



URBAN WASH GUIDANCE

Global Water, Sanitation,
and Hygiene Programme

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We desire for this document to serve as a valuable tool to support World Vision staff and partners in implementing effective and impactful urban WASH programming to improve the lives of the most vulnerable in cities around the world. If you have any feedback on the guidance included, please email washcop@wvi.org.



WASH Guidance Document

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ACRONYMS

ADPs	Area Development Programme(s)
CIS	Child Impact Spaces
CVA	Citizen Voice and Action
FRS	Future Ready Sponsorship
FSM	Faecal Sludge Management
GEDSI	Gender Equality, Disability and Social Inclusion
MEAL	Monitoring, Evaluation, Accountability, and Learning
MHH	Menstrual Health and Hygiene
S4T	Savings for Transformation
SBCC	Social and Behaviour Change Communication
SDG(s)	Sustainable Development Goal(s)
UMM	Urban Ministry Model
UPA	Urban Programme Approach
WASH	Water, Sanitation and Hygiene
WinS	WASH in Schools
WV	World Vision



INTRODUCTION

Urbanisation is reshaping where the greatest water, sanitation and hygiene (WASH) needs are concentrated. With more children living in cities and informal settlements, ensuring our programmes are technically sound, contextually responsive, and equipped to deliver in complex urban environments is essential. As more programmes are established in higher-population-density areas, urban WASH is increasingly central to how World Vision delivers on its commitments to children, their caregivers, and communities.

How to Use the Guide

This guide is a practical resource for World Vision WASH practitioners working in or expanding to urban and peri-urban contexts, whether funded through sponsorship, grants, or Private Non-Sponsorship (PNS). It is written to support teams either expanding existing programmes into urban or peri-urban areas or designing new programmes where urban WASH is integrated from the outset. For brevity, "urban" is used throughout to refer to the full continuum of cities, towns, urban slums, informal settlements, and peri-urban contexts.

Urban settings call for a different WV role than rural programming does. Rather than building infrastructure, WV's primary role in cities is as a connector and catalyst: connecting communities to existing service providers, strengthening the systems already in place, and facilitating access to financing and partnerships. For this reason, most urban WASH programming should prioritise improving service delivery for existing infrastructure, through system strengthening and facility improvement, over new infrastructure development.

This guide serves as a compilation of resources for urban WASH, drawing together the programme models, approaches, and sector guidance most relevant to urban contexts into a single reference. Each section stands alone but should support World Vision staff in developing proposals, designing or re-designing WASH projects, and evaluating or auditing current WASH programmes. The annexes provide tools for the application of specific guidance, so readers should be familiar with the contents and applications to support their projects as needed. It is designed to surface the challenges and opportunities of implementing WASH in urban settings, and to support practitioners in leveraging integration and partnerships to reach more children with lasting impact.



1. Understanding the Urban Context

Global Trends, Urban Advantage, and the Triple Nexus

With accelerating urbanisation, rural-urban migration, and forced displacement driven by conflict and climate change, poverty has been urbanised. Key global trends have driven World Vision to strengthen its focus on urban programming:

- Urbanisation is accelerating, particularly in low and middle-income countries. In 2025, 45% of the world's 8.2 billion people lived in cities, and two thirds of all population growth between now and 2050 will take place in cities.¹ Asia now hosts 19 of the world's 33 megacities, and one third of the world's fastest-growing cities are in sub-Saharan Africa.²
- Global attention to urban poverty is increasing. SDG 11 is the first global standalone urban goal, focusing attention on slum dwellers, the challenges of growing urban poverty and its interlinkages with the other 16 SDGs.
- Urban conflict and violence are increasing. Hostilities and armed conflict are increasingly occurring in cities, vital infrastructure like water and electricity networks are significantly affected, and children's homes, schools, and playgrounds are becoming battlefields.

SDG 6 and 11 are closely interdependent as rapidly growing cities face mounting challenges in extending WASH services to the urban poor, making progress on both increasingly linked.

The 'urban advantage', the notion that proximity to services, higher incomes and better infrastructure improves lives of urban residents, is not presented equally to all children in cities. Many urban dwellers, who may live 50 metres away from a hospital, cannot access the services due to their informal status. The urban poor continue to be excluded due to political, social, cultural, or economic factors. Recent research³ reveals that in multiple countries with rapidly growing urban populations, intraurban disparities can be so great that many of the most

¹ United Nations, Department of Economic and Social Affairs, Population Division, World Urbanization Prospects 2025: Summary of Results https://population.un.org/wup/assets/Publications/undesa_pd_2025_wup2025_summary_of_results_final.pdf.

² United Nations, Department of Economic and Social Affairs, Population Division, World Urbanization Prospects, city growth projections 2018–2035.

³ UNICEF, Advantage or Paradox? The Challenge for Children and Young People Growing Up Urban (2018)

disadvantaged and vulnerable children in urban areas fare worse than the poorest children in rural areas of their countries in key child well-being indicators including child mortality and primary school completion.

These disparities are underpinned by systemic gaps: rapid urbanisation is increasingly exposing weaknesses in urban systems and service delivery, particularly in urban slums and informal settlements, where infrastructure development, governance capacity, and basic services often fail to keep pace with population growth. Access is frequently shaped by affordability, tenure security, legal status, and social inclusion. Urban service delivery is further complicated by fragmented governance arrangements involving municipalities, utilities, private operators, community organisations, and humanitarian actors.

Recognising the changing context of poverty, and to remain true to our mission and relevant to the communities that need humanitarian and development support, World Vision is being pulled to work in cities, especially in the most fragile and marginalised urban hotspots, slums, and informal settlements (an expanded definition can be found here: [Defining Urban Contexts](#)).

Similarly, the triple nexus, the intersection of humanitarian action, development programming, and peacebuilding, is particularly relevant in urban settings. Cities can contain stable neighbourhoods, active displacement, and post-crisis recovery simultaneously, requiring World Vision to operate across all three dimensions at once. For urban WASH practitioners, this means that infrastructure, governance, and behaviour change are equally central to emergency response and recovery as they are to long-term development.

Why Urban WASH

Urban WASH is critically important due to the unprecedented pace of urbanisation, especially in developing contexts, where growing populations often outstrip the capacity of existing infrastructure. Despite gains since 2015, 2.1 billion people globally still lack access to safely managed drinking water and 3.4 billion lack safely managed sanitation, gaps that are increasingly concentrated in urban areas and low-income countries. In dense urban settings, inadequate WASH facilities can rapidly lead to public health crises, manifesting as outbreaks of waterborne diseases like cholera and typhoid or acute respiratory infections, which disproportionately affect vulnerable communities in informal settlements and slums.

Key Urban WASH Challenges

Infrastructure	Access and Equity	Governance and Finance
- Population growth outpacing infrastructure - Ageing and inadequate systems - Pollution contaminating water sources - Climate change, conflict, and displacement stressing systems and disrupting service delivery - Over-production and mixing of solid waste - Limited space for infrastructure - Unmanaged wastewater	- Socio-economic disparities in access - Proliferation of informal settlements without basic or resilient services - Resource scarcity, particularly in cities receiving refugees and displaced populations - Insecure tenure and overcrowding - Health risks from waterborne diseases in rapidly growing cities	- Weak governance and coordination across systems - Financial constraints and limited investment - Lack of community-based groups due to rapid migration - Lack of regulation/policy

Beyond health, a lack of access to safely managed WASH services erodes human dignity, limits educational and economic opportunities especially for women and girls, and contributes to environmental pollution through untreated waste. This burden falls hardest on women, girls, people with disabilities, and other marginalised groups: in dense informal settlements, insecure tenure and social fragmentation make the most vulnerable invisible in data and hardest to reach, and intraurban disparities can be so severe that the most disadvantaged urban children fare worse than the poorest rural children. **Addressing urban WASH is therefore essential to breaking the cycle of poverty and ensuring a healthier, more equitable future for all children, especially those in the most marginalised urban communities.**

World Vision's Approach to Urban Programming

Responding to these urban WASH realities requires an approach that goes beyond rural programming models. Since 2008, World Vision has been intentional about learning about urban contexts and proposing adaptations to models, frameworks, and approaches applied in urban settings. The organisation is already present in the world's most rapidly urbanising countries and regions, and its commitment to the most vulnerable children in all contexts makes it of utmost importance to respond to those across the rural-urban continuum, adapting programming interventions for transformational development in stable, fragile and conflict affected settings.

The Urban Ministry Model

The [Urban Ministry Model \(UMM\)](#) was designed to generate sustainable impact in cities, focusing on inclusion of the most vulnerable children. The model is built on three key components: (1) a programming component, (2) a resourcing component and (3) an operational component.

The UMM brings the notion of "city as a system" for citywide exponential impact to ensure interventions at the local level are interconnected and promote impact at neighbourhood, district, and city levels. The UMM promotes different roles to be played by WV while partnering with key urban actors for citywide impact.



The Urban Programme Approach

World Vision's [Urban Programme Approach \(UPA\)](#) is the organisational approach for achieving Cities for Children through integrated Transformational Development in stable and fragile urban areas. The UPA enables WV and partners to work together towards the sustained wellbeing of the most vulnerable children in urban contexts. It is aligned with evidence-based urban approaches and allows practitioners to design and implement context-specific interventions reflecting on the unique issues of the city they operate in.

The UPA focuses on five domains of change -- healthy, safer, resilient, prosperous and just cities -- needed to achieve the overall holistic wellbeing of children living in urban areas. Equity and inclusion of the most vulnerable urban groups is phrased as 'Just Cities' and underpins the first four. It is how WV expresses its Christian principles of justice, equity, and inclusion.

Urban WASH sits within the Healthy Cities domain, which aims to strengthen availability of and access to public health services and contribute to healthy urban environments where children thrive.

WASH access also cuts across the other domains: school attendance and productive time for women and girls (Prosperous Cities), protection risks tied to unsafe or distant sanitation (Safer Cities), infrastructure resilience to climate shocks, conflict, and displacement (Resilient Cities), and equitable access for the most vulnerable urban groups (Just Cities).



