VERIFICATION, CERTIFICATION AND RE-VERIFICATION

Main Messages

1. Governments will do well to monitor:
   a. The time lag between when communities request verification and certification, and when these are carried out. Delays and backlogs de-motivate communities. Long-time lags should be reduced.
   b. The ratio of communities verified as ODF to those not successful the first time.
2. Verification and re-verification should be positive learning experiences for communities, appreciating what has been achieved. When they are found to be not yet ODF, verification should include constructive discussion about the reasons and what can be done about them, encouragement and agreement about action needed and a date for re-verification.
3. In this period of rapid expansion, much can be gained from international sharing of approaches, experiences, lessons learnt and national guides and protocols as they are developed.
4. For validity and credibility the verifications should not be carried out by implementers or those in Government or NGOs who have an interest in positive findings. Rewards to communities or individuals for achieving ODF conditions have led to gross distortions and misreporting. Verification by third party organisations can be prohibitively costly. Third parties in the form of mixed teams may be the most promising way forward. This is a key area for innovation, learning and sharing.
5. Adequate funding, human resources and training are vital for verification, certification and re-verification, as for all components of CLTS. Resource needs should be anticipated and assured well in advance as CLTS goes to scale.

Introduction

Verification of outcomes, certification and re-verification are major components of CLTS. They are critical for assuring the achievement, quality and sustainability of open defecation free (ODF) conditions and collective behaviour change. Taking verification, certification and re-verification to scale with quality and credibility presents major challenges.

Verification, certification and re-verification have been defined in several ways by different countries. For clarity and better understanding, the following definitions have been adopted:

> ➢ *Verification* is the process of confirming the claims of communities to have met the criteria for ODF status.

> ➢ *Certification* is the official confirmation and recognition of the ODF status of communities.

> ➢ *Re-verification* is
>   - the process of re-visiting a community that was found to have not yet achieved ODF conditions during the first verification, or
>   - the process of determining whether a certified ODF community has maintained ODF status.

The following section groups country experiences around definitions of what to verify, indicators for ODF and Total Sanitation and methodologies used.

1. Defining what to verify/certify

Definitions and criteria for assessing ODF and collective behaviour change vary. In some cases, as below, ODF is distinguished from Total Sanitation. These criteria are a continuum, and some such as hand washing facilities and practice are often included in the definition of ODF. The following examples show typically included indicators.

Indicators for ODF:
- No Open Defecation
- Household latrines constructed and used by all households (some countries specify that all facilities should be improved sanitation, others accept any kind of latrine)
- All household pit latrines have drop hole covers
- Community has mechanisms to monitor progress and rules/sanctions deterring open defecators.

Indicators for Total Sanitation:
In addition to the above indicators for ODF, the following are other indicators that can be used for ODF or for Total Sanitation:
- Hand washing facilities and practice, with soap or ash
- Safe solid and liquid waste disposal (including animal waste)
- Use of elevated dish drying racks
- Covering of food
- Safe drinking water storage and handling
- Clothes lines
- Bathrooms
- Provision of institutional latrines in schools, markets and for passers-by
- Keeping water sources clean in the dwelling
- General environmental cleanliness.

2. Methodology for verification, certification and re-verification

Some of the common methods for all three activities have been:
- Using an agreed checklist
- Sampling households and inspecting latrines and other facilities
- Transect walks and observations
- Interviews and Focus Group Discussions
- Discussion with children and old people
    followed by
- Feedback to communities and discussing action if needed.

Unannounced visits are encouraged as they avoid misleading impressions from temporary community efforts which are then not sustained.

(For fuller lists and ideas see the section on verification in the Lukenya Notes and the other sources below)

Some examples of country experiences on verification and certification

By now there are experiences on this subject from almost all countries implementing CLTS. Institutions and individuals who are in practice engaged in verification, certification and re-

verification vary widely between countries, and even within countries. They can include government and local authority staff of various departments, members of NGOs and other civil society, community-based organisations, natural leaders, members of WASH committees, donors and others. Third parties who are neither implementers nor members of the communities being assessed are an option that may be preferred as they should eliminate biases that could occur when implementers or community members rank their own performance. The following table outlines the verification and certification processes in different countries.

