the rapid assessment with high-level political support by the Minister of Health and the Director of the National Institute of Public Health.

The work enables further discussions on future equitable access assessment using the Equitable Access Score-card and subsequent development of local Equitable Access Action Plans, as discussed in Activity A1.2.

In the former Yugoslav Republic of Macedonia, progress was seen in the self-assessment of the situation on equitable access to water and sanitation using the equitable access scorecard across the country, with a number of key factors identified, including a poor understanding of situation and the recognition of six vulnerable and marginalized groups facing particular challenges to access water and sanitation, amongst others. A good mix of stakeholders from the health, water and NGO sectors, as well as municipalities were involved in the multi-sectoral approach in the self-assessment process, which focused on three regions: Skopje, Veles and Kumanovo. A report<sup>10</sup> (produced by the national Project beneficiaries, namely the National Institute of Public Health together with the NGO Journalist for Human Rights, on achieving the human right to water and sanitation in 2016, with support of the Swiss Agency for Development and Cooperation funding) on the situation of equitable access to water and sanitation was produced. Governance was identified as an underlying issue for some of the challenges highlighted in the sub-sector, with sanitation identified as a major problem which requires policy attention and action. In addition, from the evaluation survey (2 country responses from the National Institute of Public Health and NGO Journalist for Human Rights), the country process for accession to the Protocol needed to be intensified, and the relationship between the national environment and health strategy and the target setting process under the Protocol also needed clarifying. Amongst other issues raised and disseminated, included: the need to establish education and training programmes for operators of small-scale systems with joint efforts of the food and veterinary and the public health authorities; public health authorities should play an important role in educating water operators on hazards and risks that may impact health (i.e. by using the WHO-recommended Water Safety Plan approach) and empowering communities on benefits of WASH and safe management of small systems. The evaluation survey (2 country responses as indicated above) highlighted the importance of the raised awareness of these issues and lead to a high level of commitment in the whole equitable self-assessment – action planning approach, and the local approach intensified the awareness and interest. Further activities are highlighted as part of Activity A1.2.

<sup>10</sup> Report available at:

[http://www.unece.org/fileadmin/DAM/env/water/activities/Equitable\\_access/PDF\\_ACHIEVING\\_THE\\_HUMAN\\_RIGHT\\_TO\\_WATER\\_AND\\_SANITATION\\_\\_1\\_.pdf](http://www.unece.org/fileadmin/DAM/env/water/activities/Equitable_access/PDF_ACHIEVING_THE_HUMAN_RIGHT_TO_WATER_AND_SANITATION__1_.pdf)

In Armenia, good progress was made in disseminating and raising capacity amongst a wider range of relevant decision makers and stakeholders. A self-assessment of the national situation (and a country report) with regards to access to equitable water and sanitation was carried out and highlighted the critical problem of poor sanitation in rural areas, which poses significant public health risks – it was recognized that strengthening the management of sanitation and wastewater requires urgent policy attention and action to protect public health. A *National Action Plan on Equitable Access to Water and Sanitation* (prepared, validated and adopted – August 2017) also highlighted challenges in the sub-sector and were disseminated to the key decisions makers and stakeholders. Further activities are highlighted as part of Activity A1.2.

In Kyrgyzstan and Uzbekistan, a variety of national decisions makers and stakeholders in a number of sectors attended two workshops (with a total attendance of 49) in which it was acknowledged strengthened understanding and approaches to safe and efficient management of the small-scale water supply systems, in particular focusing on the key steps and benefits of the Water Safety Plan (WSP) approach and the role of WSPs in implementing the drinking-water quality related targets under SDGs 3 and 6 and in fulfilling the key provisions of the *Protocol on Water and Health*.

In the Republic of Moldova, actions to improve equitable access were included in the *2016-2025 National Program for the implementation of the Protocol on Water and Health*, including the creation of a Solidarity Fund for the water supply and sanitation sector. An *Action Plan to support the Roma population* was also adopted, with the objective of connecting 100% of households of the Roma population to water supply system by 2020. (The work was partly funded by the Project).

**Activity A1.2:** Organize two national workshops in two of the beneficiary countries to provide guidance to policy- and decision-makers and to other concerned actors to develop policies and measures aimed at ensuring equitable access to water and sanitation.

**Achievements/ Conclusions:**

Fully achieved.

Overall, during the Project implementation, 8 workshops (Azerbaijan, Armenia (3), the former Yugoslav Republic of Macedonia (2) and Serbia (2)), were delivered which significantly exceeds (by four times) the originally planned number. Over 250 national, local and regional decision makers and other stakeholders, including a wide range of NGOs were targeted. The scope of the workshops was mainly concerned with the outcomes of the country consultations, equitable self-assessments and action planning. The Activity was directly linked to Activity A1.1, with workshops linked to the implementation of the equitable self-assessment approach, including preparation of Action Plans. Some notable highlights of the workshops, included:

In Azerbaijan, a national workshop on equitable access (September 2015) initiated process of setting national targets under the *Protocol on Water and Health*, with agreed actions; launched self-assessment exercise of equitable access to water and sanitation, using Equitable Access Score-card, supported by a multi-sector stakeholder working group. An Action Plan is also under preparation.

In Armenia, following the country consultation (Activity A1.1) the approach, objectives and methodology of self-assessment of equitable access to water and sanitation was disseminated and the self-assessment was launched. As part of the meeting of the National Policy Dialogue (NPD) Steering Committee meeting (July 2016), the results of the self-assessment were widely disseminated, as well as presenting the draft *Action Plan on Equitable Access to Water and Sanitation (2018-2020)* - which was approved, paving the way for formal adoption. Good links and synergies were also established with other international water projects in Armenia and the region (EUWI+, ADB, USAID) and progress was made on implementing the equitable access Action Plan for 2018-2010, and the development of a roadmap which included the target of integrating 5 major EU (water) directives. Workshops were held in April 2017 (to validate the Action Plan) and in December 2017 to review progress in the implementation of the Action Plan. Additionally, improved awareness and assistance was provided on

the revision/update of the targets set in the context of the *Protocol on Water and Health*, possible ratification of the Protocol, addressing tariffs, climate change and potential funding sources for further support.

In the former Yugoslav Republic of Macedonia, following on from Activity A1.1, results and outcomes of the equitable self-assessment in the agreed 3 municipalities (Skopje, Veles and Kumanovo) were highlighted to a wider range of stakeholders (national workshop, January 2016), including the main challenges in the sector and actions to address them. Subsequently, local steering committees were formed and developed local Action Plans (2016-2017) to improve the drinking-water and sanitation situation for marginalised and vulnerable groups (which were presented and validated at a national workshop, December 2017). A further outcome was the creation of a national steering committee, which will see how lessons can be learnt from the equitable assessment at the local levels and how they can be transferred to actions at the national level. There was also good progress made towards accession to the *Protocol on Water and Health*.

In Serbia, following on from the country consultation, good progress was made in the initiation of the equitable self-assessment in two regions of Serbia - Suadadija and Pomoravlje (launched following a national workshop, July 2017). As part of this process, good experiences from Armenia, Hungary, the former Yugoslav Republic of Macedonia and Ukraine were shared. Further, awareness and capacities were raised of national, regional and local sector decision makers following the completion of the equitable score-card assessment (national workshop, December 2017). The involvement of a number of NGOs, a regional economic development agency (REDASP) and the Institute of public health, amongst others, working in an integrated manner in the self-assessment process is seen as a good implementation model; and awareness and data has been improved, for example, following a situation analysis of access to drinking water and sanitation for children in primary schools in the two chosen regions. Further progress is expected with the development of local Action Plans in these two municipalities (in planning).

**Activity A1.3:** Organize a regional workshop to provide guidance to policy- and decision-makers and to other concerned actors to develop policies and measures aimed at ensuring equitable access to water and sanitation, and to promote the exchange of experiences in the region and analyze further challenges and needs.

**Achievements/ Conclusions:**

Fully achieved.

A regional workshop *Achieving equitable access to water and sanitation: from assessment to action* was held in Geneva in 2016 and facilitated the exchange awareness in: priority gaps and actions needed across the pan-European region to achieve equitable access to water and sanitation; the role of key actors to be engaged for effective implementation; possible ways to integrate actions to achieve equitable access into water and non-water sectors policy processes and plans; and financial implications of actions to achieve equitable access and possible options to finance them. It also contributed towards the effective use of the Equitable Access-Score-card and the implementation of the Sustainable Development Goals.

The workshop was well represented (with 60 attendees) by public sector policy and decision makers in the health, water and related sectors, from 17 countries and UN departments, UNECE, WHO, European Investment Bank and a wide range of regional NGOs. The workshop produced a full set of materials, including guidance, presentations, handouts, etc.

One of the main outcomes of the workshop was the discussion around the development of the draft *strategic note on action plans to achieve equitable access to water and sanitation* and guide future activities in this area in the 2017-2019 work programme under the Protocol. The document was subsequently adopted at the fourth session of the Meeting of the Parties to the Protocol in November 2016. Also, from the evaluation survey, several respondents commented that in context of using the guidance, it is important for Ministries of Health and Water to cooperate with other Ministries and



stakeholders (such as Ministries of Social Protection, Finance, Education, national human rights institutions...) to ensure progress and sustainability of actions to be taken to improve equitable access.

**Activity A1.4** Organize a regional workshop to provide guidance to policy- and decision-makers and to other concerned actors to develop policies and measures aimed at ensuring equitable access to water and sanitation, and to promote the exchange of experiences in the region and analyze further challenges and needs.

**Achievements/ Conclusions:**

Fully achieved.

A regional workshop *Collecting good practices on target setting and reporting* was held in Geneva in 2016 and facilitated the exchange of experiences by reviewing and reporting progress on the targets set under the Protocol on Water and Health in order to support countries in preparing and submitting their mandatory summary reports. The workshop also contributed to the development of the publication *Collection of good practices and lessons learned on target setting and reporting under the Protocol on Water and Health*, which includes a number of case studies on reporting under the Protocol. Good practices and lessons learned related to target setting and reporting under the Protocol on water and Health were also shared. Capacity building in how to set targets under the article 6.2 of the Protocol to support the 2030 Agenda for Sustainable Development was also covered.