Citywide Assessment

The [Citywide Assessment Tool](#) is a useful tool for understanding the urban landscape, key urban issues, the institutions and regulatory framework, policy gaps, how the city functions, partnership arrangements and how the decisions are made. This tool helps practitioners go beyond surface-level mapping to understand root causes in each specific city. By examining structural determinants like poor urban planning, governance gaps, and inequitable service distribution, the tool enables a comprehensive analysis of the drivers behind inadequate WASH access. It applies to both stable and fragile settings across various funding streams and offers a lighter version for rapid assessment.

The assessment, while covering all the domains of change of the Cities for Children framework, from the urban WASH perspective, helps practitioners determine:

- Water access and services: access, reliability, quality, and per capita usage
- Sanitation access and services: condition and functionality of existing facilities, prevalence of open defecation, wastewater and solid waste disposal
- Hygiene facilities and practices: availability and accessibility of handwashing facilities, awareness and hygiene behaviours
- Community involvement: level of participation in WASH initiatives
- Capacity: capacity of local authorities, utilities, and service providers to manage and maintain WASH services
- Financial resources: financial resources allocated to WASH and the potential for sustainable financing mechanisms
- Governance: Local policies and regulation

The methodology for this assessment includes key informant interviews, household interviews and semi-structured questionnaires that focus on existing WASH infrastructure conditions and WASH management arrangements. By identifying gaps and challenges in the current WASH, World Vision and local authorities can develop targeted interventions that are responsive and contribute to sustainable urban environments where children thrive.

Root Cause Analysis

A root cause analysis in urban WASH aims to identify the underlying reasons for the reported challenges and support tailored interventions that address these specific problems to promote sustainable and equitable access to WASH services. Urban neighbourhoods often contain diverse populations, such as refugees, migrants, and newly displaced households, whose WASH needs, behaviours, and access can differ sharply depending on where they live. Root

cause analysis should account for this geographic diversity as high density can undermine rather than support community cohesion around shared facilities. A detailed Urban WASH Root Cause Analysis Checklist can be found in Annex A.

By gathering data on these issues, key problems of infrastructure, cost and affordability, socio-cultural conditions, governance and management issues, and community practices are identified. Data can be analysed using traditional methods like tree diagrams and fishbone diagrams or by asking the "why" until the main root causes or fundamental issues are found.

Based on the identified root causes, a barriers and facilitators analysis helps identify the obstacles and enabling factors that affect access to WASH services within urban areas. Findings are organised by category, and a visual representation diagram is developed to illustrate the relationships between barriers, facilitators, and targeted WASH outcomes, informing the development of targeted interventions and action plans.

World Vision as Catalyst and Connector

In rural settings, WV frequently acts as an infrastructure builder, WASH committee trainer, and direct manager of the service process. However, this role does not always transfer directly to urban environments. In cities, water and sanitation services are provided by institutional operators (municipal utilities, water associations, private operators) under established regulatory frameworks. WV should not replace these actors but rather be a catalyst to:

- Connect marginalised communities to existing service systems: facilitating household connections, negotiating network extensions to informal settlements, or supporting the regularisation of illegal connections.
- Strengthen citizen demand: preparing urban residents and communities to claim quality services, know their rights as users, and participate in service provider accountability mechanisms.
- Complement what service providers do not cover: social management, hygiene promotion, community monitoring, and behaviour change are components where WV adds differential value, areas that institutional providers rarely develop with depth.
- Articulate financing: positioning as a facilitator of municipal and utility access to development bank resources, contributing the social management and community governance components that such financing requires.

WORLD VISION'S ROLE IN URBAN WASH PROGRAMMING

In urban programming, World Vision operates at three levels of the city, with each requiring a different role and a different kind of partnership.

- At the *neighbourhood level*, WV plays the community mobiliser and incubator role to implement cohesive projects through a coordinated, bottom-up participatory process.
- At the *district level*, WV plays a programme broker and monitor role to implement projects with various partners from all levels through collective action.
- At the *city level*, WV plays a strategic facilitator and convenor role, engaging in a two-way process with partners to influence urban policies to promote inclusion in city planning, budgeting and other processes.

Types of Urban Environments

Urban is not a single, homogeneous category, and effective WASH programming requires recognising the different types of urban environments before designing an intervention. Through our programme experience in urban WASH, World Vision distinguishes at least three types, each with a different set of WASH characteristics and programming focus.

Type of Environment	Key WASH Characteristics and Programming Focus
Informal peri-urban settlements without network connection	Precarious or illegal land tenure. No coverage from the formal utility. Water access through tanker trucks or resellers at high prices. Contamination risk from inadequate sanitation. <i>Focus: facilitate network extension, sanitation solutions, water kiosks, and progressive connection to the formal system.</i>
Urban neighbourhoods with irregular or intermittent service	The network exists but service quality is poor: frequent outages, low pressure, questionable water quality. Formal billing, but without continuous service. <i>Focus: service provider governance improvement, CVA (accountability), hygiene promotion, and point-of-use treatment.</i>
Intermediate cities with formal but capacity-limited utilities	Formalised utility with financial, technical, or governance deficits. Coverage gap in urban expansion zones. Opportunity for development bank financing. <i>Focus: utility strengthening, bankability pathway, network expansion with social component.</i>

Before designing any urban WASH intervention, practitioners should identify which type of environment they are operating in, as the appropriate technologies, key actors, financing modalities, and behaviour change methodologies differ in each case. Annex B provides an Institutional Mapping Checklist.

Funding Urban WASH

Urban WASH programming draws on a broad range of funding sources, spanning international and domestic, private and public, and philanthropic and business-return funding. Core funding can come from Private Non-Sponsorship funds, or from grants, particularly in cities where Child Sponsorship is not a viable option, such as fragile cities and conflict- or violence-affected urban areas. Urban WASH can also draw on donors focused specifically on cities and utilities, such as multilateral development banks (World Bank, IDB).

Not all World Vision urban WASH programming is delivered through ADPs. Grant-funded projects, emergency responses, and protracted crisis interventions carry different design requirements, including shorter planning horizons, donor-specific log frames, cluster coordination, and rapid deployment constraints, and the considerations in this guide apply across all these funding modalities.

Urban contexts often require moving between stable development, active emergency, and protracted crisis approaches, sometimes within the same city simultaneously. What begins as emergency service delivery can evolve over time into utility strengthening and systems work, requiring distinct programme design, along with multi-year, combined humanitarian and development planning, at each phase. For more context, please reference [UNICEF's Global Framework for Urban Water, Sanitation and Hygiene](#).

Future Ready Sponsorship (FRS) provides the funding and programme approach within sponsorship-funded Area Development Programmes (ADPs). WASH sits within FRS under Child Result 6 (CR6): increase in children with access to safe WASH facilities. CR6 should be addressed where WASH access, behaviours, or systems are a priority barrier to child health, dignity, learning, or protection. CR6 is required within the first five years of an ADP but is layered, and may be phased in and strengthened through grants, private non-sponsorship, local, or other resources. Additional urban selection ADP guidance can be found [here](#).

The recommended project model for CR6 is [Integrated WASH](#), which practitioners should use alongside this guidance to plan and implement urban WASH programming. Sustainability is built through behaviour change, systems support, and maintenance capacity. The clean water minimum guarantee is nuanced in urban areas. Access in urban slums often means shared or vendor-provided water. Budget must account for water fees, household-level subsidies or vouchers, and advocacy with utilities where connection is impossible.

Programming Considerations for Urban and Informal Settlements

Urban contexts and informal settlements present distinct programming realities that involve careful consideration at each stage of the project. In urban slums and informal settlements, the most vulnerable can be invisible in data and vulnerability hotspots may cut across multiple administrative boundaries, making targeted programming more complex. It is essential to note that 1. access does not mean utilisation, 2. availability does not mean affordability, 3. density can negatively impact cohesion, and 4. proximity does not ensure safety.

Urban WASH programming cannot be implemented in silos. Achieving sustainable impact in cities requires intentional coordination across urban systems, actors, and multiple levels of governance. Urban WASH projects should be selected only where there is a realistic scope to engage meaningfully with city authorities, service providers, and other key urban stakeholders. Identifying the right partners and investing intentionally in strengthening their capacities is essential for achieving sustainable, locally led impact.

In informal urban settlements, precarious or illegal land tenure is a structural constraint that conditions what type of infrastructure can be installed, what institutional actors can intervene, and what sustainability horizon any investment has. WV should assess the tenure situation before any infrastructure investment. In settlements without regularised tenure, solutions must be removable or low abandonment cost, and any investment must be coordinated with ongoing regulatory processes.

Urban slums often have higher unit costs despite service proximity, including higher operating costs, service delivery costs, and mobility costs unique to urban settings. These costs are a critical determinant of feasibility for urban WASH projects, regardless of funding source. Access in urban slums often means shared or vendor-provided water and budget must account for water fees, household-level subsidies or vouchers, and advocacy with utilities where connection is impossible.



2. Urban Roles and Approaches

Urban WASH approaches are extended to context-driven strategies and place-based interventions working together to improve access to WASH services in urban settings. These approaches consider the complexity of urban context and urban settings with special considerations to emergency situations.

In implementing the Citywide Approach for WASH and drawing on the Cities for Children lens, urban programmes should be designed to intervene intentionally at all levels of the city. This section organises WV's Urban WASH work around four place-based intervention¹ levels: neighbourhood, household, district, and city. Each level outlines a distinct WV role and set of activities such as community mobiliser and incubator at the household and neighbourhood levels, and as strategic facilitator and convener at the city level.

Neighbourhood Level

As a community mobiliser and incubator at the neighbourhood level, WV should develop community-utility partnerships and support providers to extend their reach and improve services at the neighbourhood level. This helps to establish and facilitate strong relationships between neighbourhoods and service providers to build trust and understanding.