Country	Verification Process	Certification Process
Ethiopia	The Ethiopia version of CLTS is CLTSH where H stands for Hand washing and Safe management of Water. Two phases of verification are carried out: Phase I: Deals with 100% reduction of Open Defecation as defined by the group. Phase II: Carried out after following a rigorous and consistent follow up for at least 6 months to confirm that communities are practicing hand washing and safe water management.	Certification of ODF communities follows verification by external experts other than the implementers. Communities are certified following verification which normally is done during Celebrations arranged by communities themselves.
Indonesia	The ODF verification process includes: • Monitoring the change of households' defecation-related behaviour which involves verification of each household as ODF in the community. • A community that qualifies after external verification declares itself to be ODF and is usually presented a formal certification by district governments. • A community that does not qualify is provided with explanations why they did not and re-verification is offered when they rectify the situation and request a re-check. • Routine monitoring of the ODF communities every 6 months or annually to ensure quality and sustainability of ODF status.	Certification process is the same as the verification process. Communities cannot verify themselves. When they feel they have become ODF, they request verification by external teams of verifiers - who are local government functionaries and representatives of other ODF communities.
Nigeria	Two major outcomes for CLTS are: ODF and Total Sanitation. Verification and certification exercises are carried out for each of these outcomes. The ODF verification process includes: • Reporting of claimed ODF communities at the community level by Water, Sanitation and Hygiene Committee (WASHCOM) • First Level of Verification of WASHCOM ODF Claim conducted by the Local Government Authority WASH Unit/Department through un-scheduled visits • Second Level of Verification conducted by State Rural Water Supply and Sanitation Agency (RUWASSA)	The certification process includes: • State Task Group on Sanitation comprising of all relevant government ministries, departments and agencies , and NGOs conduct ODF Certification Validation: • This is conducted by the National Task Group on Sanitation comprising of all relevant federal government ministries, departments and agencies as well as NGOS, donors and other development partners. For further details, please see the Nigeria case study on page 8.
Ghana	The processes of verification include: • Invitation from Ministry of Local Government and Rural Development requesting NGOs, Regions and Districts to present their claimed ODF	• Award of certified ODF communities during the commemoration of World Toilet Day. • Awarded ODF Communities are entered

	communities. • Community and Natural Leaders conduct self-assessment of their ODF status. • District level assessment of the claimed ODF status by visiting and assess all communities claiming ODF in the District. • Regional level assessment involving random selection of communities for spot checking (randomised verification). • National level assessment (randomised verification).	into the ODF National League
Kenya	The process includes: • Receive ODF claims from village CLTS/WASH committees • Establish a verification team led by Public Health officers and persons involved in the CLTS process. • Train the team and develop team spirit, while agreeing to the benchmarks • Constitute each team ensuring that it has members of both genders and a reasonable mix of community and CLTS skills • Develop a daily work plan ensuring that the workload is reasonable • Develop the quality control and data entry protocol • Verification team visits all the ODF claimed villages • Receive verification data, assess and analyse who receives this, and who determines ODF? • Determine ODF status *Note: KWAHO is involved in the certification and the Ministry of Public Health and Sanitation does the verification*	The process includes: • Receive schedule of villages verified as ODF from the Ministry of Public Health and Sanitation coordinator of the CLTS program, which should include clear location address and contacts of people aware of the ODF process in that village from the District Public Health officer • Establish a verification team of persons knowledgeable in CLTS but independent for each village • Train the team and develop team spirit, while agreeing to the benchmarks • Constitute each team ensuring that its has members of both genders and a reasonable mix of community and CLTS skills • Develop a daily work plan ensuring that the workload is reasonable • Develop the quality control and data entry protocol • Certification team accompanied by village leaders visits every household in the village and makes transect walks to collect certification data • Discuss certification data, collected with village leaders • Determine ODF by all • Sign a form of declaration; either village is OD or ODF
Uganda	Process includes: • The sub county team provides the list of villages that are claiming ODF status to the district team. • The team is oriented on the ODF verification guidelines before embarking on the task. • After the observation the team reports back at an agreed meeting place. • Final verification is conducted by the district verification team which comprises of district water and sanitation co-ordination committee, district health inspector, LCV (Local Council V), Secretary for Health,	Certification is conducted during an ODF Celebration where the ODF villages are awarded with a certificate.