A high level of participation was observed, with over 50 experts from Parties to the Protocol and other States representing governmental authorities, water and health managers, the private sector, international organizations and NGOs, as well as other interested stakeholders. The workshop was very well represented by representatives from 21 countries, and UN departments, UNECE, WHO and a wide range of regional NGOs. The workshop produced a complete set of materials, handouts, exercises, etc.

Feedback from the evaluation survey (from 9 respondents from Albania, Armenia, Azerbaijan, the Former Yugoslav Republic of Macedonia and Serbia – health, environment and water sectors) on Activity A1.1, generally highlighted the validity of the implemented approach in highlighting the key issues associated to equitable access to water and sanitation, particularly in rural areas, which are characteristic of the beneficiary countries. Specific comments (Serbia) highlighted the importance of identifying and addressing gaps in the baseline small-scale water supply and sanitation systems and planning of measures to resolve key issues and challenges. They also highlighted raised awareness and capacity in linking environmental and health issues through a multi-sector stakeholder forum. and the adopted approach of addressing issues on equitable access to water and sanitation being useful in their EU accession negotiations.

Respondents to the evaluation survey from Azerbaijan highlighted that an equitable self-assessment has been completed and work is progressing on an Action Plan, although there is an issue on their financing. Wider dissemination through the Project was not undertaken. Further, information from the evaluation survey, indicates the improved awareness of issues around small-scale water and sanitation has been recognized with its inclusion in the Sustainable Development Programme.

According to the evaluation survey, the two regional workshops assisted the national authorities in raising their awareness and sharing experience on achieving equitable access to water and sanitation and on target setting and reporting under the *Protocol on water and Health*. Overall, ratings were mainly *fully achieved*. A specific comment highlighted that the target setting regional workshop “*helped in the completion of the triennial Summary Report in the framework of the third reporting cycle. The quality of the Summary Report in the third reporting cycle (2016) was improved compared to the Summary Report in the second reporting cycle (2013)*”. Regarding the regional workshop on achieving equitable access to water and sanitation, a specific comment highlighted that the workshop “*pointed out the importance that the baseline analysis of the situation on equitable access has for strengthening the national capacity in*

*developing policies to better face the challenges in improving the situation and achieving the human rights to water and sanitation”.*

It should also be noted that Albania, Belarus and Kyrgyzstan are proposing to launch equitable self-assessment/action plans in 2018.

Overall feedback from the evaluation exercise (questionnaires and interviews) shows the value of the implemented approach with the majority of responses rating the workshops *highly effective*. All the national country respondents (12 in total from 7 countries) to the evaluation survey, expressed their complete satisfaction and gratitude to the conference organizers for well-organized events.

**Expected accomplishment 2: Strengthened capacity of national and local authorities as well as water operators in countries with economies in transition in the ECE region to address the challenges of small-scale water supplies and sanitation in national and local development policies.**

Activity A2.1: Organize two national workshops in two of the beneficiary countries to provide guidance to policy- and decision-makers in addressing the specific challenges of small-scale water supply and sanitation systems, to promote the exchange between national and local authorities and to develop capacities for safe and sustainable management of small-scale water supplies.

**Achievements/ Conclusions:**

Fully achieved.

Two national workshops on *Improving small-scale water supply and sanitation for better health* were delivered in Kyrgyzstan (2015) and Albania (2016). The workshops successfully raised awareness and capacities on the situation of small-scale water supplies and sanitation in each country; discussed progress on implementation of the national targets of the Protocol related to small-scale systems; introduced policy tools, good practices and experiences from other countries in improving small-scale systems (e.g. in regulation, financing, education and management); and introduced key steps and benefits water safety plan (WSP) approach. Specifically, in Kyrgyzstan, the ways and means to improve the situation of small-scale systems were addressed, and in Albania the workshop targeted inter-sectorial thematic group – Water for People and importance of joint collaboration in fulfilling the obligations under the Protocol. Over 100 national, regional and local decision makers from health, environment, water supply, financial sectors, as well as NGOs, water suppliers were successfully targeted.

The evaluation survey (respondent from the Ministry of Health) highlighted that in Albania, the workshop was directly responsible for enhancing knowledge related to small scale systems on water safety planning approaches and reporting on progress under the *Protocol on Water and Health*. Subsequently, the evaluation survey highlighted that two documents were developed: a national guideline on WSPs for small scale systems and a roadmap for implementing the WSP approach in Albania (see Sustainability).

**Activity A2.2:** Organize two sub regional workshops to provide guidance to policy- and decision-makers in addressing the specific challenges of small-scale water supply and sanitation systems.

**Achievements/ Conclusions:**

Fully achieved.

Two sub-regional workshops on *Improving small-scale water supply and sanitation for better health* were delivered during 2017 in Belarus and Serbia. The workshops facilitated sub-regional exchanges of experiences relating to safe, sustainable small-scale water supply and sanitation services in rural areas, to promote good practices in management and public health surveillance to improve the safety and sustainability of such services, and to encourage national decision makers to set targets on small-scale systems under the provisions of the *Protocol on Water and Health*. The workshops were well

attended, with over 80 national decision makers in the health, water, environment and rural development sectors from seven Eastern European countries in the case of the Belarus workshop and seven south-eastern European countries in the case of the Serbian workshop.

Respondents to the evaluation survey (two WHO project managers, UNECE project manager and the respondent from Belarus) specifically highlighted the sharing of international best practice on small-scale water and sanitation systems through the involvement of the EU countries, Estonia, Latvia, Lithuania in the Belarus workshop (and since then Lithuania has also expressed an interest in equitable self-assessment approach) and the involvement of Croatia and Montenegro in the Serbia workshop. Following the workshop in Belarus, Belarus has expressed an interest in implementing the action plan to ensure equitable access to water and sanitation approach.

**Activity A2.3:** Develop guidance and promotional material on safe management of water and sanitation in rural areas through small-scale water supply and sanitation systems and the implementation of the *Protocol on Water and Health*.

**Achievements/ Conclusions:**

Fully achieved.

As part of the Activity, in 2016, two guidance documents were prepared, approved and published:

- *Taking policy action to improve small-scale water supply and sanitation systems. Tools and good practices from the pan-European Region* which aims to support effective policy action and promote good practices for creating an enabling environment in which to improve the situation of small-scale systems and introduces a variety of tools available to policy-makers; and
- *Status of small-scale water supplies in the WHO European Region. Results of a survey conducted under the Protocol on Water and Health* which aims to improve the evidence base on small-scale water supplies and to gain a better overview of the status quo throughout the Region.

The two guidance documents were launched at the 4th session of the Meeting of the Parties (Geneva, 14-16 November 2016) in Russian and English. The core principle of the *Taking policy action....* guidance document includes protection of sources of drinking-water, sanitation planning and water and sanitation safety planning and were successfully disseminated at national levels via the workshops as part of Activity A2.1, as well as in other workshop forums.

According to the evaluation survey, the guidance triggered recognition and (possible) long-term uptake of water safety planning at national levels. Moreover, the evaluation survey also highlighted the high quality and usefulness of the guidance documents. Respondents (from Albania, Armenia, Serbia and the former Yugoslav Republic of Macedonia) also highlighted that further translation (i.e. Albanian, Armenian) of the documents is needed to maximize the impact of the guidance, particularly at the local levels.

According to the evaluation survey, all the evaluation survey (100%) of respondents highlighted the effectiveness of the Project, with a number of survey respondents highlighting the increased awareness and experiences in target setting under the Protocol and water safety planning. The awareness raising and capacity building has led to a number of key initiatives in Serbia, the former Yugoslav Republic of Macedonia, Albania, Armenia and Azerbaijan (see Sustainability).

It should also be noted that during discussions in the national workshops (Activity 2.1) and sub-regional workshops (Activity A2.2) interest has been shown in water safety planning in Kyrgyzstan and Uzbekistan.

There were a number of other related Protocol lead activities in which the results of the Project were disseminated and thereby increased the effectiveness of the Project. These included a number of international, national and regional level policy related and visibility events, such as the Sixth Ministerial

Conference on Environment and Health. 13–15 June 2017, Ostrava, Czech Republic, Budapest water Summit, November 2016, the COP22 summit, November 2016 and the COP23 summit in November 2017, together with a number of other expert group forums and regional workshops.

Moreover, a wider audience was also exposed to the results of the Project, through other technical assistance programmes and projects, such as EUWI+, USAID and an ADB infrastructure support programme.

**What were the challenges/ obstacles to achieving the Project objective and expected accomplishments?**

*There were no major challenges/obstacles that affected the achievement of the Project objective and expected accomplishments.*

The Project was implemented largely as planned in terms of scope of activities and planned results. The objectives and expected accomplishments of the Project were fully achieved. As mentioned previously, additional requests were made by some countries for certain Project activities. It was also decided that the Project objective and expected accomplishments – to build capacities and influence policy processes in countries, would be better achieved if planning and subsequent dissemination of results related to the self-assessments of the situation of equitable access to water and sanitation, rapid assessment (Serbia) and Action Plans were addressed at individual country level, hence additional activities (in particular more national workshops) were implemented to support this (see previous question, under Expected accomplishment 1).

During the implementation of the Project there were some challenges around local and national elections which affected logistical arrangements and timings of workshops and the equitable self-assessment and action planning in the former Yugoslav Republic of Macedonia. However, the overall progress and the results achieved were not negatively affected.

There were a number of specific challenges faced by the Project, including delayed confirmation of interest by countries to organize the second national workshop on small-scale water supply and sanitation (Activity 1.2) in 2015 as planned, however, discussions (by the UNECE and WHO/Europe project managers and the country beneficiaries) allowed agreement to be reached and a second workshop was implemented in 2016, followed by a number of subsequent workshops.