Through demand-responsive approaches, WV can promote awareness of the benefits of safe and sustainable WASH services, increasing demand and willingness to pay for these services. It is also essential to support utilities to extend their reach by advocating for tariff policies that are inclusive of low-income households and informal settlements.

In addressing urban WASH at this level, collective or shared sanitation facilities are common and often necessary, especially in high-density and low-income areas where individual toilets are impractical or unaffordable. These facilities, although often classified as 'limited' by sanitation standards, play a crucial role in bridging the gap between open defecation and access to individual toilets. Shared facilities must be safe and accessible to all users.

¹ Place-based interventions are not the same as Place-Based Initiatives which are a distinct concept of the [2025-2030 Global WASH Business Plan](#).

Along with implementing infrastructure projects, training leaders in capacity building, and delivering behaviour-change activities, it is key at the neighbourhood level that urban actors and stakeholders engage in building community-provided spaces such as Child Impact Spaces (CIS).

CIS, schools, and places of worship in urban areas anchor the WASH programme in socially recognised places: they reduce suspicion and double as trust hubs for caregivers.

Similarly, faith groups, including churches, mosques, temples, faith-based organisations, and interfaith networks, are particularly influential at the neighbourhood level and are often deeply embedded within informal settlements and marginalised communities. Partnering with faith actors can strengthen community trust, expand outreach to vulnerable populations, and support sustained, values-driven WASH programming.

Household Level

At the household level, WV plays the community mobiliser and incubator role, implementing a cohesive portfolio of projects through a coordinated, bottom-up participatory process. More specifically, WV's role at the household and immediate community level is focused on the empowerment of individual households and community members and on direct WASH access.

Community empowerment is achieved through community participation in the planning, the implementation and evaluation of WASH initiatives, and members' ownership and responsibilities over the WASH processes. Throughout this process households should express their needs, concerns and aspirations, participate in decision making, and contribute to WASH strategies and plans, accounting for the distinct needs of diverse groups, including language differences, within the same neighbourhood. It is important to note that in informal settlements where rental tenure is common, property owners rather than tenants hold decision-making power over household WASH infrastructure, and WV must engage property owners as direct partners in access improvements alongside community mobilisation efforts.

Household access to WASH services is achieved through direct assistance such as subsidies or grants to install household toilets and water connections, in coordination with utilities and service providers responsible for water and sanitation services. Additionally, targeted behaviour change campaigns that promote handwashing, safe water storage, and other hygiene practices are required. The specific needs of vulnerable groups, especially those living in informal areas, are addressed through subsidies, gift-in-kind, or the provision of assistive technologies.

District Level

The district level sits between the neighbourhood and the city, encompassing institutions that serve a larger catchment population such as schools and healthcare facilities. Consistent with World Vision's citywide programming approach, WV's role at this level is that of a programme broker and monitor, coordinating with partners across schools, health facilities, and local government to extend impact beyond any single site.

Schools

At the school level WV partners with school communities and local governments to deliver safe WASH facilities and sustain the behaviours that make them effective. WV's [WASH in Schools \(WinS\) Guide](#) provides the core tools and principles for this work; while it does not yet include urban-specific criteria, its tools and principles can be adapted.

Schools are critical CIS: beyond service delivery locations, they are integrated platforms for child wellbeing, behaviour change, community engagement, and systems strengthening. In urban settings, adapting WinS approaches to overcrowded, informal, and underserved conditions, and strengthening schools' role as CIS, can improve access for vulnerable children and support more sustainable and inclusive urban WASH systems. By fostering strong partnerships among schools, communities, and local governments, World Vision can create integrated CISs that support sustainable WASH services, strengthen local systems, and contribute to citywide improvements in child wellbeing and urban resilience.

Urban schools WASH programming should also account for the migratory cycles of children, with or without caregivers, which need to be considered in regions or populations where this is common. Dense urban environments can heighten protection risks for schoolchildren, including unsafe routes to and from school, child labour, and abuse. Addressing these risks may call for supplementary learning spaces, safe passage initiatives, and strong child protection referral and response systems. Weak governance in many of these contexts means minimum WASH standards go unmonitored; for detailed guidance on this gap, including private and informal schools, shared sanitation risks, and governance and accountability considerations, see [UNICEF Shaping Urbanization for Children](#).

Healthcare Facilities

At the healthcare facility (HCF) level, WV partners with facility management and local health authorities to strengthen WASH services and infection prevention and control. WV's [Water, Sanitation and Hygiene in Healthcare Facilities Reference Guide](#) provides the core standards and tools for this work.

Building on this guidance, WV's Safe and Friendly Environment for Health Care Facilities project experience in Ethiopia applies a Child-Centred WASH FIT approach that integrates WASH with infection prevention and control (IPC). Field experience from this project informs the following recommendations:

Focus Area	Recommendation
Safe and reliable water supply	Continuous access to safe, sufficient water for patients, caregivers, visitors, and health workers, with backup storage, regular water quality monitoring, and uninterrupted supply in critical areas such as maternity, neonatal, and paediatric units.
Inclusive and friendly sanitation	Safe, dignified, accessible, and gender-responsive facilities, with toilets designed for children and persons with disabilities, adequate privacy, lighting, and security, and nearby handwashing stations.
Hand hygiene and behaviour change	Functional handwashing stations with soap and water at all points of care, alcohol-based hand rubs where appropriate, visible hygiene promotion materials, and child-friendly hygiene education.
Safe healthcare waste management	Waste segregated at the point of generation using colour-coded containers, appropriate personal protective equipment for staff, and safe systems for collection, transport, treatment, and disposal.
Environmental cleaning	Standard operating procedures and cleaning schedules, overseen by dedicated IPC-WASH focal persons and supported by regular staff training.

Sustaining these actions depends on strong governance, staff training, and regular monitoring through IPC-WASH committees.

City Level

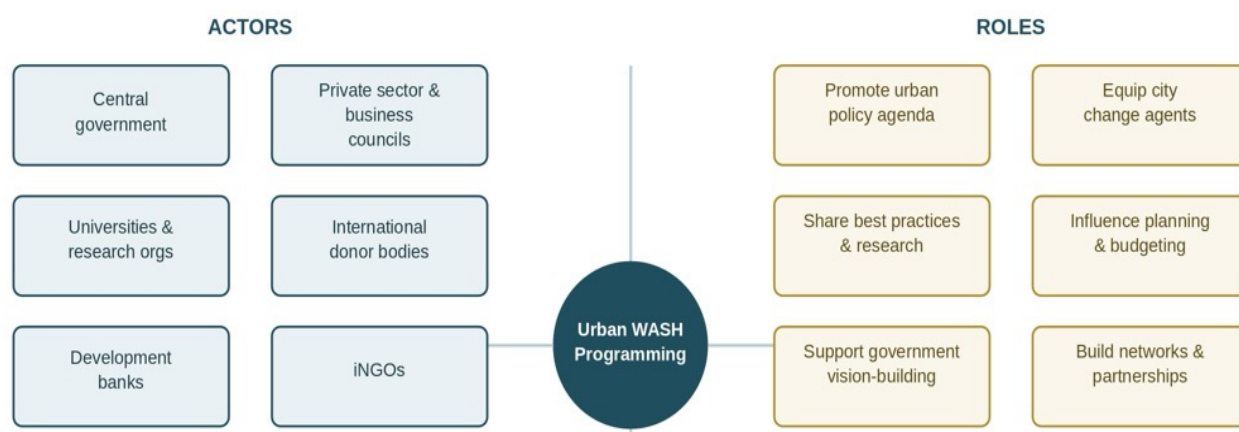
At the city level, WV plays a strategic facilitator and convenor role, engaging in a two-way process with partners to influence urban policies to promote inclusion of all, especially the most vulnerable, in city planning and budgeting.

Collaboration with local governments, utilities, community-based organisations, and other stakeholders is key to ensure a coordinated approach. Citizen Voice and Action (CVA) supports communities to hold service providers and local authorities accountable for delivering reliable and affordable WASH services. Local advocacy should also be used to address system issues that are creating barriers to achieving urban programme outcomes.

To enable significant change in service delivery and improved overall urban governance, WV needs to influence city planning and budgeting processes. Strategic conversations at the city level assist in ensuring political support, guiding the direction of policy development and maintaining momentum for change.

City-Level Actors and Their Roles

How city-level actors support urban WASH programming





3. URBAN WASH IN PRACTICE

Urban settings present a distinct landscape as utilities, private vendors, property owners, and local authorities shape how WASH services are delivered and sustained. This section provides guidance on implementing urban WASH ensuring that services reach the most vulnerable.

Water

Water Access and Distribution

Access to water services includes the availability of water, both in quantity and quality, for drinking, household, and community needs. Key parameters to consider include water service affordability, water and infrastructure quality, and distribution coverage, particularly in informal settlements.

In the context of urban water access, new sources are rarely built but rather connected to, extended, or work alongside existing systems such as utilities, water kiosks, and vendor supply chains. Assessment should include:

- Evaluating the capacity, condition, and performance of existing water supply, treatment, and distribution networks
- Identifying specific challenges such as water scarcity, pollution, or ageing infrastructure
- Projecting future water needs based on population growth and urbanisation
- Addressing potential risks to water security, including natural disasters, water quality issues, and infrastructure failures

Where new or improved sources are required, options include boreholes, spring catchments, and piped water into the dwelling, yard, or plot. Public taps are installed in public places like schools, health centres, markets, and other community gathering areas. Distribution networks comprising pumps, storage tanks, and piping systems convey water to homes and institutions. These should be upgraded and maintained regularly to address leaks and improve coverage, with technology employed for efficient distribution, leak detection, and quality monitoring.

Planning should be guided by an [Integrated Urban Water Management \(IUWM\)](#) approach that encompasses all aspects of the urban water cycle such as supply, wastewater, stormwater, and the interactions between them. Alternative sources such as rainwater harvesting, greywater recycling, and desalination should be considered to diversify supply and reduce reliance on single, vulnerable sources. Appropriate technologies for water treatment, distribution, and wastewater management should be selected with climate change adaptation in mind.

