

# Scoring Infrastructure / Services Absorption Capacity Indicator Codebook

## Introduction

This document presents the coding of evaluation indicators for scoring South Sudan's infrastructure points. The coding is separated into three sections, according to their function in determining "Absorption Capacity" for South Sudan's Pocket's of Hope. Those sections and functions are:

1. **Minimum Performance Indicators** to identify whether an infrastructure point contributes to a region's service capacity
2. **Service Capacity Thresholds** to estimate the ideal, strained, and maximum service capacity thresholds for the infrastructure points
3. **Quality Indicators** to illustrate the quality of service delivery from that infrastructure point.

Our framework for Absorption capacity considers the local demand for public services and service capacity. This relationship is more clear for some infrastructure types, compared to others. For our determination of Absorption Capacity Thresholds, we focus our attention where the relationship between service demand and service capacity is most clear: Water Points, Healthcare Facilities, and Education facilities.

Still, we also provide quality assessment indicators for other public infrastructure points:

- Law enforcement and judicial
- Markets

For these facility types, we remain agnostic about how this infrastructure contributes, or not, to a region's absorption capacity; these indicators provide a useful illustration of the accessibility, functionality, and overall condition of key public facilities, which can be critical for assessing the broader socio-economic and security environment of the area.

The table below summarises the indicators covered in this assessment.

Minimum Performance (MP) Indicators	Water Points (MP1.0)	MP1.1 - Consistency
		MP1.2 - Water quality
		MP1.3 - Facility safety
	Healthcare Facilities (MP2.0)	MP2.1 - Facility safety
		MP2.2 - Facility building condition
		MP2.3 - Facility toilets
		MP2.4 - Facility water
		MP2.5 - Reserve stock of medical supplies
		MP2.6 - Doctor/Patient Ratio
	Education Facilities (MP3.0)	MP3.1 - Facility safety
		MP3.2 - Facility building condition
		MP3.3 - Facility toilets
		MP3.4 - Facility water
Absorption Capacity (AC) Thresholds	Water Points (AC1.0)	AC1.1 - Effective absorption (15L pp/day)
		AC1.2 - Strained absorption (4.5L pp/day)
		AC1.3 - Limited absorption (2.5L pp/day)
	Healthcare Facilities (AC2.0)	AC2.1 - Effective absorption
		AC2.2 - Strained absorption
		AC2.3 - Limited absorption

		Education	AC3.1 - Effective absorption
		Facilities (AC3.0)	AC3.2 - Strained absorption
			AC3.3 - Limited absorption
Infrastructure Indicators	Quality	Full list presented in Annex 1	

This document complements Samuel Hall's Absorption Capacity Methodology document, which outlines our evaluation objectives, discusses assumptions, and synthesis of the indicators described in this document to facilitate a calculation of absorption capacity.

# Minimum Performance Indicators

## Water Points (MP1.0) - Minimum Standards Scoring Matrix

### MP1.1 - Consistency

Survey Question: *Does this water point consistently have water available?*

Literature Guiding Note: *Water sources and systems are maintained such that appropriate quantities of water are available consistently or on a regular basis - [SPHERE Handbook 2018](#) (Water supply standard 1: access and water quantity), pg 63.*

#### Disqualifying Criteria:

*Water is almost never available at this water point*

*Rarely - Water is rarely available, with frequent shortages or extended periods without water*

### MP1.2 - Water quality

Survey Question: *How would you rate the quality of the water available here?*

Literature Guiding Note: *People drink water from a protected or treated source in preference to other readily available water sources... No negative health effect of water - [SPHERE Handbook 2018](#) (Water supply standard 2: water quality), pg 66.*

#### Disqualifying Criteria:

*Very poor - The water quality is severely compromised, and it is not safe for consumption.*

*Poor - The water quality is below acceptable standards and poses potential health risks.*

### MP1.3 - Facility safety

Survey Question: *Are there any security concerns or incidents related to walking to / queuing, especially for women, at this water point?*