There were delays in finalizing the guidance document on small-scale water supply and sanitation due to extensive external peer review required for quality control according to WHO roles and procedures, however, the peer review undertaken provided the necessary quality control and the document was finalized and approved by November 2016.

**Overall Effectiveness**

Overall for both EA1 and EA2, the Project and participating implementing partners and IOs have delivered all planned outcomes. Six country consultations led to four self-assessments of equitable access to water and sanitation and subsequently three Action Plans to ensure equitable access to water and sanitation, a Rapid Assessment of the situation of small-scale water supply systems in rural areas (Serbia). The country missions/consultations made it possible to: 1) better understand concrete challenges faced in countries; 2) further detail support needed; 3) highlight relevant planning to make sure that the outcomes of activities carried out under the Project (such as capacity building, assessments..) could be taken up in the countries policy planning processes.

The national, sub-regional and regional workshops were well planned and delivered and attended by a wide range of national, regional and local decisions makers and stakeholders. The additional number of

workshops delivered to provide guidance on equitable access to water and sanitation and activities subsequently carried, both in terms of assessment and dissemination of results and the involvement of key stakeholders proved a good implementation mechanism. The relevant workshops also led to uptake in water safety planning and raised capacities in addressing reporting obligations under the *Protocol on Water and Health*. Guidance developed by the Project was well received and is being used extensively across the four sub-regions the Project targeted.

The Project implementation was guided by clearly defined indicators of achievement, which were all achieved. Table 1 shows the two EAs, the indicators of achievement and status of achievement (date of evaluation).

**Table 1: Project basis and status of achievement**

Expected accomplishments	Indicators of achievement	Status of achievement (date of evaluation)
<p><b>Expected Accomplishment 1:</b> Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the <i>Protocol on Water and Health</i>.</p>	<p>IA1.1: Increased number of policies and measures at national and local levels to ensure equity of access to clean and safe drinking water and adequate sanitation.</p>	<p>Achieved. In total, 5 policies were developed in 4 beneficiary countries (Armenia, Moldova, Serbia and the former Yugoslav Republic of Macedonia).</p>
	<p>IA1.2: Increased number of countries reporting on progress in ensuring equitable access to safe drinking water and adequate sanitation under the <i>Protocol on Water and Health</i>.</p>	<p>Achieved. Improved quality of reports on progress in ensuring equitable access to safe drinking water and adequate under the Protocol in 8 out of 13 eligible countries (Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Serbia, and Ukraine) between the second (2013) and third (2016) reporting cycles.</p>
<p><b>Expected accomplishment 2:</b> Strengthened capacity of national and local authorities as well as water operators in countries with economies in transition in the ECE region to address the challenges of small-scale water supplies and sanitation in national and local development policies.</p>	<p>IA2.1: Increased number of policies and strategies formulated to provide safe drinking water and sanitation in rural areas through small-scale water supply and sanitation systems.</p>	<p>Achieved. Progress in recognition of small-scale water supplies and sanitation in rural areas through national strategies, policies and regulations in 9 beneficiary countries: Albania, Armenia, Belarus, Bosnia and Herzegovina, Kyrgyzstan, Serbia, The former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan. In 3 countries (Albania, Serbia and the former Yugoslav Republic of Macedonia) 3 policies and strategies were formulated and adopted. 6 countries are progressing on improving their strategies, policies and regulations towards better management and surveillance of small-scale water supply and sanitation systems.</p>
	<p>IA2.2: Increased number of countries reporting on the</p>	<p>Achieved.</p>

	progress in developing and implementing water and sanitation safety planning approaches for managing small-scale water supply and sanitation systems in rural areas under the <i>Protocol on Water and Health</i> .	Progress in developing and implementing water (and sanitation) safety planning approaches for managing small-scale water supply and sanitation systems. Albania, Armenia, Kyrgyzstan, Serbia, The former Yugoslav Republic of Macedonia and Ukraine reported progress - a 67% increase from 2013 to 2016.
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## 2.3 Efficiency

**Did the Project achieve its objectives within the anticipated budget and allocation of resources? Were the resources (financial and human) appropriate to the design the Project?**

*The Project achieved its objectives within the proposed budget and allocation of resources, and the Project resources (financial and human) were appropriate to the design of the Project.*

The indicative budget of the Project (as set out in the Project Document) for planned implementation period was USD 578,000. The MoU signed between the UNECE and WHO/Europe amounted to USD 226,500 and was to be used to implement Activities A1.2, A2.1, A2.2 and A2.3. Table 2 shows the Project budget on an activity basis.

**Table 2 : Project budget per activity (USD)**

Activity	Planned Budget
Activity A1.1: Six country missions and Rapid Assessment	87,000
Activity A1.2: Two national workshops in two beneficiary countries on equitable access...	140,000
Activity A1.3: Regional workshop to provide guidance to policy and decision makers on equitable access...	92,000
Activity A1.4: Regional workshop to assist countries in reporting obligations under Protocol...	68,000
Activity A2.1: Two national workshops to provide guidance on specific challenges....	69,000
Activity A2.2: Two sub- regional workshops on specific challenges....	90,000
Activity A2.3: Develop guidance and promotional material....	20,000
<b>Total</b>	<b>578,000</b>

The object description for the Project budget and expenditure during the Project implementation is shown in Table 3.

**Table 3: Project budget and expenditure (USD)**

Description	Planned Budget	Revised Budget	Total Expenditure 2014/2015 <sup>1</sup>	Total Cumulative Expenditure 2015/2016 <sup>2</sup>	Total Cumulative Expenditure 2015-2017
Other staff costs - General temporary assistance	48,000	49,800	12,503.62	31,484.37	49,177.77

Consultants and experts	124,000	83,479	0	30,336.95	61,345.69
Travel of staff	42,000	18,000	10,226.87	10,528.17	16,448.53
Contractual services	314,000	38,500	23,307.15	46,688.72	51,721.86
General operating expenses	0	0	147.00	147.94	268.79
Workshops/Study tours (Grants and contributions)	50,000	388,073.06	4,733.32	137,844.87	390,473.86
<b>Total</b>	<b>578,000</b>	<b>578,000</b>	<b>50,918.90</b>	<b>257,031.02</b>	<b>569,436.50</b>

<sup>1</sup> Not including expenses by WHO/Europe, which were charged to the project in 2016

<sup>2</sup> Not including expenses by WHO/Europe in 2016.

The Project implementation rates (from the financial reports) were 9% in 2015 (not including WHO/Europe expense), 44.5% in 2016 (not including WHO/Europe expense) and it reached 98.5% by end of 2017. The revisions to the planned budget around reallocating expenses from consultants and experts and contractual services to participants in seminars and workshops was justified in context of the implementation of the activities and the Project as a whole. Local expertise was provided through grants to NGOs and contracting through UNDP country offices, therefore decreasing costs charged to consultants and experts; and less travel of staff were needed than initially planned, mainly due to coordination of Project activities via electronic communications (i.e. Skype, phone conference, etc.) The two regional workshops which were initially planned to be implemented through contractual services were implemented directly by UNECE, and thus through the workshops/study tours budget line. In addition, more activities than initially planned were organized at country level (equitable access assessments and action planning), and this was organized through grants to NGOs.

The UNECE in-kind contribution in the form of staff time over the implementation period of the Project amounted to 6 months of a P-3, 0.5 month of a P-2 level Programme Manager and 1 month of a G-4 Programme Assistant. The Project manager (P-2 then P-3 level) from UNECE devoted 15% of her time to the Project. WHO/Europe staff time devoted to organizing and overseeing project activities was fully covered by WHO/Europe own resources. The Project was implemented within the Project budget.

Overall, the planned and obtained resources were sufficient for achieving the planned results and the achieved results commensurate to the resources. In fact, the Project was implemented in a highly cost conscious and cost-efficient manner. During the implementation of the Project, it received supplementary funding, as shown in Table 4.

**Table 4: Project supplementary funding**

Contributing Entity/Donor	Purpose	Amount raised	
		Cash (USD)	In-Kind
WHO	Meeting logistics and travel of staff	6,700	Meeting support by WHO country office staff in Serbia
Serbia			Meeting room
2014-2015 Biannual Collaborative Agreement between the Ministry of Health of the Kyrgyz Republic and WHO/Europe	Contribution to the organization of the national workshop on small-scale water supply and sanitation	11,000	

	(Kyrgyzstan, 21-22 September 2015)		
France	<p>-UNECE staff time to organize the activities related to equitable access to water and sanitation</p> <p>- Cost related to the organization of the workshop on equitable access to water and sanitation (Armenia, 15 December 2015)</p> <p>- Cost related to the assessment of equitable access to water and sanitation in the former Yugoslav Republic of Macedonia (2015-2016)</p> <p>-Support to the assessment of the situation of equitable access in Armenia in 2016 and organization of the national workshop on equitable access (Yerevan, 7-8 July 2016)</p> <p>- Logistical costs for the national workshop on equitable access to water and sanitation in the former Yugoslav Republic of Macedonia (Veles, 19-20 January 2016)</p>	<p>2 weeks P2 in 2014 2 months P3 in 2015 3 months P3 in 2016 1 month G4 in 2016 1 month P3 in 2017</p> <p>6,258</p> <p>38,960</p> <p>30,588</p> <p>4,037 EUR</p>	<p>A JPO started in September 2017 and contributed to the finalization of project's activities in Serbia</p> <p>Expert support (representative from the Ministry of Health)</p>
Germany	-UNECE staff time to organize the activities related to equitable access to water and sanitation		A JPO started in October 2016 and contributed to the finalization of project's activities in the former Yugoslav Republic of Macedonia
Switzerland	UNECE staff time to organize the workshop to assist countries in their reporting obligations under the Protocol (A 1.4)	1 month P3 in 2016	
Swiss Agency for Development and Cooperation(SDC)	Printing of the national report on the situation of equitable access to water and sanitation in the former Yugoslav Republic of Macedonia	2,200	



The funds were re-allocated to strengthen the implementation of other activities planned under the project, for example Activities A1.1 and A1.2.