All relevant stakeholders (government agencies, water utilities, community groups, grassroots organisations, and residents) should be involved throughout, and a sustainable financing mechanism established from the outset. Cost-recovery mechanisms must ensure water tariffs cover the costs of supply, treatment, and distribution while remaining affordable, particularly for low-income households in informal settlements.

Water Quality: Source to Storage

Water quality and water source protection are important for urban WASH programming. Source water quality depends on the local geology, the ecosystem, and anthropogenic sources associated with human uses such as solid and liquid waste, industrial and agricultural pollution. During transport through piping systems, contamination can occur from heavy metals in plumbing materials and from bacteria colonising pipes. At the storage and distribution level, uncovered tanks, leaking pipes, uncapped connections, and poor operations and maintenance are responsible for the presence of coliforms. As a result, water collected at the tap is a summary of all quality risks accumulated from source to point of use.

Water treatment is the primary solution to bacteriological contamination and the removal of harmful chemicals. The quality of materials used to construct water infrastructure is equally important, as heavy metal contamination often results from corrosion. Financial and technical support to utilities is needed to ensure they meet regulations and replace components causing harm to users. Operations should cover hydraulic functions, water quality monitoring including treatment and regular sampling, and emergency response including troubleshooting and leakage prevention. In urban settings, an asset management plan should be developed for each supply system to ensure components are maintained and repaired on time.

SAFER: WORLD VISION'S WASH QUALITY FRAMEWORK

In urban settings where infrastructure quality and service reliability vary widely, the SAFER framework provides a practical quality assurance lens for all WASH infrastructure decisions.

- Safe – Will not cause harm to public health or safety
- Accessible and Inclusive – Accessible to all, especially the most vulnerable
- Functional – Operate as designed and according to community needs
- Equitable and Empowering – Available equally to all, transforming lives
- Reliable – Available during normal collection hours
- Sustainable and Resilient – Able to withstand climatic and cultural shocks

More information on WASH Infrastructure Quality can be found [here](#).

Households should also be trained on safe transportation, handling, storage, and dispensing of water for drinking, including the use of clean, covered containers. In dense urban settings, the risk of contamination between source and point of use is significant and should not be underestimated even where water is piped into the dwelling. Low-cost, household-level water treatment options such as ceramic or sand filters, solar disinfection (SODIS), and point-of-use chlorination can help urban poor and informal settlements not yet served by centralised systems.

Water Tariffs

Water tariffs in urban settings help ensure financial sustainability for service providers with affordability for users, particularly the most vulnerable population. Tariff parameters include the cost of service provision, affordability for different income groups, and the need for water conservation. In some countries, tariffs are set by competent local authorities; in others, collaboration and advocacy can be used to set equitable and sustainable tariffs.

Tariffs should aim to recover costs associated with water treatment, infrastructure maintenance, distribution, and operational expenses to ensure the long-term viability of the water service. Common approaches include lifeline tariffs or subsidies for low-income households and Increasing Block Tariffs (IBT), where consumption is tiered with lower rates for essential usage and higher rates for excessive consumption, though IBT can be problematic for the poor if they share connections or the subsidy is not effectively targeted.

Effective tariff setting requires alignment with national and local policies on water and sanitation, with regulatory authorities overseeing the process and legal frameworks ensuring affordability as a human right. Collaboration between government agencies, water utilities, regulatory bodies, and community representatives is essential, with clear communication about tariff structures and their rationale to build trust and support.

Sanitation

Shared Facilities and Open Defecation

Communal toilets are a common urban solution for families without access to private sanitation facilities, particularly in high-density areas or disadvantaged neighbourhoods. Shared toilet types include domestic toilets (used by several households within the same building or premises), community toilets (shared by a larger group of households), and public toilets open to the public. However, shared toilets pose several challenges such as poor hygiene, increased disease transmission, and lack of acceptance, especially if they are not clean, private, and well maintained. In dense urban informal settlements, open defecation is as much a physical access and safety problem as a behaviour change problem. Addressing open defecation requires ensuring access to facilities that are safe, private, and reachable at night, particularly for women and girls, not only hygiene promotion.

Effective management structures and community involvement are essential for long-term sustainability. At the same time, shared facilities can be more affordable than individual toilets in low-income areas, allowing more people in dense urban areas to access sanitation, and when well maintained, can enhance public health by reducing open defecation. Shared toilets can serve as an intermediate step towards individual toilets in households. It is important to involve often highly diverse communities in the design, implementation, and management of shared sanitation facilities, with interventions focused on respecting cultural differences and religious norms, improving cleanliness, structural quality, and management.

Local authorities are generally responsible for the planning and provision of public and community toilets, which must be safe and accessible to all users, including women, children, and people with reduced mobility. Toilet technologies differ across urban settings and include pit latrines with a slab, ventilated improved pit latrines, flush toilets, pour-flush toilets, and composting toilets. In areas where households rely on shallow wells, permeable containment options such as pit latrines and composting toilets are not recommended, as they risk contaminating groundwater. Many urban settings use non-sewered systems comprising faecal sludge containments designed to be regularly desludged, including lined pit latrines, septic tanks, and cesspits. Non-sewered and decentralised sanitation solutions also include container-based sanitation and Faecal Sludge Management (FSM), which is serviced through the complete sanitation value chain.

CASE STUDY: EL SALVADOR

PARTNERSHIP-DRIVEN SANITATION IN SAN SALVADOR

In El Salvador, World Vision's first urban sanitation project in Cristo Redentor 2 replaced traditional pit latrine approaches with wastewater collectors, drainage wells, and improved vault systems suited to dense urban conditions, delivered through a multistakeholder partnership. This case study highlights the importance of local partnerships, programme sequencing to align with government planning, and designing urban-specific technical solutions. Learn more [here](#).



Through this project sanitation services were installed directly inside the homes of 90 families.

The Sanitation Value (Service) Chain

In urban settings, the choice of toilet technology directly shapes what should happen downstream. The sanitation value chain is a systematic approach to managing human waste in urban areas, encompassing containment, collection, emptying, transport, treatment, and disposal or reuse. It aims to improve public health and environmental well-being by ensuring waste is handled safely at each stage. This involves various stakeholders and technologies, recognising sanitation as an integrated system with social and technical components. For a detailed Sanitation Value Chain Checklist, please reference Annex C.

Where on-site sanitation systems are used the most common management system is FSM, where sludge is safely collected, transported, treated, and disposed of or reused. Sanitation infrastructure quality is associated with alignment across all these components. WV should assess whether the full chain is functional in their context as a well-built toilet that is never emptied does not constitute a functioning sanitation system. Key questions include who is responsible for emptying, how frequently, at what cost to the household, and where waste is

taken for treatment and disposal. World Vision can engage at any link in this chain, but especially by facilitating poor households' access to desludging services, promoting shared sanitation models in high-density areas, and supporting the linkage of private FSM operators with municipal regulation.

The sanitation value chain is not just a technical process; it also involves social and economic considerations. It needs to be tailored to specific social and cultural contexts, ensuring access to sanitation services for all, and promoting a sanitation economy where waste is seen as a resource. Community engagement and participation, private sector involvement, and enabling policies are all required for the chain to function effectively. For further guidance, see [Fecal Sludge Management: Diagnostics for Service Delivery in Urban Areas \(World Bank\)](#) and [A Guide to Strengthening the Enabling Environment for Faecal Sludge Management \(WSUP\)](#).

Market-based Sanitation

Market-based sanitation uses market principles to stimulate both the supply and demand for sanitation products and services, creating a sustainable market where households can choose from a range of affordable and desirable options. This approach goes beyond providing free or subsidised toilets; it empowers consumers to make informed choices and encourages local businesses to develop and supply sanitation solutions. Local leaders, health workers, and community members should be involved in promoting sanitation and facilitating access to sanitation products. In urban settings, this can include establishing WASH business centres where communities can access quality WASH materials and services, and supporting existing businesses through capacity building and access to credit to extend their portfolio.

It is important to combine community-based and market-based approaches to leverage the strengths of both.

Key approaches include:

- Stimulating demand by promoting the benefits of hygienic toilets and raising awareness about health risks associated with open defecation
- Strengthening the supply chain by supporting local entrepreneurs in manufacturing, selling, and installing toilets and related services
- Empowering consumers with a choice of products and services that best suit their needs and budgets

Market-based sanitation prioritises affordability and value, ensuring consumers perceive the benefits of improved sanitation as outweighing the cost, and seeks long-term sustainability through building local capacity and fostering local businesses rather than relying on short-term subsidies or external aid. Beyond public health, it creates jobs and supports local businesses, contributing to economic growth. For more context read our multicountry case study [here](#).

Waste Management (Solid and Liquid)

In urban contexts, sanitation infrastructure extends beyond excreta management to include the collection and drainage of solid waste and liquid waste (stormwater), following the same containment-to-disposal chain logic. Rapid urbanisation intensifies this need as dense populations drive the over-production and mixing of solid waste and place added pressure on limited space for infrastructure, while unmanaged wastewater compounds public health risks.

Key actions for urban solid waste management include:

Solid waste management	Liquid waste (stormwater) management
Support source segregation into biodegradable, non-biodegradable, and hazardous waste	Keep faecal matter out of stormwater channels, which discharge untreated
Match municipal collection frequency to production rate (daily or weekly)	Use faecal sludge management where sewer systems aren't feasible
Prioritise recycling, composting, and waste-to-energy over landfill	Pair grey infrastructure (catch basins, gutters, channels, pipes) with green infrastructure (retention ponds, vegetated channels)
Formalise waste pickers into recognised economic groups	

Hygiene and Behaviour Change

Hygiene promotion and behaviour change in cities involves strategies to encourage and sustain improved hygiene practices, including promoting handwashing with soap, proper sanitation, and safe water management. Unlike rural settings, urban hygiene promotion must account for population density, high mobility, and diverse populations (socially and culturally) who are reached through different channels and respond to different motivators. The property owner dynamic adds a further layer of complexity as decisions about handwashing facilities and sanitation infrastructure often rest with property owners rather than residents, shaping what behaviour change is possible at household level. Effective hygiene promotion therefore relies on understanding local contexts, using appropriate communication channels and languages/dialects, and engaging communities through participatory approaches.