#### Disqualifying Criteria:

*Yes*

## Healthcare Facilities (MP2.0) - Minimum Standards Scoring Matrix

### MP2.1 - Facility safety

Survey Question: *Have there been any incidents of violence affecting the health facility in the recent past?*

**Disqualifying Criteria:**

*Frequently (Incidents are frequent and pose a serious concern)*

*Often (Regular incidents, indicating a concerning pattern)*

**MP2.2 - Facility building condition**

Survey Question: *What is the general condition of the building infrastructure?*

**Disqualifying Criteria:**

*Dangerous: The building infrastructure poses an immediate threat to the safety and well-being of occupants. There are serious structural defects, safety hazards, or environmental risks that require urgent attention to prevent harm or injury.*

*Very bad: The building infrastructure is in very poor condition, with severe damage, decay, or disrepair. There are multiple safety hazards, structural weaknesses, or critical maintenance issues that render the facility unsafe or unusable.*

**MP2.3 - Facility toilets**

Survey Question: *Are there toilets in this health facility?*

**Disqualifying Criteria:**

*No*

**MP2.4 - Facility water**

Survey Question: *Do you have access to water in this health facility?*

**Disqualifying Criteria:**

*No*

**MP2.5 - Reserve stock of medical supplies**

Survey Question: *Stock levels of essential medicines and health supplies*

Literature Guiding Note: *Number of days essential medicines are not available: Maximum 4 days out of 30 days - [SPHERE Handbook 2018](#) (Health systems standard 1.1: Health service delivery), pg 305.*

**Disqualifying Criteria:**

*No Stock*

*Very Low Stock (expected to last less than a week)*

**MP2.6 - Doctor/Patient Ratio**

Survey Questions:

- What is the average number of male patients in a week?
- What is the average number of female patients in a week?
- What is the average number of children patients in a week?
- How many nurses/general practitioners/gynaecologists/surgeons/paediatricians/midwives work at this facility

Calculation: Physicians/Patients per day

Literature Guiding Note: *Human resources: Clinicians are not required to consult more than 50 patients a day consistently.* - [SPHERE Handbook 2011](#) (Health systems standard 2), pg 302.

**Disqualifying Criteria:**

*Doctor/Patient daily ratio >50*

\*Note that this indicator can also have a continuous value between 1 and 2, equal to the ratio value between 50 and 25.

## Education Facilities (MP3.0) - Minimum Standards Scoring Matrix

### MP3.1 - Facility safety

Survey Question: *Recently have there been any violent incidents outside of this school?*

Literature Guiding Note: *Children are supported through access to group-based, planned activities that (a) promote protection, well-being and learning and (b) are delivered in safe, inclusive, contextually and age-appropriate approaches.* - [Minimum Standards for Child Protection in Humanitarian Action](#) (Standard 15: Group activities for child well-being), pg 174.

**Disqualifying Criteria:**

*Frequently (Incidents are frequent and pose a serious concern)*

*Often (Regular incidents, indicating a concerning pattern)*

### MP3.2 - Facility building condition

Survey Question: *What is the general condition of the building infrastructure?*

**Disqualifying Criteria:**

*Dangerous: The building infrastructure poses an immediate threat to the safety and well-being of occupants. There are serious structural defects, safety hazards, or environmental risks that require urgent attention to prevent harm or injury.*

*Very bad: The building infrastructure is in very poor condition, with severe damage, decay, or disrepair. There are multiple safety hazards, structural*

*weaknesses, or critical maintenance issues that render the facility unsafe or unusable.*

### MP3.3 - Facility toilets

Survey Question: *Are there toilets in this school?*

**Disqualifying Criteria:**

*No*

## Absorption Capacity Thresholds

### Water Points (AC1.0) - Absorption Capacity Thresholds

The table below presents the absorption capacity thresholds for water point facilities. We make reference specifically to the water supply and consumption estimates adapted from Water supply standard 2.1: Access and water quantity - [SPHERE Handbook 2018](#) 2018, pg 107.

The table is meant to provide estimates for how many people each waterpoint type (handpumps or motorised pumps) can support. For example, a motorised pump is estimated to support 500 people per day, based on the provision of total water needs - 15L per person per day (pp/day). That same motorised pump is estimated to provide water needs for 3,000 people, based on 2.5L survival quantities pp/day.