The resources for the Project appear to be appropriate for the scope of the Project. Feedback from the evaluation survey (specifically mentioned by UNECE and WHO/Europe project managers) highlighted the higher level of efficiency that NGOs (through grants) and other Implementing Organizations utilize for the implementation of awareness and capacity building activities (i.e. country consultations, workshops).

The Project was jointly implemented by the UNECE and WHO/Europe. It was clear that the two IOs complementary expertise in water resources management, water supply and sanitation and health protection, together with programme management and experience of working with the countries targeted by the Project was utilized in an efficient manner, such that the Project activities were implemented within budget and according to schedule.

Whilst the evaluation survey did not highlight any issues associated with the resources of the Project, feedback from the evaluation survey (questionnaire and interviews) showed that the Project relied on a large amount of in-kind contributions. Whilst it is common UNECE practice, a number of the co-lead country representatives provided their time free as part of their regular duties in their respective organization roles, and as part of the obligations of the Protocol and Water and Health. Moreover, two NGOs commented that the agreed and contracted budgets for their activities were too low, and that they provided substantial inputs effectively free of charge.

#### Were the activities implemented according to the planned timeframe?

*The Project activities were largely implemented according to the planned timeframe.*

The start of the Project was delayed and started in late 2014. The Memorandum of Understanding between UNECE and WHO/Europe was signed on 16 September 2014 and was followed by the detailed discussion on planning and implementation of activities. The majority of the Project activities were planned for 2015, 2016 and 2017 (as shown in Table 5), and subsequently implemented according to schedule. Table 5 shows the Project activity schedule.

**Table 5: Project activity schedule**

Activity	Year			
	2014	2015	2016	2017
Activity A1.1: Six country missions and Rapid Assessment	x	x	x	x
Activity A1.2: Two national workshops in two beneficiary countries on equitable access...		x	x	x
Activity A1.3: Regional workshop to provide guidance to policy and decision makers on equitable access...			x	
Activity A1.4: Regional workshop to assist countries in reporting obligations under Protocol...			x	
Activity A2.1: Two national workshops to provide guidance on specific challenges....		x	x	
Activity A2.2: Two sub- regional workshops on specific challenges....				x
Activity A2.3: Develop guidance and promotional material....		x	x	

There were delays in the delivery of some of the workshops, although this did not impact the efficiency of the Project. The delivery of the guidance document on policy action to improve small-scale water supply and sanitation systems was delayed (mainly due to extensive external peer review required for quality control according to WHO roles and procedures). However, overall the activities were implemented according to the planned timeframe.

**Were the activities implemented in the required sequence needed to ensure the greatest impact of the Project?**

*The Project activities were implemented in the required sequence to ensure the greatest impact from the Project.*

The activities were well planned (UNECE, WHO/Europe) and subsequently implemented in an effective manner. The activities were all implemented within the target completion date of end 2017. In the equitable access area, the link between the initial country missions – equitable self-assessments – action planning, etc., together with planning, capacity building/awareness and dissemination workshops; and the workshops delivered and guidance developed to address challenges on small scale water supply and sanitation ensured the greatest impact of the Project.

From the evaluation survey (100% of respondents from the project managers, co-lead country partners and national beneficiaries), highlighted that the relatively long implementation period of the Project made it possible to work closely with country key stakeholders and beneficiaries and follow up on progress after carrying out the capacity building activities.

## 2.4 Sustainability

**To what extent will the benefits of the Project continue after completion of the Project?**

*The benefits of the Project will continue after the completion of the Project – primarily from the raised awareness and capacities from the country consultations and subsequent self-assessments, and action plans on equitable access to water and sanitation, together with the workshops and guidance documents.*

The work which was started on the equitable access to water and sanitation, firstly through the self-assessment (using the Equitable Access Score Card) and later on the development of Action Plans (to ensure equitable access to water and sanitation) is highly likely to be sustained through their implementation, although some countries are more capable and likely than others to fully implement Action Plans, without additional technical assistance and financial resources. Some good examples of sustainability as a result of the Project include:

- In the former Yugoslav Republic of Macedonia three local Action Plans are ready to be implemented, with stakeholders in place and both national and bilateral donor funding allocated to some of the measures. From the evaluation survey, some activities have been initiated, for example public toilets in Skopje and a number of health facilities, as well as sanitation improvements in five schools in Kumanovo and Veles. Possible funding from the EU Instrument for Pre-Accession Assistance (IPA) has been discussed for the next steps and the French Embassy in Skopje also confirmed its interest to fund further work. Finally, the Project prompted an important civil society mobilization, which resulted among others into specific recommendations on equitable access to water and sanitation being included in the Blueprint for Urgent Democratic

Reforms (July 2017) developed by CSOs to guide the government's programme in the next 12 months.

- In Serbia, following the Rapid Assessment, which identified the gaps and needs of small-scale water supply systems, a self-assessment exercise was completed and now local Action Plans are being developed in two regions, under the auspices of the Protocol, with full support of the national authorities in health, water and local administration areas, as well as financial support from the French Ministry of Solidarities and Health. The evaluation survey (two respondents from the health and regional development sectors) highlighted that one of the target areas will be the improvement of sanitation facilities in schools in the two regions, and potential funding is being identified and secured.
- In Armenia, progress in implementing actions of the National Equitable Access Action Plan will be reviewed under the framework of the *National Policy Dialogue funded by the EU Water Initiative* until 2020.
- In the Republic of Moldova, a number of actions are being implemented, including the *2016-2025 National Program for the implementation of the Protocol on Water and Health in the Republic of Moldova*, which includes a Solidarity Fund for the water supply and sanitation sector. Similarly, the *Action Plan to support the Roma population* aims to connect 100% of Roma households to water supply system by 2020.

Feedback from the evaluation survey (UNECE and WHO/Europe project managers) confirms that the equitable access work (assessment and action planning) and small-scale water supply improvements are likely to be extended to other countries (some of which are signatories and Parties to the *Protocol on Water and Health*), including Albania, Belarus, Bosnia and Herzegovina, Bulgaria and Lithuania. Other sustainable actions include the development of the State Programme for the development of the drinking water supply and sanitation of settlements (2014-2024) in Kyrgyzstan, which plans to implement measures and provide training to improve the capacity of water providers, including targeting schools.

The Project generally increased the awareness and supported the development of national targets under the *Protocol on Water and Health* and contributed to building capacities towards improving management and public health surveillance of small-scale water supply and sanitation systems. In the reporting area, further increase of reporting on uptake of equitable access to water and sanitation is expected, as the Meeting of The Parties of the *Protocol on Water and Health* adopted at its fourth session (2016) a new template for summary reports, in accordance with article 7 of the Protocol. The new reporting template includes a new part to allow Parties to report achievements in priority thematic areas of work under the Protocol's work plan, including equitable access to water and sanitation. With this new provision/instrument, starting with the next reporting cycle in 2019, countries will start routinely reporting on progress towards equitable access to water and sanitation.

With regards to the water safety planning approach (via Water Safety Plans) which is another good example of the Project's sustainability, the evaluation survey highlighted a number of examples of sustainability. Two examples highlight this: In Albania, the Project directly raised awareness and built capacity in water safety planning and as result a national guideline on WSPs for small scale systems was developed, together with a roadmap for its implementation. It is planned to develop and pilot WSPs at two small scale water supplies, and on a more strategic basis to include the WSP approach into a regulation on drinking water. In Serbia, the WSP approach is being included in a new law on drinking water and in the health sector, a new law on public health will see new health councils monitoring water supplies and sanitation facilities. It was highlighted by the Serbian counterparts that this approach will

also assist in the ongoing negotiations EU accession negotiations with the European Commission. Furthermore, in Kyrgyzstan, roadmap development is still ongoing; in Bosnia and Herzegovina, following the 2017 workshop recommendations, the country formally approached WHO in January 2018 to request for such support; and in Uzbekistan, after the 2017 workshop, country delegates committed to work towards national uptake of the WSP approach.

Both the *Protocol on Water and Health* and the Biennial Collaboration Agreements (BCAs) between WHO and Ministries of Health provide important frameworks which will ensure follow-up on the activities undertaken and national processes started under this project and thus secure long-term sustainability, impact and continuing support to beneficiary countries

Another example of the Project likely sustainability was the introduction in many cases for the first time, of multi-sector stakeholder engagement and consultation with regards to equitable access/addressing challenges of water and sanitation. Moreover, a pre-requisite of the self-assessment of equitable water and sanitation is the formation of a working group, including a qualified NGO(s); the evaluation survey responses highlighted this being progressive in the whole process.

Amongst, key challenges that may affect sustainability of the Project results, the issue of financing of measures, particularly associated the Action Plans and WSPs was highlighted as being a key problem in some countries, although dialogue with IFIs and other donors (bilateral) who are increasingly adopting a sector based approach in their support should be encouraged. The main focus of the Project and indeed the Protocol is on water supply and with the exception of Azerbaijan; most countries highlighted the need to address small scale sanitation systems, from safety planning, situation analysis and financing wastewater and sewerage infrastructure. This has been recognized in the *Protocol on Water and Health* 2017-2019 work programme.