Beyond handwashing, safe disposal of infant and child faeces, including after changing diapers, is one of the household WASH behaviours World Vision prioritises globally, and should be addressed alongside handwashing in urban hygiene promotion (see the [WASH Core Project Model](#) for the full list of eight behaviours).

Social and Behaviour Change Communication (SBCC) is an essential methodology for urban hygiene promotion. It begins with formative research to understand the target audience's knowledge, attitudes, and practices, and uses this to develop messages that are relevant, culturally appropriate, and address specific barriers to behaviour change. Community members should be actively involved in the design and implementation of hygiene promotion activities from the outset, with social structures and networks leveraged to promote and normalise positive behaviours. Please reference [Behaviour Change: Practical Implementation Guidance for Programmes](#) for additional guidance.

Three features of the urban environment shape how SBCC should be designed. Working families face significant time constraints, with long and irregular schedules that lower adherence when requiring prolonged or frequent group meetings, so modules must be brief, practical, and adapted to working hours. The population is also more diverse, including migrants, multiple languages, and high mobility which calls for segmented, flexible messaging. Finally, digital channels like mobile phones (SMS) and social media (WhatsApp) play a central role and are the primary communication media even among low-income urban populations and should be combined with targeted in-person activities rather than relied on alone.

HANDWASHING PROMOTION FOR CITY-WIDE IMPACT

- At the **domestic level**, households should have access to handwashing stations comprising a water container, soap holder or alcohol-based hand sanitiser, and wastewater collection receptacle placed in accessible locations.
- At **public places** (markets, public transportation hubs, shops, restaurants and cafes) infrastructure and messaging must be adapted to transient and diverse users.
- In **institutions** (workplaces, schools and universities, places of worship, places of detention, and healthcare facilities) assigned promoters such as teachers, leaders, and staff play a key role in making handwashing a routine.

In all three settings, formative research should identify why people might not wash their hands, including habits, convenience, and perceived barriers, with cultural norms and community leaders then used to reinforce behaviour change.

Regular monitoring and evaluation of hygiene promotion activities are essential to assess their effectiveness and make necessary adjustments. Progress should be monitored and documented for the adaptation of future interventions, and hygiene promotion should be integrated into ongoing public health services and initiatives to ensure long-term impact.

GEDSI in Urban WASH

One of the key cross-cutting themes in Urban WASH is addressing Gender Equality, Disability and Social Inclusion (GEDSI). GEDSI should be embedded across every stage of urban WASH programming, not layered as an add-on.

Truly inclusive WASH begins at the outset of any WASH project. Prior to designing any new WASH infrastructure, a comprehensive WASH and disability audit should be done and used to inform plans, with persons with disabilities engaged to give their perspectives and needs. If inclusion is thoughtfully made part of the initial project designs, costs can be minimised, but later retrofits can be very expensive. Facility design must go beyond wheelchair access to include easy-to-use taps and dispensers that are age and height appropriate (i.e. can be used by a toddler at least 95 cm tall) and operate with minimal strength and dexterity. Additionally, they should include tactile and audial aids for users with visual impairments, clear signage for cognitive disabilities, non-slip surfaces, proper drainage, and safe and convenient locations.

Menstrual health and hygiene (MHH) is crucial for the dignity, safety, and well-being of women and girls with disabilities, who face significant challenges including inaccessible sanitation infrastructure, limited access to menstrual products, dependence on caregivers, inadequate education, and heightened social stigma. Facilities must therefore provide MHH supplies such as sanitary pads and disposal bags, and ensure privacy for MHH, with a secure and discreet disposal system for menstrual waste. Additional references include the [DI-WASH Practical Implementation Guide](#) and [GESI WASH Reference Guide](#).

Meaningful participation requires intentional approaches. Women might hesitate to voice certain concerns around men, and individuals with disabilities may have less social capital, limiting their participation; community members must have a genuine role in decision-making, particularly in decisions that directly affect them. Meeting language must be accessible to all, with interpreters provided where needed, and people with intellectual disabilities may require a specialised approach such as one-on-one engagement. Adaptations to behaviour change materials may also be needed: a person with an intellectual disability may not benefit from group trainings, and

women and girls with sensory disabilities may need adapted approaches to ensure they benefit from the information shared.

Vulnerable individuals should be encouraged and supported to take on leadership roles and be involved in all stages of WASH programming, from planning and design to implementation and monitoring. GEDSI outputs and outcomes should be regularly monitored and evaluated to track progress, identify challenges, and make corrections. Data should be collected on the barriers, needs, and priorities of persons with disabilities, and assessments should continuously track whether women, adolescent girls, and children, including those with disabilities, are able to use WASH facilities safely and comfortably.

CASE STUDY: BURKINA FASO

COMMUNITY ENGAGEMENT FOR INCLUSIVE WASH FACILITIES

In peri-urban Ouagadougou, World Vision built disability-friendly latrines, accessible handwashing stations, and distributed menstrual dignity kits, reaching children, internally displaced people, and host households together. This case study highlights the importance of disability-inclusive design and addressing menstrual health and dignity needs, alongside broader lessons on engaging the whole community to prevent conflict over shared facilities, and on building local capacity through Water User Associations for long-term sustainability. Learn more [here](#).



Handwashing stations built at the Somgande primary school, reaching over 1,000 students.

Climate Crisis and Disaster Resilience

WASH in Fragile Cities

In fragile cities, rapid population growth leads to overcrowded informal settlements and increased pressure on existing infrastructure, exacerbating inequalities in access to WASH services for marginalised communities. World Vision's Fragile Context Programme Approach guides adaptive programming in these contexts, focusing on both immediate survival needs and long-term development, and is characterised by long-term consistency, agility, and flexibility to adapt to changing circumstances. Prioritising access to WASH in fragile urban cities improves health outcomes, prevents the spread of diseases, and promotes the well-being and resilience of vulnerable populations. Key actions include prioritising interventions in informal settlements; building the capacity of local authorities and communities to manage WASH services; developing sustainable financing mechanisms for long-term cost recovery; and integrating WASH with sectors such as health, nutrition, education, livelihoods. Partnerships with local experts, partners, and governments should be developed and tailored to the specific challenges of each context.

CASE STUDY: SYRIA

REBUILDING URBAN WASH SYSTEMS IN NORTHWEST SYRIA

Following the 2023 earthquakes in Northwest Syria, World Vision restored water and sanitation services across earthquake-affected, conflict-adjacent urban and peri-urban communities marked by protracted displacement and declining humanitarian funding. This case study highlights the importance of building local capacity for long-term service management, developing sustainable cost-recovery mechanisms, and coordinating closely with municipal authorities and communities in fragile urban contexts. Learn more [here](#).



World Vision rehabilitated more than 15 kilometres of water networks and 11 kilometres of sewer networks.

Climate-Resilient WASH Systems

Climate change poses significant threats to urban WASH services through increased frequency and intensity of floods, droughts, and storms that damage infrastructure and contaminate water sources. Informal settlements have disproportionate exposure to climate risk from insecure tenure, inadequate drainage, high density, limited service coverage, and flood-prone or environmentally degraded siting. Building climate-resilient WASH systems requires integrating climate considerations into WASH planning from the outset through vulnerability assessments, risk mapping, and climate-resilient infrastructure and technologies.

While implementing a climate resilient WASH project, key urban considerations include:

Infrastructure and Design	Equity and Vulnerable Populations	Preparedness and Community Engagement
Diversifying water sources through rainwater harvesting, aquifer recharge, water reuse to improve access during droughts, and siting WASH infrastructure away from high-risk areas such as floodplains, unstable slopes, and coastal inundation zones	Treating informal settlements, low-income neighbourhoods, migrant communities, and displaced populations as a distinct planning category within climate-resilient WASH programming	Enhancing preparedness through early warning systems to help communities prepare for and respond to climate-related hazards
Designing infrastructure and services to be scalable and resilient to future population growth and increasing mobility	Prioritising decentralised, adaptable infrastructure and community-led management systems that maintain essential WASH services during shocks and protracted crises	Engaging communities, particularly those in informal settlements and climate-vulnerable neighbourhoods, in risk assessment, preparedness planning, monitoring, and response
Strengthening sanitation systems through improved infrastructure and safe faecal sludge management, including protecting sanitation infrastructure from flooding		

Regreening Communities

Regreening Communities (RGC) integrates participatory environmental restoration with WASH interventions through nature-based solutions, actions that protect, sustainably manage, and restore natural or modified ecosystems, addressing both the ecological and social dimensions of community development. This is particularly relevant in fragile contexts where land degradation, climate change, and unsustainable resource management intersect. For communities already undertaking Nutrition Sensitive Agriculture or Climate Smart Agriculture, the Regreening Communities model is an expected next step to address off-farm factors including water availability, soil fertility, and erosion alongside WASH needs. In urban and peri-urban settings, RGC can also integrate engineered solutions and infrastructure, particularly around water management, drainage, and waste management.

Urban considerations for WASH practitioners include:

- Urban regreening techniques include vertical and rooftop gardens, sack gardening, composting cooperatives, and urban pocket parks
- Organising communities is complicated by urban social fragmentation and transience; practitioners should deliberately build inclusive committees that include renters and recent migrants, rather than assuming existing stable community structures
- Interventions should connect to city planning processes and partner with municipal authorities, utilities, and civil society so they are protected and sustained beyond a single project
- Monitoring should track outcomes beyond the environmental (tree cover, soil quality) to include livelihoods, safety, and participation

The combined approaches help communities become more resilient to climate change impacts such as droughts and floods by improving water availability, soil health, and disaster preparedness. For further guidance, see the [Regreening Communities Supplementary Guidance Note: Urban Contexts](#)





4. Sustaining and Monitoring Impact

Urban WASH services must meet the needs of rapid urbanisation, withstand the effects of climate change, and fill the gaps of social inequities with limited resources. WASH facilities and services should be locally appropriate, adapted for the urban context of limited space, overcrowding, and transiency. Sustainable financing mechanisms must engage funding sources and generate revenues to ensure that WASH services can be maintained and expanded.