Absorption Capacity Thresholds	AC1.1 - Total water needs (15L pp/day)	AC1.2 - Survival needs and basic hygiene (4.5L pp/day)	AC1.3 - Survival needs (2.5L pp/day)
Handpumps	250	832	1,500
Motorized Pump	500	1,665	3,000

### Healthcare Facilities (AC2.0) - Absorption Capacity Thresholds

For determining the absorption capacity for healthcare facilities, we make reference to the following resources:

- Ideal capacities adapted from Health systems standard 1.1: Health service delivery - [SPHERE Handbook 2018](#) 2018, pg 299.
- Maximum absorption capacity and strained absorption capacity determined from consultations with UNHCR

Absorption Capacity Thresholds	AC2.1 - Ideal absorption capacity	AC2.2 - Strained absorption capacity	AC2.3 - Maximum absorption capacity
Primary health care unit	10,000	25,000	50,000

County/District Hospital	100,000	250,000	300,000
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Note: we have additional capacity indicators based on:

- Number of inpatient beds - Ideal absorption capacity: 18 beds per 10,000 people.
- Number of skilled birth attendant personnel (doctors, nurses, midwives) - Ideal absorption capacity 23 per 10,000 people.

These indicators are deprioritized for this pilot in favour of the more general facility-based figure (as opposed to beds/based), but the threshold calculation is likely similar.

## Education Facilities (AC3.0) - Absorption Capacity Thresholds

For determining the absorption capacity for education facilities, our consultations with UNHCR generated the following thresholds:

Absorption Capacity Thresholds	AC3.1 - Ideal absorption capacity	AC3.2 - Strained absorption capacity	AC3.3 - Maximum absorption capacity
Teacher/student ratio at each school	50 students per teacher	94 students per teacher	138 students per teacher

## Infrastructure Quality Indicators

### Education facilities (Q2.0)

#### Q2.1 - Facility Water

Survey Question: *Do you have access to water in this school facility?*

0	No
2	Yes

#### Q2.2 - Facility Toilets

Survey Question: *Are there toilets in this school?*

0	No
2	Yes

#### Q2.3 - Facility Building Condition

Survey Question: *What is the general condition of the building infrastructure?*

0	<p><i>Dangerous: The building infrastructure poses an immediate threat to the safety and well-being of occupants. There are serious structural defects, safety hazards, or environmental risks that require urgent attention to prevent harm or injury.</i></p> <p><i>Very bad: The building infrastructure is in very poor condition, with severe damage, decay, or disrepair. There are multiple safety hazards, structural weaknesses, or critical maintenance issues that render the facility unsafe or unusable.</i></p>
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1	<i>Bad: The building infrastructure is in poor condition, with significant signs of wear, damage, or neglect. There may be structural deficiencies, safety hazards, or extensive maintenance issues that affect functionality and safety.</i>
2	<i>Average: The building infrastructure is functional but shows noticeable signs of wear, aging, or deterioration. There may be visible cracks, leaks, or structural issues that require attention but do not pose immediate safety risks.</i>  <i>Good: The building infrastructure is in good condition overall, with minor signs of wear or aging. There may be some cosmetic imperfections or minor maintenance issues, but they do not significantly impact functionality.</i>  <i>Excellent: The building infrastructure is in pristine condition, with no visible signs of wear or damage. It appears to be well-maintained, structurally sound, and fully functional.</i>

#### Q.2.4 - Facility Safety

Survey Question: *Recently have there been any violent incidents outside of this school?*

*Literature Guiding Note: Children are supported through access to group-based, planned activities that (a) promote protection, well-being and learning and (b) are delivered in safe, inclusive, contextually and age-appropriate approaches. - [Minimum Standards for Child Protection in Humanitarian Action](#) (Standard 15: Group activities for child well-being), pg 174.*