	Technical support unit, and a representative of a NGO. Results are compiled and presented to the community claiming ODF status. The result could be that the community fulfils the criteria for being ODF, or that that is not yet really ODF and therefore explain the improvements that need to be made to attain ODF status.	
Malawi	• ODF: Every household uses a latrine with drop hole cover and hand washing facility (100% latrine coverage, sharing is acceptable). • At the village level: The Village Health and Water Committee, Health Extension Agent and Headman nominate their village for ODF verification. The Traditional Authority (TA) representative, district representative, and a selected NGO based in that catchment area (if available) then verify the ODF status of the village. • At the TA level: The TA nominates their catchment area for verification. The District Coordination Team conducts the verification. • These parties will conduct a random check of households and possible OD sites to ensure that the village is truly ODF • Standardised verification tools will be used for the process	• Villages and TAs, once verified shall receive certification. • Recognition of certification by signposts and other appropriate means to praise community members and encourage further sanitation and hygiene improvements. • Follow-up checks by the extension agents and natural leaders shall be conducted twice per year for the certified villages. *The verification and certification processes for Malawi are based on the ODF Malawi Strategy (2011-2015)*

General observations/reflections

As the table above shows, all components of the verification and certification processes vary across the countries. However, there is some commonality in that the verification and certification processes usually takes between 3-6 months. There is also a focus on positive learning when a community is found not to be ODF.

For further information on who monitors at different levels, please see the table in Appendix 1.

1. Government monitoring of verification, certification and re-verification processes

Government monitoring of verification, certification and re-verification is essential to assure good performance with accuracy and credibility and to minimise time lags. Governments can develop their monitoring plan with the active participation of all relevant stakeholders (details of existing guidelines can be found below in the sources section). The lead implementing Ministry or Agency should then ensure compliance to the verification and certification procedures.

Three significant experiences:

• In Ethiopia, at one time there were over 200 communities waiting to be verified, and only some 20 had been verified. This risked demotivating communities that experienced a long wait.

- In Kenya, the government has produced *A Practitioners Guide for ODF Certification in Kenya*. The initial large scale verifications were conducted by the NGO KWAHO in Nyanza and Western Provinces. Out of 349 communities claiming to be ODF, 46 per cent were verified and 54 per cent were identified as needing further action. This ratio was considered credible, whereas very high proportions of either passes or of needing further action might have raised question marks about the process.
- In Ethiopia, in the past, institutions and organisations have had different verification guides. The Ministry of Health has now developed a national verification protocol that will be used across the country. It includes indicators that are to be used by verifying bodies at different levels, from village to national. The protocol can be viewed on the CLTS website at http://www.communityledtotalsanitation.org/resource/federal-democratic-republic-ethiopia-ministry-health-cltsh-verification-and-certification

Recommendations:

Governments need regular reporting systems to enable them to monitor two key statistics about the verification and certification process:

- The time lag between when communities request verification and certification, and when these are carried out. (These delays are sometimes caused by a nationally centralised system of verification and certification. A devolved system of verification/certification but which is counter checked by a centralised system for quality assurance may help to expedite the process, as in Nigeria). Delays and backlogs risk demotivating communities. Early warning of time lags can lead to remedial action
- The ratio of communities verified as ODF to those not successful first time. High rates of either passing or not passing may not be credible and deserve to be looked into.

The Lead Implementing Ministry or Agency may also conduct spot checks on selected communities while the verification and certification is going on.

2. Verification and re-verification should be positive learning experiences for communities, appreciating what has been achieved. When they are found to be not yet ODF, verification should include constructive discussion about the reasons and what can be done about them, encouragement and agreement about action needed and a date for re-verification.