Communities must be empowered to own, manage, and maintain their own WASH services, engaging private sector services, developing diverse capacities, leading monitoring and fostering a sense of responsibility and sustainability. In urban settings, land tenure adds a further dimension of sustainability as partnerships must be established with local authorities to determine land allocation and ownership of WASH infrastructure, particularly in rental-tenure contexts where decisions about access and improvement are frequently made by property owners rather than tenants.

Professionalising Service Management

In urban settings, the complexity of WASH infrastructure and the variety of needs and requirements mean that WASH committees and user associations are limited in managing WASH services. Professionalised management of water infrastructure, often through a delegated management arrangement, is a recommended approach: a utility (the delegator) transfers specific operational and management responsibilities to another entity (the delegate) through a contractual agreement.

Delegates can be a private or non-profit operator, a professional service provider, or a specialised company. The contractual arrangement can cover one or combined responsibilities including operational and maintenance of the water distribution network, customer service, revenue collection, and specific infrastructure management (part of the water network or a set of water kiosks).

Sustainability Dimensions

Dimension	What It Involves
Financial	Monitor revenue collection, cost recovery, and investment plans to ensure the long-term financial viability of the system.
Social	Ensure affordability and equitable access to water services, especially for low-income communities.
Environmental	Incorporate water conservation, wastewater treatment, and protection of water resources into the management of the system.

Achieving these dimensions depends on professional management arrangements across utilities, municipalities, and the private sector. Key recommendations include:

- Engage and select private sector actors, including small and medium enterprises, bringing their knowledge and capacity to the desired service level
- Invest in capacity building for utilities, local authorities, and private sector providers
- Collaborate with public water and sanitation utilities with clear roles and responsibilities between utilities, municipalities, and the private sector
- Integrate the urban WASH project with existing infrastructure networks including pipes, treatment plants, and collection systems
- Support strong regulatory frameworks with clear guidelines, building codes, and enforcement
- Reduce non-revenue water through leak detection and repair, improved metering, infrastructure maintenance, and governance measures such as performance-based contracts, improving water availability, reducing costs, and increasing utility revenue

Financing WASH Sustainably

Financing WASH sustainably requires leveraging multiple sources of funding and involving formal and informal actors. Market actors, including service providers, suppliers, private businesses, and financial systems, should be engaged to improve their capacity to deliver quality products and funding mechanisms. The long-term sustainability of these arrangements depends on market-driven solutions that are adapted to the local context and reduce dependency on external support.

At the neighbourhood level, financing WASH services engages urban residents, communities, and their organised structures in various contribution schemes and negotiations with financial institutions. Neighbourhood contributions are the first source of funding, complemented by innovations in financial services including mobile banking, microfinance, savings groups and community savings and loan associations, and social impact bonds that leverage public funds to catalyse private investment. In urban contexts, financing approaches must reflect informal sector realities, rental housing, and cash flow volatility, with a focus on savings groups (such as Savings for Transformation – S4T), skills upgrading, and business resilience.

SAVINGS FOR TRANSFORMATION

S4Ts assist communities to mobilise funds for WASH service delivery by:

- Generating funds for operation and maintenance of water sources
- Helping households access affordable financing for sanitation-related purchases
- Contributing to the maintenance of school latrines and the provision of basic WASH amenities

While neighbourhood-level financing reduces dependency on external support for day-to-day operation and maintenance, closing the larger infrastructure financing gap in urban WASH requires engaging a different set of actors at the utility and municipal level. Multilateral development banks (IDB, World Bank) finance most urban WASH infrastructure through sovereign loans to national or subnational governments but their projects frequently include social management and community participation components. Through this structure, WV supports a utility to improve its management and combines WV donor resources with municipal funds or development bank components to reach informal settlements that sovereign loans often do not cover. Bilateral cooperation funds finance institutional strengthening and social inclusion and are more directly accessible to WV. Municipal funds and tariff surpluses can also finance service expansion in cities with stronger utilities. Finally, private and blended finance mechanisms, such as risk guarantees, first-loss funds, and social impact bonds, are beginning to be applied in the urban WASH sector.

Governance and CVA

Strengthening local governance requires building the capacity of local government to manage WASH services, including financial management, technical expertise, and administrative processes, and empowering local authorities to make decisions and manage WASH services, fostering ownership and responsiveness to local needs. A clear line of communication and coordination between government departments and agencies involved in WASH service delivery must be established. Strengthening these systems, rather than working around them, is essential to long-term sustainability.

Urban WASH services depend on utilities, municipal authorities, and service providers operating within complex, multi-level governance structures.

Enhancing accountability requires ensuring government oversight and performance management of WASH service providers, and empowering citizens to participate in decision making, provide feedback, and hold service providers accountable. Transparency and information sharing, especially about WASH services including budget, performance data, and complaints mechanisms publicly available, are essential for this accountability to function.

The Citizen Voice and Action (CVA) approach is used in WASH to empower communities as agents of change through the establishment of a framework for influential dialogue between communities and decision makers at the local and national levels. Social accountability and advocacy is a WV driver of sustainability. CVA is adaptable for urban contexts and ensures communities can advocate for better access, good governance, and management of WASH services aligned with WASH standards. CVA strengthens systems and transforms relationships for sustained WASH outcomes.

For full CVA implementation guidance, refer to the [WASH Core Project Model](#), [WASH Citizen Voice and Action Guide](#) and [CVA in Urban Contexts Guidance](#).

MEAL Planning

WASH programme designs, including in urban contexts, should have clear Monitoring, Evaluation, Accountability, and Learning (MEAL) plans showing how progress towards outcomes can be measured and by whom, and should use standardised indicators that can be used to show contribution at all levels. The monitoring system should be simple, decentralised,

responsive, transparent, and relevant, and treated as an ongoing activity in WASH programmes. Properly designed MEAL systems can serve multiple purposes, such as advocating, influencing or fundraising resources for urban WASH, changing a policy or law, or strengthening the overall WASH sector, while ensuring that programmes are effective and impactful.

Each WASH project should also build in structured evaluation from the outset. These evaluations should be tailored to the project's size and type, using either internal or external evaluators, with consistent indicators from the baseline survey used to facilitate comparisons. Projects must allocate adequate resources, costs, and time for effective impact evaluation.

Evaluation requirements include:

- A baseline study during the preparatory design phase.
- A mid-term review to assess progress against objectives and provide recommendations.
- A final evaluation or value-for-money audit at the end of the project.

Given the complexity of urban programming, multi-year urban WASH programming is essential, with a long-term vision translated into strategic planning, integrated with complementary sectors such as health, education, livelihoods, and urban planning, and supported by continual funding mobilisation. This approach allows more comprehensive planning, phased implementation, and long-term monitoring and evaluation, adapting gradually to urban context and addressing the most pressing needs first while prioritising sustainability through community engagement, capacity building, and robust management and financing mechanisms.

Monitoring technologies can also strengthen data quality and timeliness in urban contexts. These include remote sensing (satellite imagery and sensors to monitor water resources and identify potential shortages), smart water management systems (water meters, leak detection systems, and remote monitoring to improve efficiency and reduce water loss), and urban information systems such as GIS and utility service monitoring platforms for utility data analysis.

FRS Monitoring Requirements

CR6 should be addressed where WASH access, behaviours, or systems are a priority barrier to child health, dignity, learning, or protection, with the aim that families and communities have equitable, sustainable WASH services including basic drinking water and sanitation. Progress under CR6 is measured through three **Tier 1 indicators**: use of basic drinking water services, use of basic sanitation services, and household contribution to water system maintenance. Where funding and capacity allow, **Tier 2 indicators** deepen this picture, covering basic sanitation, handwashing, and water services in education facilities. Indicator detail sheets with guidance on what to measure, how to measure, and how to compute are available in the [Our Impact Our Story indicator catalogue](#).

WV Global WASH Programme Reporting

World Vision's monitoring and data collection align with the Joint Monitoring Programme internationally comparable benchmarks for service levels (see Annex D). In all of World Vision's WASH programmes, we strive to move up the service ladder to a minimum of basic service across all four essential interventions: safe water access, sanitation access, hygiene access and behaviour change. To track progress across these interventions, WV collects WASH indicator data using the [mWater platform](#), which facilitates longitudinal monitoring of water point functionality and water quality. WASH surveys are designed to collect standardised data across multiple countries and contexts to track progress towards indicators at the output/outcome level.

APPENDICES

Annex A: Urban WASH Root Cause Analysis Checklist

Use this checklist to ensure your analysis goes beyond symptoms and captures the systemic causes of urban WASH challenges.

1. Have we identified who is left behind and where?

- | | |
|---|---|
| ☐ Have underserved neighbourhoods been identified and mapped? | ☐ Are disparities between neighbourhoods and population groups understood? |
| ☐ Have vulnerable groups been identified (e.g., informal settlement residents, renters, migrants, refugees, stateless, women, children, people with disabilities)? | ☐ Do citywide averages mask pockets of exclusion? |

2. Have we clearly defined the problem?

- | | |
|--|---|
| ☐ Is the specific WASH problem clearly described? | ☐ Is the problem related to access, quality, reliability, affordability, safety, sanitation, flooding, hygiene, or a combination of these? |
| ☐ Is evidence available to demonstrate the scale and severity of the problem? | ☐ Are symptoms distinguished from underlying causes? |

3. Have we identified where the service chain fails?

Water

- ☐ Source
- ☐ Treatment
- ☐ Transmission
- ☐ Distribution
- ☐ Household access

Sanitation

- ☐ Containment
- ☐ Emptying
- ☐ Transport
- ☐ Treatment
- ☐ Disposal/reuse
- ☐ Is the weakest link in the service chain clearly identified?