**How is the stakeholders' engagement likely to continue? How will the capacity built ensure that institutions will take over and sustain the benefits of the Project?**

*The Project provided a number of mechanisms and forums to continue stakeholders' engagement at both national, sub-regional and regional levels, as well as use of the guidance documents. UNECE and WHO/Europe remains in close contact with key beneficiaries and is following up and monitors the progress in the areas of the Project.*

In addition to the factors highlighted above, the Project was implemented under the framework of the *Protocol on Water and Health*, which provided a permanent inter-governmental platform to report on progress but also facilitated the exchange of experiences and collaboration between countries, therefore contributing to the long-term impact of activities. Future progress on the impact of actions implemented / policy changes in eligible countries will be reported during upcoming inter-governmental meetings organized under the Protocol (for example the 10th meeting of the Task Force on Target Setting and Reporting in April 2018, and the 11th meeting of the Working Group on Water and Health in November 2018). Through the obligation of the *Protocol on Water and Health* and the work programme 2017-2019, the UNECE and WHO/Europe both remain in close contact with countries and is following up by organizing expert meetings/workshops/consultations in the area of small scale water and sanitation. In addition, the Expert Group on equitable access to water and sanitation meets on a yearly basis under the framework of the Protocol. Representatives from countries that have received support from the project on that topic are represented in this expert group, which discusses common issues faced in improving equitable access to water and sanitation. The next meeting of the Expert Group is planned for June 2018 and will focus on the financing equitable access to water and sanitation.

The guidance document, *Taking policy action to improve small-scale water supply and sanitation systems. Tools and good practices from the pan-European Region* is being extensively used by national decision makers and stakeholders across the respective pan-European ECE region. However, as mentioned from the evaluation survey, the guidance needs translating into other languages (other than English and Russian) to maximize its impact.

“Twinning” arrangements between countries to share knowledge and best practice in improving equitable access to water and sanitation were developed, with good examples between Ukraine-Armenia, the former Yugoslav Republic of Macedonia-Serbia and Armenia-Bulgaria and the links developed should further enhance stakeholders’ engagement both at national and regional levels. Such practice is common in the community of work of Parties and non-Parties of the *Protocol on Water and Health*, working both as the level of exchange between national institutions as well as NGOs from the region, and is therefore very likely to be sustained for future.

Recent establishment of the Balkans WASH network can also act as a forum to discuss and promote WASH objectives across the region.

During the implementation of the Project, WHO/Europe worked closely with WHO country offices in countries where national and sub-regional activities took place and it is expected that the WHO country offices will continue to provide follow up support to ensure the sustainable impact of activities carried out under the framework of the Project. Moreover, the UNECE worked closely at national level with a range of stakeholders, as well as local NGOs / non for profit organizations, who will continue to follow up on the Project actions.

Finally, UNECE is also implementing, together with OECD, EUWI National Policy Dialogues (NPD) in 9 countries until mid-2020: Armenia and Azerbaijan have requested support from such NPDs to build on progress made through the project in improving equitable access to water and sanitation

## **2.6 Cross Cutting Issues - Gender**

Based on findings of the Project, there was success achieved towards women’s involvement. The target groups of the Project were essentially national, local and regional decision makers and stakeholders, which were primarily (around 70%) represented by women . A high proportion (nearly 80%) of the Project sponsors/IOs and co-leads were also largely represented by women. The project management team consisted of three women, and the majority of co-lead country partners (4) and national beneficiary representatives (12) were all women.

## **3. Conclusions and Recommendations**

### **3.1 Conclusions**

The main conclusion of the evaluation is that the Project was very relevant, highly effective and efficient.

Both the EAs of the Project were fully met, through the implementation of a variety of awareness raising and capacity building activities at national, sub-regional and regional levels. High quality and effective awareness raising, capacity building and guidance tools and materials were developed and used during the Project. Participants of the country consultations and workshops had opportunities to share best practice and lessons learned by expert practitioners from ECE and other countries.

Table 6 summarizes the achievement on the date of evaluation.

**Table 6: Overall achievement of the Project**

Expected accomplishments	Indicators of achievement	Status of achievement (date of evaluation)
<p><b>Expected Accomplishment 1:</b> Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the <i>Protocol on Water and Health</i>.</p>	<p>IA1.1: Increased number of policies and measures at national and local levels to ensure equity of access to clean and safe drinking water and adequate sanitation.</p>	<p>Achieved. In total, 5 policies were developed in 4 beneficiary countries (Armenia, Moldova, Serbia and the former Yugoslav Republic of Macedonia).</p>
	<p>IA1.2: Increased number of countries reporting on progress in ensuring equitable access to safe drinking water and adequate sanitation under the <i>Protocol on Water and Health</i>.</p>	<p>Achieved. Improved quality of reports on progress in ensuring equitable access to safe drinking water and adequate under the Protocol in 8 out of 13 eligible countries (Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Serbia, and Ukraine) between the second (2013) and third (2016) reporting cycles.</p>
<p><b>Expected accomplishment 2:</b> Strengthened capacity of national and local authorities as well as water operators in countries with economies in transition in the ECE region to address the challenges of small-scale water supplies and sanitation in national and local development policies.</p>	<p>IA2.1: Increased number of policies and strategies formulated to provide safe drinking water and sanitation in rural areas through small-scale water supply and sanitation systems.</p>	<p>Achieved. Progress in recognition of small-scale water supplies and sanitation in rural areas through national strategies, policies and regulations in 9 beneficiary countries: Albania, Armenia, Belarus, Bosnia and Herzegovina, Kyrgyzstan, Serbia, The former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan. In 3 countries (Albania, Serbia and the former Yugoslav Republic of Macedonia) 3 policies and strategies were formulated and adopted. 6 countries are progressing on improving their strategies, policies and regulations towards better management and surveillance of small-scale water supply and sanitation systems.</p>
	<p>IA2.2: Increased number of countries reporting on the progress in developing and implementing water and sanitation safety planning approaches for managing small-scale water supply and sanitation systems in rural areas under the <i>Protocol on Water and Health</i>.</p>	<p>Achieved. Progress in developing and implementing water (and sanitation) safety planning approaches for managing small-scale water supply and sanitation systems. Albania, Armenia, Kyrgyzstan, Serbia, The former Yugoslav Republic of Macedonia and Ukraine reported progress - a 67% increase from 2013 to 2016.</p>

The independent external evaluation of the UNECE-WHO/Europe United Nations Development Account (UNDA) Project: *Strengthening Governments' and water operators' capacity ensure equity of access to*

*water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas* has shown that awareness raising and capacity building activities, development of relevant and appropriate guidance materials, combined with active multi-sector stakeholder cooperation is vital for the reducing inequities in access to water supply and sanitation (small-scale systems - largely in rural areas) in countries of Eastern Europe, South-eastern Europe, the Caucasus and Central Asia. Moreover, the situation of equitable access to water and sanitation and measures to ensure equitable access to water and sanitation (in particular dedicated Action Plans), as well as improving capacity in setting target under the *Protocol on Water and Health* and the introduction of new concepts such as Water Safety Plans have all moved forward in a sustainable manner.

The Project delivered longer term results which are being translated into national laws and regulations, in the areas of drinking water, water safety planning, equity considerations etc. which provides a good level of sustainability from the Project. However, in order to achieve long-term sustainable outcomes, the work of the UNECE and WHO/Europe through the *Protocol of Water and Health* should continue, as well as ensuring the political and financial commitments to implement key measures (for example the Equitable Access Action Plans and WSPs), and those countries planning to develop and implement measures to ensure equitable access to water and sanitation.

The conclusions for each evaluation criterion are the following:

**Relevance:** The Project addressed a key issue (universal access to water and sanitation) in the pan-European region and therefore its relevance is very high. The Project supported objectives of the *Protocol on Water and Health* regular programme of work and is also in contributing to the achievement of the Sustainable Development Goals.

**Effectiveness:** The Project achieved the results expected during the Project design in terms of the planned activities, outcome and impact, together with being consistent and appropriate with the Project objective and expected accomplishments. The effectiveness of the Project can be considered to be very high. The Project activities and results have contributed to the improvement of the participating countries' awareness and capacity to address issues associated with achieving equitable access to water and sanitation and to address challenges in small-scale water and sanitation systems. The Project achieved a number of tangible results: informed and trained groups, developed self-assessments of equitable access to water and sanitation as well as assessment of small scale water supply systems in rural areas, developed and/or adopted Equitable Access Action Plans, national Water Safety Plans policy roadmaps, with special consideration of small-scale systems, being developed.

**Efficiency:** The efficiency of the Project within its budget allotment is considered as high. Compared to the relatively low budget of the Project, the outputs and outcomes represent solid evidence of efficient use of funds and sound cooperation between the Implementing Organizations (UNECE and WHO/Europe) of the Project. It is clear that their complementary expertise in water resources management, water supply and sanitation and health protection, together with programme management and experience of working with the countries targeted by the Project was utilized in an efficient manner, such that the Project activities were implemented within budget and according to schedule. The efficiency of the Project was assisted by the relatively long implementation period and leveraging of financial support (both by additional donors and in-kind), which enabled the required expertise to maintain involvement in the Project. All stages of the Project and the initiative's benefits have been accessible to all beneficiaries, regardless of gender.

**Sustainability:** There were some excellent examples of sustainability of the Project results. Raised awareness and capacities from the country consultations and subsequent self-assessments, and action

plans on equitable access to water and sanitation are likely to be sustained as proposals are planned to be implemented in a number of countries, although additional technical assistance and financial resources will need to be secured. The multi-sector engagement and consultation approach is actively working and seems to be sustainable. Other Project outcomes, such as the water safety planning are also being planned and implemented in several countries. Continued support to the Project activities is likely through the WHO country offices, local NGOs, and the donor community, although this needs to be further developed in some countries.

### 3.2 Recommendations

Recommendations are provided for each evaluation criterion:

#### Relevance:

- As part of the *Protocol on Water and Health* work programme 2017-2019, UNECE should consider to extending the Project (similar scope, activities, outcomes, etc.) to other countries that are either signatories, Parties and are considering ratifying the Protocol.
- More emphasis should be directed towards addressing issues and inequities and challenges of small-scale sanitation systems, including the challenge of financing sanitation systems, wastewater and sewerage infrastructure. With the Water Safety Plans, it is recommended to include sanitation into the overall concept of water and sanitation safety planning.