The evidence given below is from verification experience in Kenya:

> The process of verification was oriented to be positive for the community, even when found to be not ODF. An injunction for evaluators was 'Do not be the bloodhound but rather a watchdog'. KWAHO reported 'The most critical aspect of the certification exercise was to encourage and celebrate sanitation progress and innovations attained by various communities. Even when the village had not attained ODF status it was our mandate to encourage the natural leaders, the CLTS teams towards attaining ODF status. The approach also encompassed appreciative inquiry in to the way forward for those communities that had not attained ODF status.' (KWAHO 2011: 7, in Lukenya Notes, 2011)

In East Java, the one-day process of verification begins with a briefing of the team on the use of the standardised verification tool and planning the transect to cover all households. At the end of the transect, household observations and interviews, the team meets and shares and consolidates their findings. These are then reported to a village meeting. If the village qualifies, they are congratulated. If they do not qualify, the criteria that were not met are presented to them at the meeting, and a public discussion is held about what the community wishes to do about the

shortcomings. This results in such communities deciding how to correct the situation and setting a date by when they will be ready for re-verification. All communities so far have successfully qualified for ODF status in the second round. The experience tends to build the whole community's awareness of the criteria to become and remain ODF.

Recommendation: Make verification a positive and encouraging experience for communities so that even if they do not pass, they learn what they need to do and are empowered and motivated to do what is needed to qualify for ODF status.

3. International sharing of approaches, experiences and lessons learnt, and of national guides and protocols developed, are recommended.

The levels and sequences of verification and certification as represented in this diagram from Ghana are fairly common - community self-assessment, then verification, certification and celebration. As we shall see, though, who does and should conduct verification and certification is a major issue.

ODF DECLARATION
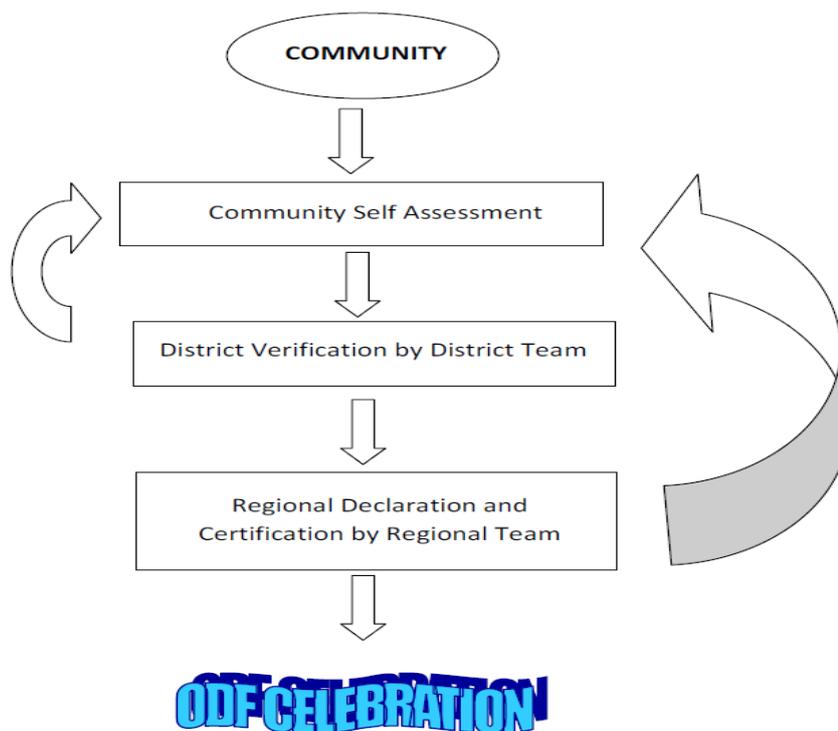
Some countries have guidelines for verification and certification. There is scope for sharing of these guidelines and possible intra-country harmonisation. There are situations where different implementing agencies within a country may have different guidelines and each follows their own set of rules, which makes consolidating national statistics difficult. The following case studies give examples of countries which have established national guidelines for verification and certification.