4. Have we assessed whether urban growth is outpacing service provision?

- | | |
|--|--|
| ☐ Is population growth considered? | ☐ Is expansion keeping pace with urban development? |
| ☐ Are migration and demographic changes understood? | ☐ Are future demands incorporated into planning? |
| ☐ Is infrastructure capacity sufficient for current demand? | |

5. Have we assessed the role of land tenure and informality?

- | | |
|--|--|
| ☐ Are informal settlements included in the analysis? | ☐ Are informal areas represented in official plans and investments? |
| ☐ Do land tenure issues affect service access? | |
| ☐ Do utility policies exclude households without formal tenure? | ☐ Are legal or regulatory barriers limiting service provision? |

6. Have we examined governance and institutional responsibilities?

- | | |
|--|--|
| ☐ Have all relevant institutions been identified? | ☐ Are coordination mechanisms functioning effectively? |
| ☐ Are mandates and responsibilities clear? | ☐ Is there accountability for service failures? |
| ☐ Are there overlaps or gaps in responsibilities? | ☐ Do institutions have adequate capacity and resources? |

Annex A: Urban WASH Root Cause Analysis Checklist (Cont'd.)

7. Have we examined financial barriers and sustainability?

- | | |
|---|--|
| ☐ Are services affordable for low-income households? | ☐ Is the utility financially sustainable? |
| ☐ Are connection fees a barrier? | ☐ Are investments reaching underserved communities? |
| ☐ Is operation and maintenance adequately funded? | ☐ Are funding decisions contributing to inequity? |

8. Have we considered formal and informal service providers?

- | | |
|--|---|
| ☐ What role do private and informal providers play? | ☐ Do existing incentives improve or undermine service quality? |
| ☐ Why do households rely on these providers? | ☐ Who benefits from the current service arrangements? |
| ☐ Are these providers regulated and monitored? | |

9. Have we assessed interactions with other urban systems?

- | | |
|---|---|
| ☐ Does solid waste affect WASH outcomes? | ☐ Does energy reliability affect water service delivery? |
| ☐ Does drainage or flooding affect sanitation and water quality? | ☐ Do housing and land-use decisions affect service access? |
| | ☐ Have cross-sector dependencies been identified? |

10. Have we identified the underlying structural drivers?

- | | |
|--|---|
| ☐ What political factors influence service provision? | ☐ Are climate and environmental risks contributing to the problem? |
| ☐ Who has decision-making power? | ☐ What factors allow the problem to persist over time? |
| ☐ Which groups are excluded from decision-making? | |
| ☐ Do policies and regulations enable or constrain equitable service delivery? | |

Final Validation Check

Before concluding the RCA, confirm that you can answer:

- | | |
|--|--|
| ☐ Who is affected? | ☐ Who benefits from the current situation? |
| ☐ Where are they affected? | ☐ How do urban growth and informality contribute? |
| ☐ What part of the system is failing? | ☐ How do other urban systems influence the issue? |
| ☐ Why is it failing? | ☐ What structural changes are required to prevent recurrence? |
| ☐ Who is responsible for addressing it? | |
| ☐ What prevents resolution? | |

If any of these questions remain unanswered, the root cause analysis is likely missing a critical urban dimension.

Annex B: Institutional Mapping Checklist

Before designing any urban WASH intervention, the technical team should review:

- Who are the water and sanitation service providers in that city?
 - ☐ Is it a municipal utility, a water association, a private concessionaire, a combination of two or more of those?
- What is the sector regulatory body?
 - ☐ What tariff frameworks does it apply?
 - ☐ Does it have service quality and continuity monitoring mechanisms?
- What is the service provider's service perimeter?
 - ☐ Are the neighbourhood/settlement(s) where WV wants to intervene inside or outside it?
- What municipal regulations apply to the installation of water or sanitation infrastructure?
 - ☐ Are construction permits, rights of way, or impact studies required?
- Are there formal mechanisms for urban residents' participation in service regulation (tariff hearings, user committees, consumer ombudspersons)?
 - ☐ Can WV facilitate the participation of marginalised communities in them (including migrant, refugee and/or displaced communities)?

Annex C: Sanitation Value Chain Checklist

1. Purpose and Context

In urban settings, a well-built toilet that is never emptied does not constitute a functioning sanitation system. The sanitation value chain — encompassing containment, emptying, transport, treatment, and reuse or disposal — must function as an integrated system for public health to be protected. UNICEF and WHO define safely managed sanitation (SDG 6.2.1a) as use of an improved facility that is not shared with other households and where excreta are safely disposed of in situ or treated off-site. This checklist enables WV practitioners to assess where the chain is functioning, partially functioning, or broken — and to identify the appropriate WV response at each stage. The tool applies to both stable development and emergency/grant contexts.

2. UNICEF/WHO Framework Basis

Value chain structure. The five stages follow Figure 9 of the UNICEF Global Framework for Urban WASH (p. 30): Containment → Emptying → Transport → Treatment → Reuse/Disposal. Each stage has a corresponding SDG 6.2.1a benchmark: excreta must be safely managed at every point from the point of defecation to final disposal or reuse.

WHO Sanitation Safety Planning (SSP). The diagnostic questions and risk logic in this checklist align with the WHO SSP tool (Global Framework, p. 30, fn. 35; WHO, 2016) — a risk-based management framework that systematically identifies health risks along the sanitation chain, guides investment based on actual risk, and provides assurance to authorities. The SSP tool coordinates stakeholders across health, utilities, private sector, environment, and agriculture authorities.

SFD (Shit Flow Diagram) tool. The traffic-light rating in this checklist mirrors the logic of the SFD tool (Global Framework, p. 36, fn. 52) — the UNICEF-endorsed advocacy and decision support tool for assessing what proportion of excreta flow is safely managed at each stage in urban areas. Results of this checklist can be directly used to populate an SFD for the programme city.

CWIS (Citywide Inclusive Sanitation). The recommended WV actions in this checklist draw on CWIS principles (Global Framework, Box 4, p. 30): delivering safe sanitation services along the whole value chain for all urban residents, including the poorest and most marginalised, through coordinated multi-stakeholder approaches led or supported by municipal authorities.

3. How to Use This Checklist

Timing: Complete this checklist at programme design/baseline. Revisit annually or after any significant change to the sanitation system.

Method: Triangulate responses using key informant interviews (municipality, emptying operators, community leaders), household interviews, and direct observation of facilities and treatment sites.

Rating: For each stage, assign one traffic-light rating based on the dominant situation in the programme area. A single BROKEN rating anywhere in the chain means the overall system is not safely managed — prioritise that stage regardless of upstream functioning.

Output: Use checklist results to: (a) design targeted WV interventions; (b) brief local government on chain-wide gaps; (c) map excreta flow using the SFD tool (Global Framework p. 36); (d) inform WHO SSP risk assessment at treatment and disposal stages.

4. Traffic-Light Rating

Rating	UNICEF/JMP meaning	Trigger action	SDG linkage
● FUNCTIONING	Excreta safely managed at this stage. Service available, accessible, affordable, and regularly used. Meets JMP safely managed threshold.	Document and monitor. Support sustainability and maintenance.	SDG 6.2.1a ✓
● PARTIAL	Service exists but gaps in access, affordability, regularity, or quality mean excreta are not consistently safely managed. Below JMP safely managed threshold.	Targeted strengthening. Advocacy for service improvement.	SDG 6.2.1a partial
● BROKEN	No service, or excreta entering environment unsafely. Equivalent to unimproved or open defecation on JMP ladder. Immediate public health risk.	Priority intervention. Escalate to city-level advocacy. Notify health authorities.	SDG 6.2.1a ✗

Criteria Sources: UNICEF Global Framework for Urban WASH, p.30 (Figure 9; WHO SSP tool, fn.35) · p.36 (SFD tool, fn.52) · JMP (2019) Progress on WASH · WHO (2016) Sanitation Safety Planning Manual · UNICEF Shaping Urbanization for Children (2018), p.127 · CWIS: Bill & Melinda Gates Foundation / World Bank

Sanitation Value Chain Assessment Checklist

Stage	Diagnostic Questions	UNICEF/WHO Standard	Rating Criteria	Recommended WV Action
1 CONTAINMENT	1. What type of facility is used? (pit latrine / VIP / septic tank / cesspit / CBS / sewer-connected) 2. Is the facility lined or unlined? Covered or uncovered? 3. Is the facility private, shared (household), or communal/public? 4. Is it usable by women, girls, young children, and people with disabilities? 5. Is the structure intact? Any cracks, overflow, or collapse risk? 6. How old is the facility? Is it nearing capacity? 7. Is open defecation occurring nearby? Why?	› JMP: improved facility, not shared between households (SDG 6.2.1a) › WHO SSP: containment must prevent human contact with excreta › UNICEF: child-friendly, sex-disaggregated, safe day and night	• FUNCTIONING: Improved, private facility. Lined/sealed. No overflow, no OD. Accessible to all. • PARTIAL: Facility exists but shared, unlined, cracking, overflowing, or not accessible to vulnerable users. • BROKEN: No facility / unimproved / OD widespread / structure collapsed with no containment.	• Map facility types across programme area (community survey + observation) • Support construction of child-friendly, sex-disaggregated, private facilities • Advocate for minimum standards (lining, coverage, privacy) with local authority • Include in ADP baseline: CR6 Tier 2 sanitation indicators
2 EMPTYING	1. Who is responsible for emptying? (household self / private operator / municipality / NGO / unknown) 2. How often is the facility emptied, triggered by need or schedule? 3. Is mechanical (vacuum truck) or manual emptying used? 4. What is the cost per emptying service to the household? 5. Is the cost affordable relative to household income? 6. Is emptying done at night/informally to avoid cost or regulatory detection? 7. Are emptying operators licensed, registered, or regulated?	› WHO SSP: emptying must prevent spillage and occupational exposure › JMP: safely managed requires off-site treatment OR safe in-situ containment › CWIS: emptying services must reach low-income areas at affordable tariffs	• FUNCTIONING: Registered operator, mechanised service, regular schedule, cost affordable. Operators licensed. • PARTIAL: Service exists but infrequent, unaffordable, unregulated, or informal manual emptying with health/spill risks. • BROKEN: No emptying service. Pit overflows or waste abandoned. Manual scavenging occurring.	• Map all emptying providers (formal and informal) and their service coverage areas • Support WTP/MTA surveys to establish household affordability thresholds • Facilitate municipal dialogue on tariff regulation and operator registration (CVA §5.3) • Advocate for anti-manual-scavenging enforcement with local government
3 TRANSPORT	1. How is waste transported after emptying? (sealed vacuum truck / open cart / unknown) 2. Does waste spill during transport? Is the vehicle tanker sealed? 3. Is waste taken directly to a treatment site, or dumped en route? 4. Is the transport route known and traceable by the municipality? 5. Is transport regulated or licensed by local or national authority? 6. Can transport vehicles access informal/dense settlement roads?	› WHO SSP: transport must contain excreta with no spills or environmental discharge › SFD tool: maps % of sludge safely vs. unsafely transported (Global Framework p.36 fn.52) › CWIS: transport must link to authorised treatment, not ad-hoc disposal	• FUNCTIONING: Sealed tanker vehicles. Waste transported directly to authorised treatment site. No spills recorded. • PARTIAL: Transport exists but spillage occurs, routes not monitored, or waste diverted to undesignated dump sites. • BROKEN: No transport / open vehicles / waste dumped in open drains, waterways, or informal land.	• Map transport routes and final destination sites via key informant interviews • Support local authority to establish transport operator registration and route licensing • Advocate road access improvements in dense settlements to enable mechanised vehicles • Use SFD tool to visualise % of waste safely transported, share with municipality