#### Effectiveness:

- As number of the countries that participated in the Project have highlighted that they would like to continue with the Project activities, such as developing additional Action Plans to ensure equitable access to water and sanitation, Water Safety Plans, amongst others, hence this should be considered in future work projections. For the country missions/consultations, they should be budgeted with an additional budget for organizing a country workshop / consultation meeting in the targeted countries and some national consultancy support (to draft a country profile).
- For any future similar technical cooperation programme/projects, the inclusion of a component for developing and implementing pilot projects (i.e. monitoring small-scale water supply (treatment, distribution) and small-scale sewerage/wastewater systems, Water Safety Plans in a few small-scale sites to gain local experience would provide added value.
- The guidance *Taking policy action to improve small-scale water supply and sanitation systems. Tools and good practices from the pan-European Region* should be officially translated into other languages, such as Albanian, Armenian, Serbian. Consideration should be given to translating guidance into beneficiary country languages in future (similar) projects.
- UNECE should consider holding workshops, meetings in locations outside of capital cities to ensure a wider participation beyond capital cities.

#### Efficiency:

- Continuation with similar Project implementation arrangements and the personnel who managed and executed the Project at the UNECE and WHO/Europe (and other Implementing Organizations).

#### Sustainability:



- The UNECE and WHO/Europe should continue its efforts in the area of equitable access to water and sanitation/small-scale water and sanitation and continue its good cooperation with other Implementing Organizations, IFIs, donors and other stakeholders, such as the Balkan WASH network.
- Increased emphasis should be placed on identifying and securing funding to finance measures, i.e. water supply, wastewater and sewerage infrastructure, which are planned in, for example Action Plans, to improve equitable access to water and sanitation.
- Such project approaches as establishment of the multi-sector stakeholder engagement and twinning on the one hand, and the development of action plans and Water Safety Plans to ensure safe and equitable access to water and sanitation should be replicated in any follow-on work.

## **Appendices**

## Appendix 1: Terms of Reference

### TERMS OF REFERENCE

#### EVALUATION OF UN DEVELOPMENT ACCOUNT PROJECT 1415-AF

*“Strengthening Governments’ and water operators’ capacity ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas.”*

#### I. Purpose

The purpose of this evaluation is to review the implementation and assess the extent to which the objectives of the UN Development Account project “Strengthening Governments’ and water operators’ capacity to ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas.” (hereinafter “Project”) were achieved.

The evaluation will assess the relevance, effectiveness, efficiency and sustainability of the project in enhancing the capacity of the project countries with regards to ensuring equitable access to water and sanitation, with a particular focus on small-scale water supplies and sanitation in rural areas.

The evaluation should also:

- identify good practices from the implementation of the project that could be replicated in possible future similar projects, and/or issues that need further attention in possible future projects;
- develop practical recommendations for future similar projects to enhance the impact of activities.

#### II. Scope

The evaluation will be guided by the objectives, indicators of achievement and means of verification established in the logical framework of the project document. The evaluation will consider the extent to which the Project built the capacity of beneficiary countries to ensure equity of access to water and sanitation. The evaluation will include the full period of implementation from 2014 to 2017.

#### III. Background

The UNECE-WHO/Europe *Protocol on Water and Health* requires that Parties ensure universal access to water and sanitation by adopting national targets and setting timeframes specific for the country’s situation, needs and capacity. The 2014-2016 programme of work of the Protocol adopted by the Meeting of the Parties at its third session in 2013 and then the 2017-2019 programme of work adopted at its fourth session in 2016 recognized “Equitable access to water and sanitation: translating the human right to water and sanitation into practice” and “Small-scale water supplies and sanitation” as priority areas of work. In particular, during meetings of intergovernmental bodies under the Protocol, representatives from countries of Eastern Europe, Caucasus, South-Eastern Europe and Central Asia expressed their interest to receive assistance to implement the provisions of the *Protocol on Water and Health*, particularly with regards to equitable access to water and sanitation and small-scale water supplies and sanitation in rural areas.

The project was implemented from 2014 to 2017. UNECE led on the execution of the project together with WHO/Europe. Project activities included 13 beneficiary countries: Albania, Armenia, the former Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, the former Yugoslav Republic of Macedonia, Ukraine and Uzbekistan, either through national, regional or intergovernmental activities.

The objective of the project was to strengthen the capacity of national and local authorities as well as water operators to develop policies and measures aimed at providing access to clean and safe drinking water and adequate sanitation in countries with economies in transition in the UNECE region, with a particular focus on small-scale water supplies and sanitation in rural areas.

#### IV. Issues

The evaluation should review the following aspects of the project implementation and results:

- *Relevance:*  
To what extent was the project relevant to the objective of the UNECE – WHO/Europe *Protocol on Water and Health* to support Member States in improving equitable access to water and sanitation?  
To what extent did the project respond to the specific needs of member States covered by the project's activities?  
Was the project design and implementation appropriate for meeting the project's overall objectives?
- *Effectiveness:*  
Did the project achieve the results expected during the project design in terms of the planned activities, outcome, and impact?  
What were the challenges/ obstacles to achieving the project objective and expected accomplishments?
- *Efficiency:*  
Did the project achieve its objectives within the anticipated budget and allocation of resources?  
Were the resources (financial and human) appropriate to the design the project?  
Were the activities implemented according to the planned timeframe?  
Were the activities implemented in the required sequence needed to ensure the greatest impact of the Project?
- *Sustainability:*  
To what extent will the benefits of the project continue after completion of the project?  
How is the stakeholders' engagement likely to continue? How will the capacity built ensure that institutions will take over and sustain the benefits of the project?

#### V. Methodology

The evaluation will be conducted on the basis of:

1. A **desk review** of all the relevant documents obtained from project files including:
  - Programmes and materials (presentations, background documents) developed for national and regional workshops as well as lists of participants;
  - Reports of workshops;
  - Meeting webpages;
  - Country reports including the outcomes of national assessments of equitable access to water and sanitation of rapid assessment of small scale water supplies and sanitation;
  - Publications developed in the framework of the project
  - Yearly interim progress reports (for 2014, 2015 and 2016).
2. An electronic **questionnaire** will be developed by the consultant for dissemination to assess the perspective from member States targeted by the project, after consultation with UNECE and WHO/Europe.

3. This questionnaire will be followed up by **selected interviews** (methodology to be determined by the evaluator in consultation with UNECE and WHO/Europe). The interviews will take place via phone and Skype. The UNECE project manager will provide the list and contact details.

The report will summarize the findings, conclusions and recommendations of the evaluation. An executive summary (of no more than 2 pages) will briefly summarize the project, the methodology of the evaluation, key findings, conclusions and recommendations.

All material needed for the evaluation, will be provided to the consultant: project document and reports, meeting reports and publications, list of involved experts that can be interviewed by telephone. UNECE project manager and WHO/Europe project staff will be contacted to obtain clarifications and any missing data. They will provide support and further explanation by Skype and phone to the evaluation consultant when needed.

The evaluation will be conducted in accordance with the UNECE Evaluation Policy.

## **VI. Evaluation Schedule**

- Desk review of all documents provided by UNECE to the evaluator (by 10 December 2017)
- Delivery of inception report including design of survey (by 10 December 2017)
- Feedback on inception report by the project manager and PMU (by 15 December 2017)
- Launching the survey (15 December 2017)
- Conducting in-person and telephone interviews (by 15 January 2018)
- Analysis of collected information (by 25 January 2018)
- Draft report (25 January 2018)
- Comments back to the evaluator after review by the project manager and the PMU (5 February 2018)
- Final report (15 February 2018).

## **VII. Resources**

The requirement for an external evaluation is specified in the project document. An external evaluation consultant identified through the UNECE Evaluation Consultants' Roster will be hired and managed by the project manager P3. In addition, one P3 staff member will provide support to the consultant by ensuring the provision of all necessary documentation needed for the desk review. The staff member will also guide the evaluator on the appropriate recipients for the questionnaire, and for follow up interviews, and ensure that the necessary communications with these recipients are introduced by the secretariat.

The UNECE Programme Management Unit will provide guidance on the evaluation requirements, design, and review of the draft evaluation report.

The resources available for this evaluation are USD 12,000. Payment will be made upon satisfactory delivery of work on 20 February 2018.

## **VIII. Intended Use/Next Steps**

The evaluation will be consistent with the UNECE Evaluation Policy. The results will be used in the planning and implementation of future similar projects in the region and possibly beyond.

The findings of the evaluation will inform follow up actions and guide initiatives already started and required to disseminate the knowledge created and enhance its use.

The outcomes of the evaluation will also contribute to the broader lessons learned of the UNDA, by being made available on the UNECE public and internal websites, as well as submitted to UN DESA in UNHQ.

## **IX. Criteria for Evaluators**

Evaluators should have:

- An advanced university degree or equivalent background in relevant disciplines
- Specialized training in areas such as evaluation, project management, social statistics, advanced statistical research and analysis.
- Demonstrated relevant professional experience in design, management and conduct of evaluation processes with multiple stakeholders, survey design and implementation, and project planning, monitoring and management.
- Demonstrated methodological knowledge of evaluations, including quantitative and qualitative data collection and analysis for end-of-cycle project evaluations.
- Fluent in written and spoken English. Knowledge of another language (for example Russian) is desirable depending on the countries included in the project (for the purpose of being able to seek inputs from national authorities in their native tongue).

Evaluators should declare any conflict of interest to UNECE before embarking on an evaluation project, and at any point where such conflict occurs.