0	<i>Frequently (Incidents are frequent and pose a serious concern)</i>  <i>Often (Regular incidents, indicating a concerning pattern)</i>
1	<i>Sometimes (A few incidents have occurred but are not a regular pattern)</i>
2	<i>Occasionally (One or two isolated incidents have occurred)</i>  <i>Never</i>

#### Q2.5 - Assessment Methods

How do educators assess student learning and progress?/No assessments are made

0	<i>No assessments are made</i>
2	<i>Assessments are made</i>

#### Q2.6 - Chalkboard/Blackboard Availability

Chalkboard/Blackboard:

0	<i>No, there is no chalkboard/blackboard available.</i>
1	<i>Yes, but not in every classroom.</i>
2	<i>Yes, there is a chalkboard/blackboard in every classroom.</i>

#### Q2.7 - Cleanliness

Cleanliness

0	<i>Dangerous: The lack of cleanliness poses a direct threat to health, with evidence of hazardous waste, severe contamination, or other conditions that could lead to immediate health risks.</i>  <i>Very poor: The facility's cleanliness is severely compromised, with widespread neglect. There is a</i>
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	<i>significant risk of infection due to poor hygiene practices.</i>
1	<p><i>Poor: Multiple areas of the facility are not well-maintained, with visible grime, dust, or waste. Cleaning practices are inadequate, posing a risk to hygiene and health safety.</i></p> <p><i>Below average: Visible dirt, dust, or waste in some areas, indicating irregular or insufficient cleaning routines. Some areas may not meet basic hygiene standards, potentially affecting patient safety or comfort.</i></p>
2	<p><i>Average: The facility is clean but shows signs of wear or neglect in some areas. Some parts may need more frequent cleaning or maintenance, but it does not compromise the overall hygiene significantly.</i></p> <p><i>Good: The facility is generally clean with minor exceptions. Regular cleaning routines are evident, and there are only small areas that might need more attention.</i></p> <p><i>Excellent: The facility is spotlessly clean, with no visible dirt, dust, or waste. Surfaces, floors, and equipment are well-maintained, and hygiene practices are clearly prioritized</i></p>

## Q2.8 - Electricity Access

Do you have access to electricity?

0	No
2	Yes

## Q2.9 - First-Aid Kits

Are there first-aid kits available at the school?

0	No
2	Yes

## Q2.10 - First-Aid Staff

Are there any trained staff present to administer first aid?

0	No
2	Yes

## Q2.11 - Hand Washing Facilities

Are there hand washing facilities available in the toilets?

0	No
2	Yes

## Q2.12 - Hygiene Initiatives

Are there any programs or initiatives to promote hygiene practices in the school?

0	No
2	Yes

## Q2.13 - Learning Support Services

What programs or services available to support students with diverse learning needs?/No programs or services available

0	<i>No programs are available</i>
2	<i>Some programs are available</i>

#### Q2.14 - Library Availability

Is there a dedicated school library available for students and staff?

0	<i>No</i>
2	<i>Yes</i>

#### Q2.15 - Power Outage Frequency

Frequency of power outages

0	<i>Multiple times a day</i> <i>Daily</i>
1	<i>Several times a week</i> <i>Weekly</i>
2	<i>Monthly</i> <i>Rarely (less than once a month)</i> <i>Never</i>

#### Q2.16 - Recreational Facilities

Does the school have any playground equipment or recreational facilities for students?

0	<i>No playground equipment or recreational facilities</i>
1	<i>Minimal play equipment available</i> <i>Some playground equipment, but limited in variety or condition</i>
2	<i>Well-equipped playground with various play structures</i>

#### Q2.17 - School Fees

Does the school charge any fees for students to attend?

0	<i>Yes</i>
2	<i>No</i>

#### Q2.18 - Special Needs Classes

Does the school offer classes for students with special needs/disabilities?

0	No
2	Yes

### Q2.19 - Stationery Availability

Is stationery (such as pens, pencils, and notebooks) available for students?

0	No, stationery is not available.
1	Yes, but there is a shortage of stationery.
2	Yes, stationery is available for all students.

### Q2.20 - Student Attendance

What is the average daily attendance rate of students in the school?