Kenya Case Study: Going to scale with verification and certification
Kenya faces a formidable challenge in going to scale with verification and certification for the ODF rural Kenya 2013 campaign. The Sanitation Technical Working Group came up with draft TORs that will guide the selection of entities that will be involved in CLTS third party certification, and these

were to be finalised and adopted by the Ministry of Public Health and Sanitation (the Government arm that spearheads CLTS). The Terms of Reference defined:
- Scope/guideline for certification
- Methodology
- Deliverables
- Certifiers' qualifications

However, the costs of third party verification at scale have raised questions about practicability (see below)

Nigeria Case Study

In Nigeria, there are two major outcomes for CLTS and these are: ODF and Total Sanitation. Verification and certification exercises are carried out for each of these outcomes.

The ODF verification process includes:
- Reporting of claimed ODF communities by Water, Sanitation and Hygiene Committee (WASHCOM) to the Local Government Authority (LGA) Water, Sanitation and Hygiene Unit/Department. WASHCOM is a community based committee in charge of management of Water, Sanitation and Hygiene activities.
- First Level of Verification of WASHCOM ODF Claim is conducted by LGA Water, Sanitation and Hygiene (WASH) Unit/Department through un-scheduled visits.
- Second Level of Verification is conducted by the State Rural Water Supply and Sanitation Agency (RUWASSA) to verify the ODF claims.
- On verification of the ODF claims by RUWASSA, the verified ODF communities are reported to the State Task Group on Sanitation for certification.

The certification process includes:
- State Task Group on Sanitation comprising of all relevant government ministries, departments and agencies, and NGOs conduct ODF Certification.

No official certification is given until ODF has been sustained by communities for at least 6 months

Validation:
- This is conducted by the National Task Group on Sanitation comprising of all relevant federal government ministries, departments and agencies as well as NGOs, donors and other development partners, and it involves spot-checking to ensure quality control and strict compliance to the guidelines on verification and certification of ODF communities.

The same processes highlighted above are used for certification of Total Sanitation Communities. Verification and Certification of ODF and Total Sanitation communities are carried out using agreed guidelines for verification and certification processes which also has the checklists to be used for each level of the processes.*

*For more details please visit the CLTS website to download a copy of the Nigeria *"Protocol for Certification and Verification of Open Defecation Free and Total Sanitation Communities"* http://www.communityledtotalsanitation.org/resource/protocol-certification-and-verification-open-defecation-free-and-total-sanitation

The importance of sharing and learning from each other's experiences, and verification by outside parties is outlined in the following experience.

> **Côte d'Ivoire Case Study (extract from the Lukenya Notes):**
> There are 2 major regions in Côte d'Ivoire where CLTS is currently being rolled out – Bouaké and Tiassalé. Exchange verification missions are planned in advance between the two. The missions last for a few days to a week, and teams include members from the government, NGOs, local authorities and community representatives. The criteria are very clear and the evaluation teams take the role very seriously. At the end of each day, a debriefing session is held to compare notes and to make recommendations, and dates are set for any necessary re-verifications.
>
> After the final recommendations of the teams are made, celebrations are held to congratulate the successful communities. This inter-regional practice is not only more objective than using purely local teams but has also proved very useful for cross-fertilisation and the exchange of practices and ideas.

Recommendations:
- Develop national verification protocols in coordination with all stakeholders
- The verification process can include different levels of verification
- CLTS practitioners from other regions can be engaged in the verification process

4. For validity and credibility the verification processes should not be carried out by implementers or those in Government or NGOs who have an interest in positive findings. Rewards to communities or individuals for achieving ODF conditions risk gross distortions and misreporting.

Credibility is lost if those who conduct verifications have an interest in positive findings, for example Government staff who are judged on their reported achievements during a national or regional campaign. One favoured solution is verification by third parties without such interests. But this presents challenging problems in going rapidly to scale. Two relevant cases of experience to date come from Kenya and Zambia respectively.[1] In Kenya, the third party was initially a large NGO – which proved effective but not feasible at scale. In Zambia, the third party proposed is a mix of local actors. In this sense of a mix of local actors, third parties may be the best way forward.