## Appendix 2: Project Logical Framework

Intervention logic	Indicators	Means of verification	Risks/Assumptions
<p>Objective: The Project objective is to strengthen capacity of national and local authorities as well as water operators to develop policies and measures aimed at providing access to clean and safe drinking water and adequate sanitation in countries with economies in transition in the ECE region with a particular focus on small-scale water supplies and sanitation in rural areas.</p>			
<p>Expected accomplishment 1. Strengthened capacity of national and local authorities in countries with economies in transition in the ECE region to develop innovative policies and measures aimed at providing equitable access to water and sanitation building on the <i>Protocol on Water and Health</i>.</p>	<p>IA1. Increased number of policies and measures at national and local levels to ensure equity of access to clean and safe drinking water and adequate sanitation.</p>	<p>Official documents drafted and adopted at the local and/or national level through cooperative efforts of various stakeholders to ensure equity of access to water and sanitation, including those related to affordability issues; self-assessment exercises contributing to such documents.</p>	<p>There is a risk that some politicization of the issue of equitable access may occur, especially in relation to vulnerable and marginalized groups causing restrictions in the collection of data. Another risk factor is possible delays in the implementation of activities due to the weak capacity of local experts and poor coordination/participation. Assumption is that the governments of beneficiary countries consider equitable access as a priority issue.</p>
	<p>IA2. Increased number of countries reporting on progress in ensuring equitable access to safe drinking water and adequate sanitation under the <i>Protocol on Water and Health</i>;</p>	<p>Reports/statements of countries at the meetings of the intergovernmental bodies under the <i>Protocol on Water and Health</i> and national summary reports submitted under the third reporting cycle under the Protocol.</p>	<p>Assumption is that beneficiary countries, both Parties and non-Parties to the Protocol, submit their national summary reports.</p>

1.1 Main activity	Organize six country missions to review situation in target countries in relation to access to water and sanitation, including a rapid assessment of small-scale water supply systems in rural areas to improve the evidence base, and implementation of the <i>Protocol on Water and Health</i> and to develop recommendations on the way forward.		
1.2 Main activity	Organize two national workshops in two of the beneficiary countries to provide guidance to policy- and decision-makers and to other concerned actors to develop policies and measures aimed at ensuring equitable access to water and sanitation.		
1.3 Main activity	Organize a regional workshop to provide guidance to policy- and decision-makers and to other concerned actors to develop policies and measures aimed at ensuring equitable access to water and sanitation, and to promote exchange of experiences in the region.		
1.4 Main activity	Organize a regional workshop to assist countries in their reporting obligations under the <i>Protocol on Water and Health</i> and, at the same time, streamline efforts with post-2015 sustainable development goal(s) and reporting.		
Expected accomplishment 2. Strengthened capacity of national and local authorities as well as water operators in economies in transition in the ECE region to address the challenges of small-scale water supplies and sanitation in national and local development policies.	IA1. Increased number of policies and strategies formulated to provide safe drinking water and sanitation in rural areas through small-scale water supply and sanitation systems.	Policy documents/strategies, to improve management of water and sanitation in rural areas, in particular in small-scale water supply and sanitation systems developed at local and national levels; Rapid assessments of situation of small-scale water supply for evidence based policy making.	There is a risk that some politicization of the issue of small-scale supplies and sanitation may occur, especially in relation to vulnerable and marginalized groups. Another risk factor is possible delays in the implementation of activities due to the weak capacity of local experts and poor coordination/participation of stakeholders. Assumption is that the governments of beneficiary countries consider small-scale water supplies and sanitation as a priority issue and are willing to cooperate in the framework of the <i>Protocol on Water and Health</i> .
	IA2. Increased number of countries reporting on the progress in developing and implementing water safety planning	Reports/statements of countries at the meetings of the intergovernmental bodies under the <i>Protocol on Water and Health</i> and national summary reports submitted under the third	Assumption is that beneficiary countries, both Parties and non-Parties to the Protocol, submit their national summary reports.



	approaches for managing small-scale water supply and sanitation systems in rural areas under the <i>Protocol on Water and Health</i> .	reporting cycle under the Protocol.	
2.1 Main activity	Organize two national workshops in two of the beneficiary countries to provide guidance to policy- and decision- makers in addressing the specific challenges of small-scale water supply and sanitation systems, to promote the exchange between national and local authorities and to build capacities on safe and sustainable management of small-scale water supplies. The beneficiary countries will be selected on the basis of demands, needs and commitment to work in this area, as expressed in the framework of the <i>Protocol on Water and Health</i> intergovernmental bodies.		
2.2 Main activity	Organize two sub regional workshops to provide guidance to policy- and decision- makers in addressing the specific challenges of small-scale water supply and sanitation systems.		
2.3 Main activity	Develop guidance and promotional material on safe management of water and sanitation in rural areas through small-scale water supply and sanitation systems and the implementation of the <i>Protocol on Water and Health</i> .		
External evaluation	Analysis of the Project implementation by an external consultant and preparation of the Project evaluation report.		

### Appendix 3: List of Reviewed Documents

#### General/ UNECE Documents:

UNECE. Support Guide for Conducting Evaluation, 2014

United Nations Evaluation Group Norms and Standards for Evaluation, 2016

UNECE. No one left behind: Good practices to ensure equitable access to water and sanitation in the pan-European region

UNECE, WHO/Éurope. The Equitable Access Score-card: Supporting policy processes to achieve the human right to water and sanitation

UNECE, WHO/Europe. Guidance Note on the Development of Action Plans to Ensure Equitable Access to Water and Sanitation, 2016

#### Project Based Documents:

UNECE, WHO/Europe. Taking policy action to improve small-scale water supply and sanitation systems. Tools and good practices from the pan-European Region, 2016

UNECE, WHO/Europe. Status of small-scale water supplies in the WHO European Region. Results of a survey conducted under the *Protocol on Water and Health*, 2016

UNECE. UNDA 9th Tranche Project, 2014 Annual Progress Report

UNECE. UNDA 9th Tranche Project, 2015 Annual Progress Report

UNECE. UNDA 9th Tranche Project, 2016 Annual Progress Report

WHO/Europe. Annual UNDA Project Report, 2014

WHO/Europe. Annual UNDA Project Report, 2015

WHO/Europe. Annual UNDA Project Report, 2016

WHO/Europe. Annual UNDA Project Report, 2017

UNECE, WHO/Europe, Rapid Assessment: Preliminary Report on Small Scale Water Supply Systems in Rural areas of Serbia, 2016

National workshop on the *Protocol on Water and Health* for Serbia, Belgrade, Serbia, 9 December 2014, including: presentations, workshop report, and participant's attendance list

Workshop: Assessing equitable access to water and sanitation and small-scale water supply and sanitation systems, Skopje, the former Yugoslav Republic of Macedonia, 16 - 17 June 2015, including: list of documents, workshop report, presentations

National consultation on the management of small-scale water supply and sanitation systems and launch of the assessment of equitable access to water and sanitation in Armenia, Yerevan, Armenia, 15 December 2015

UNECE, WHO/Europe, et al. Improving drinking-water supply in rural areas of Serbia, 2017

WHO/Europe. Summary report: National workshop on small-scale water supply and sanitation for better health, Tashkent, Uzbekistan, 7 – 8 September 2017

WHO/Europe. Summary report: Scaling-up water safety plans in Kyrgyzstan, Bishkek, Kyrgyzstan, 22 May 2017

National workshop “The UNECE-WHO/Europe *Protocol on Water and Health*: supporting progress to achieve equitable access to water and sanitation in Azerbaijan”, Baku, Azerbaijan, 29 September 2015, including workshop report, participants list and presentations

Workshop on equitable access to water and sanitation: "Applying the Equitable Access Score-card including workshop report, participants list and presentations in the Former Yugoslav Republic of Macedonia", Veles, the former Yugoslav Republic of Macedonia, 19 - 20 January 2016, including workshop report, participants list and presentations

Multi-Stakeholder Workshop on Equitable Access to Water and Sanitation in Armenia, Yerevan, Armenia, 7 - 8 July 2016, including workshop report, participants list and presentations

The 16th NPD Steering Committee, Yervan, Armenia, 7 April 2017, including: including steering committee report, participants list and presentations

Country Report - Development of an Action Plan for the Provision of Equitable Access to Water Supply and Sanitation in Armenia

Workshop - Launching the self-assessment of equitable access to water and sanitation in Serbia, Belgrade, Serbia, 27 July 2017, including workshop report, participants list and presentations

National Workshop on Equitable access to water and sanitation: National Policies and Local Action Plans, Skopje, the former Yugoslav Republic of Macedonia, 4-5 December 2017, including workshop report, participants list and presentations

National Workshop on Equitable access to water and sanitation: results of the scorecards self-assessment results, Kragujevac, Serbia, 6 - 7 December 2017, including workshop report, participants list and presentations

Workshop on collecting good practices on target setting and reporting, Geneva, Switzerland, 8 - 9 March 2016

Regional Workshop on achieving equitable access to water and sanitation: from assessment to action. Geneva, Switzerland, 21 - 22 March 2016

Meeting Report - Sub-regional workshop on improving small-scale water supply and sanitation for better health, Minsk, Belarus, 15–17 March 2017

Meeting Report - Sub-regional workshop on improving small-scale water supply and sanitation for better health, Belgrade, Serbia, 10 - 12 October 2017

Workshop report - National workshop on improving small-scale water supply and sanitation for better health, Tirana, Albania, 28 - 29 September 2016

## Appendix 4: Evaluation Questionnaire

This questionnaire is developed for the purposes of evaluating the United Nations Development Account project implemented by UNECE and WHO/Europe - “Strengthening Governments’ and water operators’ capacity ensure equity of access to water and sanitation in countries with economies in transition in the Economic Commission for Europe region, with a particular focus on small-scale water supplies and sanitation in rural areas.”

The target audience for the questionnaire is the main beneficiaries of the Project from the 13 beneficiary countries as well as other stakeholders (lead Parties) which were involved in the Project activities.

Kindly provide your assessment (through comments) of the various accomplishments as detailed as possible, so that the successes and the achievements of the project, as well as any challenges faced during the implementation, can be described correctly and objectively. There may be some questions which are not relevant and therefore please state this in your reply.

The questionnaire is standard for all participating beneficiaries. Please transmit the completed questionnaire, at your earliest convenience directly to Mr. David Lyth [davidwlyth@gmail.com](mailto:davidwlyth@gmail.com). Please cc your communication to [Chantal.Demilecamps@unece.org](mailto:Chantal.Demilecamps@unece.org) for information.