0	Below 25%: Very few students attend regularly, with frequent and widespread absences. 25-49%: A minority of students attend regularly, with frequent absences. 50-74%: About half of the students attend regularly, with significant absences.
1	75-89%: Most students attend regularly, but there are some absences.
2	90-100%: Nearly all students attend regularly.

### Q2.21 - Student Commute Time

How long do students have to commute on average to reach this school from their household and back again?

0	Over 2 hours 1 - 2 hours
1	31 minutes - 1 hour
2	1-30 minutes

### Q2.22 - Student Feeding Programs

Does the school provide any feeding programs for students?

0	No, no school feeding programs available
1	Yes, occasional feeding programs or food assistance
2	Yes, regular school meals provided

### Q2.23 - Student Seating Adequacy

Are there enough desks and chairs for all students?

0	No
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2	Yes
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### Q2.24 - Textbook Availability

Are textbooks available for students in adequate quantity?

0	<i>No, textbooks are not available.</i>
1	<i>Yes, but there is a shortage of textbooks.</i>
2	<i>Yes, textbooks are available for all students.</i>

### Q2.25 - Textbook Provision

Are textbooks provided by the school or purchased by the students on their own?

0	<i>No</i>
2	<i>Yes</i>

## Healthcare facilities (Q3.0)

### Q3.1 - Facility Safety

Survey Question: *Have there been any incidents of violence affecting the health facility in the recent past?*

0	<i>Frequently (Incidents are frequent and pose a serious concern)</i> <i>Often (Regular incidents, indicating a concerning pattern)</i>
1	<i>Sometimes (A few incidents have occurred but are not a regular pattern)</i>
2	<i>Occasionally (One or two isolated incidents have occurred)</i> <i>Never</i>

### Q3.2 - Facility Building Condition

Survey Question: *What is the general condition of the building infrastructure?*

0	<p><i>Dangerous: The building infrastructure poses an immediate threat to the safety and well-being of occupants. There are serious structural defects, safety hazards, or environmental risks that require urgent attention to prevent harm or injury.</i></p> <p><i>Very bad: The building infrastructure is in very poor condition, with severe damage, decay, or disrepair. There are multiple safety hazards, structural weaknesses, or critical maintenance issues that render the facility unsafe or unusable.</i></p>
1	<p><i>Bad: The building infrastructure is in poor condition, with significant signs of wear, damage, or neglect. There may be structural deficiencies, safety hazards, or extensive maintenance issues that affect functionality and safety.</i></p> <p><i>Average: The building infrastructure is functional but shows noticeable signs of wear, aging, or deterioration. There may be visible cracks, leaks, or structural issues that require attention but do not pose immediate safety risks.</i></p>
2	<p><i>Good: The building infrastructure is in good condition overall, with minor signs of wear or aging. There may be some cosmetic imperfections or minor maintenance issues, but they do not significantly impact functionality.</i></p> <p><i>Excellent: The building infrastructure is in pristine condition, with no visible signs of wear or damage. It appears to be well-maintained, structurally sound, and fully functional.</i></p>

### Q3.3 - Facility Toilets

Survey Question: *Are there toilets in this health facility?*

0	No
1	<p><i>Yes in poor conditions</i></p> <p><i>Yes, in normal conditions</i></p>
2	<i>Yes, in good conditions</i>

### Q3.4 - Facility Water

Survey Question: *Do you have access to water in this health facility?*

0	No
2	Yes

### Q3.5 - Reserve Stock of Medical Supplies

Survey Question: *Stock levels of essential medicines and health supplies*

Literature Guiding Note: *Number of days essential medicines are not available: Maximum 4 days out of 30 days*  
- [SPHERE Handbook 2018](#) (Health systems standard 1.1: Health service delivery), pg 305.