> **Third party verification experience in Kenya** (an extract from Lukenya Notes)
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> For its ambitious programme to achieve an ODF rural Kenya by 2013, the Kenya Government with partners has produced *A Practitioners Guide for ODF Certification in Kenya.* This guide includes training of enumerators to include handwashing, safe water chain, food hygiene, and household environment hygiene and sanitation. The initial large-scale verifications have been conducted by the NGO KWAHO in Nyanza and Western Provinces. Of 349 villages claiming to be ODF, 162 or 46 per

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[1] The initial idea was that verification by a third party organisation would be the best approach for verification at scale. However, recent experiences in Kenya and Zambia have shown that this can be too expensive to be practicable at scale. Other potential problems are lack of suitable organisations, and negative verdicts from a previously unknown organisation serving to discourage and demotivate communities. This is a vital area for on-going innovation and learning, and we are keen to hear more about experiences with these and other approaches and methods - please contact us at clts@ids.ac.uk if you have anything to share.

cent were found ODF and 187 or 54 per cent not yet ODF. Verification criteria include latrine coverage, handwashing facilities and dish rack coverage.

The third party verification included that:
- All homesteads have functional latrines
- There are footpaths leading to the latrines to confirm use
- The evaluators physically visit the latrines to establish usage
- The evaluators visit previous OD places like bushes, open fields, maize plantation, behind the houses etc
- Hold discussions with children to verify information provided by adults. Also randomly stop children on the way and ask them where they defecate.
- Use smell as a guide to places where there is bad smell to establish what is happening
- Water points are often sites for OD. Visit the community's sources of water within the village such as springs, streams, rivers, boreholes etc and certify that they are ODF

(KWAHO 2011: 6)

Zambia Case Study: Going to scale with third party verification and certification

Since 2007 with the introduction of CLTS in Zambia, over 900 villages have claimed to be ODF. However, these claims have often not been independently certified as ODF. Besides, there have been no formally agreed criteria and indicators for an ODF community. An independent third party system of ODF verification and certification is considered needed to ensure that CLTS is being scaled up with quality without false claims. In the absence of an independent verification and certification system it would be difficult for the Zambian government and other stakeholders to demonstrate the impact of funding invested in the CLTS approach. The establishment of third party ODF verification and certification with formally agreed national minimum criteria was envisaged to harmonise verification and certification of ODF villages and assure credibility of declarations of ODF. The reasoning was that quality, honesty and transparency could be achieved by involving organisations and individuals not directly engaged in CLTS implementation.

The system proposed to be established in 1,112 wards in 65 rural districts consists of teams with mixed membership from Community Based Organisations including Area Development Committees and Neighbourhood Health Committees, together with Community Health Workers and others, to be coordinated by staff from Department of Community Development and others at ward level who have not been directly involved in implementation of CLTS. The CBOs will be responsible for ODF verification and certification of wards and will verify and certify activities at village level and in public places (schools, health centres, markets, etc.). For instance, the verification and certification teams will manage implementation of third party ODF verification and certification activities within their wards. This will help to ensure creation of an independent structure and sustainability of the works started will be enhanced.

Plan Zambia will be responsible for ensuring that results are delivered and reported against the Results Framework and an agreed work plan. Plan will provide all the required staff and build capacity of district staff and CBOs. UNICEF will provide financial support in line with the agreed budget and joint work plan, and undertake regular monitoring visits (joint and independent) to assess progress and address any pertinent issues that may arise in the course of the implementation.

India has presented an example of how verification can be open to abuse when it is linked with financial or other rewards.

India case study (from Lukenya Notes, 2011)