Sanitation Value Chain Assessment Checklist

Stage	Diagnostic Questions	UNICEF/WHO Standard	Rating Criteria	Recommended WV Action
4 TREATMENT	1. Does a treatment facility exist within accessible distance of the programme area? 2. Is the facility operational, maintained, and accepting faecal sludge? 3. What technology is used, is it appropriate for faecal sludge (not sewage only)? 4. Does the facility have adequate capacity for current volumes from this area? 5. Is effluent quality monitored and tested against national/WHO standards? 6. Who operates and funds the facility? Is it financially sustainable? 7. Are health and environment departments engaged in oversight?	› WHO SSP: treatment must reduce pathogens to safe levels before reuse/disposal › SDG 6.3.1: proportion of wastewater safely treated, national reporting obligation › CWIS: treatment must serve the whole city including low-income areas, not only sewered zones	● FUNCTIONING: Operational facility. Accepts faecal sludge. Adequate capacity. Effluent monitored. Oversight in place. ● PARTIAL: Facility exists but under-capacity, lacks monitoring, poorly maintained, or not designed for faecal sludge. ● BROKEN: No treatment facility. Waste disposed of untreated into waterways, open land, or agricultural fields.	● Assess treatment facility capacity against estimated waste volumes in programme area ● Support WHO SSP risk assessment at treatment facility level (Global Framework p.30 fn.35) ● Facilitate CWIS-model coordination: health, utility, environment, agriculture stakeholders ● Advocate with municipal government and development partners for treatment investment
5 REUSE / DISPOSAL	1. Is treated waste reused? (agriculture / biogas / compost / other) 2. If reused, are WHO safety standards applied to protect farmers, workers, and consumers? 3. If disposed, is the site designated, engineered, managed, and sealed? 4. Does any waste reach waterways, agricultural land, or residential areas unsafely? 5. Is there community/farmer awareness of safe reuse standards? 6. Is waste being promoted as a resource (sanitation economy approach)?	› WHO SSP / SDG 6.3.1: final disposal or reuse must not contaminate water bodies or soil › JMP: safely managed sanitation requires excreta safely disposed of in situ OR treated off-site › UNICEF Shaping Urbanization p.127: sanitation = containment through to disposal/reuse as a system	● FUNCTIONING: Treated waste safely reused (WHO standards applied) OR disposed at designated, managed, sealed site. ● PARTIAL: Reuse/disposal occurs but without safety standards, at unmanaged sites, or with undocumented discharge. ● BROKEN: Untreated or partially treated waste discharged to environment, waterways, or farmland.	● Assess existing reuse practices (agriculture, biogas, composting) and apply WHO safety standards ● Support community and farmer awareness on safe reuse standards and health risks ● Engage environment and agriculture authorities on safe reuse policy and enforcement ● Promote sanitation economy framing, waste as resource (WV Urban WASH Guide §4.2.2)

Key principle (WHO SSP / CWIS): A BROKEN rating at any stage means the overall system is not safely managed under JMP SDG 6.2.1a definitions — even where all upstream stages are functioning. Prioritise the broken stage as the primary intervention point.

Rating guide: ● FUNCTIONING = safely managed, meets JMP threshold · ● PARTIAL = below JMP threshold, gaps exist · ● BROKEN = no service or unsafe excreta discharge

Annex D: JMP Service Ladders

Drinking Water Service Ladder

Service	Community/Household	Schools	Health facility
Safely Managed	improved on premises/available free from contamination	TBD at National Level May include: available when needed, accessible to all, sufficiency, free from contamination	TBD at National Level (a) May include: available when needed, accessible to all, sufficiency, free from contamination
Basic	improved < 30 min roundtrip (a) (a) Time includes queuing (waiting time)	improved available Available: water from main source must be available on premises at school	improved on premises
Limited	Improved > 30 min roundtrip	Improved Improved but not available	Improved (b) Improved and offsite or improved on site, but not available.
Unimproved/ No service	Unprotected	Unimproved/ Unprotected surface water/no source	Unimproved/Unprotected Improved, 500m+ from facility Surface water/No source

Sanitation Service Ladder

	Community/Household	Schools	Health facility
Advanced	Improved not shared excreta safely disposed/treated	TBD at National Level	TBD at National Level
Basic	Improved not shared	improved sex separated usable	improved on premises/available usable sex separated 1 toilet for MHM 1 toilet for staff 1 toilet for people w/limited mobility
Limited	Improved shared	Improved	Improved
Unimproved	Unimproved	Unimproved None available	Unimproved None available
No Service	Open defecation		

Hygiene (Handwashing) Service Ladder

	Community /Household	School	Health Facility
Advanced	N/A	TBD at National Level (a) May include: handwashing facilities available at critical times and accessible to all; menstrual hygiene education and products provided	TBD at National Level
Basic	hand washing facility soap and water	Handwashing facility Soap and water	handwashing facility soap and water (or alcohol-based hand rub) within 5m of toilets available at critical points of care (a)*
Limited	Handwashing facility (a) Missing an element of above or ash instead of soap	Handwashing facility with water (no soap)	one of above criteria, but not all
No Facility	None available	Handwashing facility None available	Handwashing facility (b)* None available

Healthcare Facility Waste Management Ladder

	Health facility
Advanced	TBD at National Level
Basic	waste safely segregated in consultation room infectious waste treated and disposed of safely sharp waste treated and disposed of safely
Limited	bins in place waste segregated
Unimproved	none of above

Annex E: Key Tools and Links

Urban Resources

- [Community-Urban SharePoint hub](#)
- [Community-Urban site pages](#)
- [FY21 Urban Resources Toolkit](#)
- [Urban business plan \(WVI SharePoint\)](#)
- [IPF Urban Supplementary guidance](#)
- [Understanding the relationship between urban public space and social cohesion: A systematic review](#)
- [Urban WASH Behavioural Determinants \(UNICEF Pakistan\)](#)
- [UNICEF Guidance Note \(climate resilient WASH\)](#)
- [Climate Resilience is Not Optional \(ICRC\)](#)
- [Shaping Urbanization for Children \(UNICEF\)](#)
- [Defining Urban Contexts \(WVI SharePoint\)](#)
- [Factors and impacts of informal settlements](#)
- [UNHCR — Informal settlements](#)
- [Urban considerations for new ADP selection guidance & checklist for FRS \(WVI SharePoint\)](#)
- [Public Spaces \(UN-Habitat\)](#)
- [CVA in Urban Contexts Guidance \(WVI SharePoint\)](#)
- [Citywide Assessment Tool \(WVI SharePoint\)](#)
- [Healthy Cities Summary \(WVI SharePoint PDF\)](#)

World Vision General Resources

- [ENOUGH Campaign \(WVI SharePoint\)](#)
- [Fragile Context Programme Approach \(WVI SharePoint\)](#)
- [Climate Smart Agriculture \(WVI SharePoint\)](#)
- [Regreening Communities \(WVI SharePoint\)](#)
- [Farmer Managed Natural Regeneration \(FMNR\) \(WVI SharePoint\)](#)

WASH Resources

- [UN-Water, 2021 — SDG 6 progress update](#)
- [WHO/UNICEF, 2021 — JMP progress report](#)
- [WHO — Water, sanitation and hygiene \(WASH\)](#)
- [WHO — Environment, climate change and health team](#)
- [Mapping the Blue Thread: Global WASH Business Plan](#)
- [WASH Core Project Model \(World Vision\)](#)
- [GESI-WASH Reference Guide \(World Vision\)](#)
- [DI-WASH Practical Implementation Guide \(2025\)](#)
- [WASH Infrastructure Quality \(WVI SharePoint — SAFER framework\)](#)

Urban WASH Resources

- [Global Waters — West Africa municipal WASH](#)
- [UNICEF — Urban WASH global framework \(Executive Summary\)](#)
- [UNICEF Global Framework for Urban WASH](#)
- [UNHCR — WASH in emergencies](#)
- [UNICEF Global Framework for Urban WASH](#)
- [OpenLearn Urban WASH: Working with People](#)
- [SDG Knowledge Hub — UNICEF Urban WASH framework launch](#)
- [Theory of Change Urban WASH \(WVI SharePoint\)](#)



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