As required for some questions, please rate the answers to questions on a scale of 1 - 5 (1: Not Achieved; 2: Limited achievement; 3: Partially Achieved; 4: Largely Achieved; 5: Fully Achieved).

<b>Name:</b>	
<b>Organization:</b>	
<b>Country:</b>	
<b>Relevance</b>	
<i>Are we doing the right thing? How important is the relevance or significance of the intervention regarding local, regional, national and international requirements and priorities and the objective of the UNECE – WHO/Europe Protocol on Water and Health to support Member States in improving equitable to access to water and sanitation?</i>	
<b>Questions</b>	<b>Rating</b>
1. Please comment on the what extent did the Project (activities) respond to specific needs and priorities of your country related to equitable to access to water and sanitation and/or small-scale water supply and sanitation systems?	
<i>Please also provide a rating from 1 – 5 (1: Not Achieved; 2: Limited achievement; 3: Partially Achieved; 4: Largely Achieved; 5: Fully Achieved).</i>	
<b>Effectiveness</b>	
<i>Are the objectives of the development interventions being achieved? How big is the effectiveness or impact of the Project compared to the objectives planned and expected results (Comparison: result – planning)?</i>	
<b>Questions</b>	<b>Rating</b>
2. Were relevant, please comment on how the main activities and outputs of the Project contributed to your or your country’s needs?	
a) Country missions:	
b) Rapid assessment (Serbia):	
c) National workshops on equitable access or small scale water supplies and sanitation (Azerbaijan, the former Yugoslav Republic of Macedonia, Armenia, Serbia, Kyrgyzstan, Uzbekistan):	

d) Regional workshops on equitable access to water and sanitation and on target setting and reporting (2016, Geneva):	
e) Sub-regional workshops on small scale water supplies and sanitation (Belarus, Serbia):	
f) Equitable access self-assessment approach and Action Plans (Azerbaijan, the former Yugoslav Republic of Macedonia, Armenia, Serbia):	
g) Guidance and promotional materials (i.e. Taking policy action to improve small-scale water supply and sanitation systems: Tools and good practice from the pan-European region):	
<i>Please rate each from 1 – 5 (1: Not Achieved; 2: Limited achievement; 3: Partially Achieved; 4: Largely Achieved; 5: Fully Achieved).</i>	
3. In your opinion, comment to what extent was your or your organization's knowledge enhanced through the Project activities in the following areas:	
a) Policies and measures on equitable access to water and sanitation:	
b) Policies and measures on small scale water supply and sanitation in rural areas:	
c) Reporting on progress under the <i>Protocol on Water and Health</i> in ensuring equitable access to water and sanitation:	
d) Reporting on progress under the <i>Protocol on Water and Health</i> in developing and implementing safety planning approaches for SSWSS:	
<i>Please rate each from 1 – 5 (1: Not Achieved; 2: Limited achievement; 3: Partially Achieved; 4: Largely Achieved; 5: Fully Achieved).</i>	
4. In your opinion, were the activities (awareness raising, capacity building, guidance etc.?) of the Project been accessible to all beneficiaries, regardless of gender (i.e. women)?	
<i>Please also provide an overall rating from 1 – 5 (1: Not Achieved; 2: Limited achievement; 3: Partially Achieved; 4: Largely Achieved; 5: Fully Achieved).</i>	
<b>Efficiency</b>	
<i>Are the objectives being achieved economically by the ratio of the resources used (Comparison: resources applied – results)?</i>	
<b>Questions</b>	
5. Did you observe any challenges/ obstacles/ problems to the successful implementation of the Project?	
a) Organisational/administrative:	
b) Political (Governmental, stakeholders) will in sector:	
c) Policy/regulatory:	

<p>d) Capacity issues:</p> <p>e) Other:</p>
<p><b>Sustainability</b></p> <p><i>Are the positive effects or impacts sustainable? How is the <b>sustainability or permanence</b> of the intervention and its effects to be sustained?</i></p>
<p><b>Questions</b></p>
<p>6. The Project aimed to strengthen the capacities to improve equitable access to water supply and sanitation across the pan European region. In your opinion, on completion of the Project, will the benefits/results (in terms of improved data collection, coordination between beneficiaries and stakeholders, development and implementation of specific measures to improve equitable access, and development of policies addressing equity challenges in access to water and sanitation) be continued?</p>
<p>7. The Project aimed to strengthen capacities to address specific challenges of small-scale water supply and sanitation systems across the pan European region. In your opinion, on completion of the Project, will the benefits/results (in terms of improved regulations, standards, guidance and management arrangements) be continued?</p>
<p>8. In your opinion will the Project stakeholders' engagement and cooperation likely to continue (either on a national, sub-regional and/or regional basis)?</p>
<p><b>Other</b></p>
<p>9. Do you have any suggestions and/or recommendations for further support in the area of equitable access to water and sanitation and/or small scale water supply and sanitation systems in your country and/or region (other than that already planned by UNECE and WHO/Europe)? Would it be useful if UNECE and/or WHO/Europe supported such initiatives?</p>

## Appendix 5: Questionnaire Recipients and Selected Interviews

**The evaluation survey was based on a combination of questionnaire and interviews (as described in Section 1C). In total, 4 project managers/IOs were interviewed; 5 co-lead country partners were interviewed (and one (Serbia) who was also a beneficiary completed a questionnaire) and 11 national experts (from 7 countries) were interviewed and completed questionnaires. A full list of the respondents to the questionnaires and interviews is shown below:**

Country/ Area of Interest	Contacts and Organisations	Type of Evaluation
<b>Project Managers/ Implementing Organisations</b>		
Programme management/Technical WHO/Europe	Mr. Oliver Schmoll, Programme Manager, Water and Climate WHO/Europe Co-secretary of the <i>Protocol on Water and Health</i>	Interview (Skype) 6 January 2018
Programme management/Technical WHO/Europe	Ms. Enkhtsetseg Shinee Technical Officer Water and Sanitation WHO European Centre for Environment and Health	Interview (Skype) 19 January 2018
Programme management/Technical UNECE	Ms. Nataliya Nikiforova UNECE	Interview (Skype) 19 January 2018
Programme management/Technical UNECE	Ms. Chantal Demilecamps UNECE	Interview (Skype) 11 January 2018
<b>Co-Lead Country Partners</b>		
<b>France</b> co-lead Party for activities on equitable access	Mr. Yannick Pavageau Ministry of Solidarities and Health	Interview (Skype) 19 January 2018
<b>Hungary</b> co-lead Party for activities on equitable access	Ms. Marta Vargha National Health Agency	Interview (Skype) 11 January 2018
<b>Switzerland</b> Chair of the Task Force on Target Setting and Reporting	Mr. Pierre Studer, Federal Food Safety and Veterinary Office, Switzerland	Interview (Skype) 18 January 2018
<b>Germany</b> Co-lead Party for activities on small scale water supply and sanitation Guidance on promotional/guidance materials	Ms. Bettina Rickert, German Environment Agency	Interview (Skype) 16 January 2018
<b>Serbia</b> Rapid assessment of small-scale water supplies in rural areas; Co-lead Party for activities on small scale water supply and sanitation;	Ms. Dragana Jovanovic, National Institute of Public Health	Questionnaire + Interview (Skype) 18 January 2018

Sub-regional workshop on small scale water supply and sanitation; Two country consultations on small scale water supply and sanitation		
<b>National Experts</b>		
<b>Albania</b> National workshop small scale water supply and sanitation	Ms. Zhaneta Miska, Ministry of Health	Questionnaire + Interview (Skype) 22 January 2018
<b>Armenia</b> Equitable access Project (assessment + action plan): country mission in 2015 and national workshops in 2016 and 2017	Ms. Armine Arushanyan, State Committee on Water Economy	Questionnaire + Interview (Skype) 18 January 2018
<b>Armenia</b> Equitable access Project (assessment + action plan): country mission in 2015 and national workshops in 2016 and 2017 Country consultation on small scale water supply and sanitation	Ms. Emma Anakhasyan, NGO Armenian Women for Health and Healthy Environment	Questionnaire + Interview (Skype) 17 January 2018
<b>Armenia</b> Country consultation on small scale water supply and sanitation	Ms. Nune Bakunts, Ministry of Health	Questionnaire + Interview (Skype) 17 January 2018
<b>Azerbaijan</b> Equitable access Project (assessment): country consultation on equitable access to water and sanitation	Ms. Leyla Taghizade, Ministry of Health, together with Ms. Gunel Gurbanova; and Ministry of Ecology and Natural Resources	Questionnaire + Interview (Skype) 17 January 2018
<b>Belarus</b> Sub-regional workshop on small scale water supply and sanitation	Ms. Alena Drazdova, Republican Scientific-Practical Centre of Hygiene	Questionnaire + Interview (Skype) 22 January 2018
<b>The former Yugoslav Republic of Macedonia</b> Equitable access Project (assessment + action plan): country mission in 2015 national workshops in 2016 and 2017; Country consultation on small scale water supply and sanitation	Mr. Mihail Kochuboski, National Institute of Public Health	Questionnaire + Interview (Skype) 17 January 2018



<p><b>The former Yugoslav Republic of Macedonia</b> Equitable access Project (assessment + action plan): country mission in 2015 national workshops in 2016 and 2017</p>	<p>Ms. Natasha Dokovska, NGO Journalist for Human Rights</p>	<p>Questionnaire + Interview (Skype) 19 January 2018</p>
<p><b>Kyrgyzstan</b> National workshop small scale water supply and sanitation Country consultation on water safety plan uptake in small scale water supply</p>	<p>Ms. Bubujan Arykbaeva, Ministry of Health</p>	<p>Questionnaire only Returned 23 January 2018</p>
<p><b>Serbia</b> Equitable access Project (assessment): national workshops in 2017</p>	<p>Mr. Nenad Popovic, Regional Economic Development Agency for Sumadija and Pomoravlje (REDASP)</p>	<p>Questionnaire + Interview (Skype) 19 January 2018</p>