The major lesson from Indian experience is that if verification is lax and linked with financial or other rewards, it is highly vulnerable to widespread abuse. This lesson and warnings come from Indian experience with the Nirmal Gram Puruskar (NGP - see CLTS Handbook pp 54-5). Although the NGP is in most cases not connected with CLTS, it includes verification of ODF status. Since 2004 the NGP scheme has been giving awards to Gram Panchayats (GPs) (local government entities) that achieve ODF status and are environmentally clean. Leaders of successful GPs go to Delhi to be honoured by the President, and receive substantial financial rewards. Standards and processes were the same from 2004 to 2008. Initially their application was very strict: a GP in Mandi District which had made a great effort was failed because TOILET had been painted by mistake on the doors of two store rooms (and this despite the fact that the rooms had no toilet pans). Later as applicants for the award multiplied exponentially across India into thousands, verification and certification were contracted out to NGOs which in turn subcontracted to other NGOs which in some cases subcontracted yet again to individuals for a fraction of the original remuneration. There were many complaints that the evaluators had taken bribes from the GPs. The result was fake reporting, described by one well-informed source as a joke. Then in 2008 and 2009, a team led by Vinod Mishra, director of Training, Key Resource Centre, Nainital, was commissioned to verify, State by State, the ODF status of NGP communities. They inspected 1018 GP applicants in 6 States (Jammu and Kashmir, Punjab, Rajasthan, Himachal Pradesh, Kerala and Karnataka) and certified 417 GPs and 3 Block Panchayats. However, in 2009 the pass rate became minimal, with only 1 out of 621 applicants successful in Haryana, and none in Bihar. This high failure rate followed the adoption by Government of an on-line verification system in which third party verifiers from NGOs or research organisations from other States are required to stay in the communities overnight. They supply data to the computer programme which then determines pass or fail. Inspections are required to be rigorous, including for instance looking at the fingernails of children in school. Arguably India was too tough at first, then far too lax, and now very strict again, possibly too strict. The system seems to entail little community participation or learning.

See www.ddws.nic.in for more detail. A comprehensive account of the procedure can be found in WSP Monitoring Systems for Incentive Programs: Learning from large-scale rural sanitation initiatives in India, Water and Sanitation Program, World Bank, November 2010, http://water.worldbank.org/publications/monitoring-systems-incentive-programs-learning-large-scale-rural-sanitation-initiatives

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The mixed team system developed in Indonesia is another significant source of learning. A team-based ODF verification system was designed and introduced through the TSSM project in East Java. This has now become the local government's routine practice in all districts. The verification teams consist of local government functionaries from Community Health Centres and sub-district administration, supplemented with representatives from communities neighbouring the one being verified. The CLTS facilitator and natural leaders of the community being verified may not be verifiers for their own community. ODF-verified community members then become verifiers on teams for other communities. The qualifying community puts up a board announcing their ODF

status at the village entrance and later during ODF celebrations they receive an official Health Ministry Certificate.

Recommendations: Transparency, validity and credibility

The validity, credibility and usefulness of the whole process depends on the composition of the verification and certification teams, their training and commitment, the time and resources available, and transparency:

- *Team composition and interests.* As far as possible verification teams should be independent of implementation teams and have a gender balance. Validity and credibility can be compromised when there are rewards for achieving ODF, or when teams include people with an interest in positive ODF declarations. The most common case of this is where there are Government campaigns, targets and competition between sub-districts and/or between districts, with career and recognition incentives to officials for good performance and/or achieving or surpassing targets. In such circumstances, ODF declarations and statistics can easily be inflated, have low credibility and have to be discounted.
- For going to scale rapidly and well with verification and certification, third parties in the form of *mixed teams* may be the best way forward. Depending on availability of resources, other options are various mixes of Natural Leaders and others from neighbouring communities and other stakeholders from civil society, universities and institutes, and from government departments not involved in the programme.
- *Random validation* can confirm ODF and enhance credibility. In Nigeria, validation is conducted by National Task Group on Sanitation comprising all relevant Federal Government Ministries, Departments and Agencies as well as NGOs, donors and other development partners. Every quarter the Task Group makes random spot checks, visiting communities that have been declared ODF. Their finding that 95 per cent are indeed ODF adds to the credibility of the national ODF statistics.

5. Adequate funding, human resources and training are vital for verification, certification and re-verification, as for all components of CLTS. Resources need to be anticipated and assured well in advance as CLTS goes to scale

Many countries have only recently faced the challenges of scaling up verification and certification processes. It is vital that these challenges are anticipated and that adequate resources – both financial and human – are allocated for them. Zambia is among the countries which have taken steps to anticipate a rising financial demand for verification and certification as the national campaign goes to scale. Unless budgets are allocated, and this critical challenge is planned for, problems of backlogs and of poor quality in verification and certification can be expected to be serious, even acute. Where budgets for third party verification are difficult for Governments to meet, donor support will be important.

Recommendations:

- Assess financial, organisational and human resource needs on the basis of anticipated demand for verification and certification as CLTS goes to scale
- Stay ahead of the game by assuring these well in advance
- Monitor progress closely and take early action to prevent the build up of a backlog of communities claiming to be ODF.

Summary of key recommendations and ideas for action

On the basis of experience to date, Governments and policy-makers may wish to take steps to:

- ➢ Seek agreement by country stakeholders on definitions of verification, certification and re-verification based on their local context
- ➢ Develop national verification protocols in coordination with all stakeholders
- ➢ Translate the checklist for verification and certification into local languages and make it widely available to communities. The checklist could also be presented in pictorial forms
- ➢ Where possible, convene and organise third party teams for verification, for instance including WASH Committees and Natural Leaders from neighbouring ODF communities to form associations which can be empowered to conduct ODF verification
- ➢ For verification and certification prefer institutions that are not directly involved in CLTS implementation
- ➢ Encourage community involvement as part of the learning process, make verifications positive experiences, whether failing or passing
- ➢ Use celebrations after verification to build community pride and confidence, and encourage others.
- ➢ Define clear institutional roles and responsibilities for verification, certification and re-verification among relevant stakeholders
- ➢ Re-verify certified ODF communities between 6 months and 2 years after certification, to check and reinforce sustainability of ODF status
- ➢ Anticipate expanding demand for verification, certification and re-verification at scale and assure adequate financial and human resources well in advance
- ➢ Regular monitoring and control of the verification process as the country moves to scale
- ➢ Exercise caution that any reward system does not influence outcomes and ensure that it is sustainable, cost-effective and scalable.

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Appendix 1: Experiences on who monitors at different levels

Country	Community level	Subnational and district level	National level
Kenya	Traditional leaders collect information but lack system of disseminating information to the national level.	District health management team, district stakeholders forum which brings in other players.	CLTS hub which co-ordinates the process, ICC (Inter-agency co-ordination committee).
Eritrea	Village health promoters trained to use paper based tools used for monitoring approximately 20 households per health promoter. Frequency of reporting not adequate because they are engaged in other activities and are volunteers (no incentives).	Area health center collect data from village health promoters group which is later submitted to the district.	Environmental health division at the Ministry of Health.
Ethiopia	Health Development Army, network of 5 households with the sixth Model Family as a leader, are responsible for monitoring at the household level and the health Extension workers working in 8 – 20 villages with a population of 5,000 provide monitoring.	Regional Health Bureau, WOREDA / District Health Office and Primary Health Care Units (PHCUs), (health staff) provide support to health extension workers at community levels. PHCUs are responsible for 25,000 people, information from PHCU is given to the district.	Federal Ministry of Health, National Hygiene and Sanitation Task Force, National WASH Co-ordination Unit.
Zambia	Sanitation action groups comprising of 10 people per village (Natural Leaders) for rural areas. Legal enforcement groups in urban areas.	District Joint Monitoring program team for rural Joint enforcement team for urban.	National training team of coaches co-ordinates with Ministry of Health and Ministry of Local Government.
Uganda	Village health teams – a structure of the Ministry of Health for health promotion and disease prevention at village level, Local Council I – a political structure at village level and WATSAN committees, Health Assistants.	District Water and Sanitation co-ordination committee, district health team, district technical planning committee, district health inspector, Sub county extension staff	National verification committee, Environmental Health Division - Ministry of Health, Ministry of Water and Environment, UWASNET.
Nigeria		State task group on sanitation	National task group on sanitation which is the co-ordinating structure
Bangladesh	Union sanitation committee, ward sanitation committees.	Hill tracts sanitation committees, municipal sanitation committee, district sanitation committee, city corporation sanitation committee, sub district committee.	National Advisory committee, national sanitation committee.
Malawi	Extension staff (Health surveillance assistants).	WASH Co-ordinator, District Coordinating Team.	ODF task force comprising of NGOs and Ministry of Health, Education, Water and bilateral agencies.