0	<p><i>No Stock</i></p> <p><i>Very Low Stock (expected to last less than a week)</i></p>
1	<i>Low Stock (expected to last 1-2 weeks)</i>
2	<p><i>Sufficient Stock (expected to last more than 2 weeks but less than a month)</i></p> <p><i>High Stock (expected to last more than a month)</i></p>

### Q3.6 - Doctor/Patient Ratio

Survey Questions:

- What is the average number of male patients in a week?
- What is the average number of female patients in a week?
- What is the average number of children patients in a week?
- How many nurses/general practitioners/gynaecologists/surgeons/paediatricians/midwives work at this facility

Calculation: Physicians/Patients per day

Literature Guiding Note: *Human resources: Clinicians are not required to consult more than 50 patients a day consistently.* - [SPHERE Handbook 2011](#) (Health systems standard 2), pg 302.

0	Doctor/Patient daily ratio >50
0<2	50> Doctor/Patient daily ratio >25
2	Doctor/Patient daily ratio <25

\*Note that this indicator can also have a continuous value between 1 and 2, equal to the ratio value between 50 and 25.

### Q3.7 - Cleanliness

Cleanliness

0	<p><i>Dangerous: The lack of cleanliness poses a direct threat to health, with evidence of hazardous waste, severe contamination, or other conditions that could lead to immediate health risks.</i></p> <p><i>Very poor: The facility's cleanliness is severely compromised, with widespread neglect. There is a significant risk of infection due to poor hygiene practices.</i></p>
1	<p><i>Below average: Visible dirt, dust, or waste in some areas, indicating irregular or insufficient cleaning routines. Some areas may not meet basic hygiene standards, potentially affecting patient safety or comfort.</i></p> <p><i>Poor: Multiple areas of the facility are not well-maintained, with visible grime, dust, or waste. Cleaning practices are inadequate, posing a risk to hygiene and health safety.</i></p>
2	<p><i>Average: The facility is clean but shows signs of wear or neglect in some areas. Some parts may need more frequent cleaning or maintenance, but it does not compromise the overall hygiene significantly.</i></p> <p><i>Good: The facility is generally clean with minor exceptions. Regular cleaning routines are evident, and there are only small areas that might need more attention.</i></p> <p><i>Excellent: The facility is spotlessly clean, with no visible dirt, dust, or waste. Surfaces, floors, and equipment are well-maintained, and hygiene practices are clearly prioritized.</i></p>

### Q3.8 - Electricity Access

Do you have access to electricity?

0	No
2	Yes

### Q3.9 - Power Outage Frequency

Frequency of power outages

0	Multiple times a day Daily
1	Several times a week Weekly
2	Monthly Rarely (less than once a month) Never

### Q3.10 - Female Medical Personnel

0	No female medical personnel on staff
2	At least 1 female medical personnel on staff

### Q3.11.0: Availability of essential medicines and health supplies

A subindex, which presents the proportionate availability (out of 2) of each of the following supplies:

- Q3.11.1: Analgesic,
- Q3.11.2: Anesthetics,
- Q3.11.3: Antibiotics,
- Q3.11.4: Antimalarials,
- Q3.11.5: Antiretrovirals,
- Q3.11.6: Antituberculosis Drugs,
- Q3.11.7: Antivenom (snake bites)

Example values (note this indicator presents a continuous value):

0	0% of essential medicines and health supplies available at this facility
1	50% of essential medicines and health supplies available at this facility
2	100% of essential medicines and health supplies available at this facility

### Q3.12.0: Availability of diagnostic tests and supplies

A subindex, which presents the proportionate availability (out of 2) of each of the following diagnostic tests and supplies:

- Q3.12.1: Autoclaves (for sterilizing equipment)
- Q3.12.2: Availability diagnostic tests and supplies/Blood Collection Supplies (needles, syringes, tubes)
- Q3.12.3: Blood Pressure Monitors
- Q3.12.4: Availability diagnostic tests and supplies/Contraceptives (pills, condoms, IUDs, etc.)

- Q3.12.5: Delivery Beds (for maternal health)
- Q3.12.6: Examination Tables
- Q3.12.7: Glucometers (for measuring blood sugar levels)
- Q3.12.8: HIV Test Kits
- Q3.12.9: Insecticide-Treated Nets (ITNs) for Malaria Prevention
- Q3.12.10: Intravenous (IV) Fluids
- Q3.12.11: Availability diagnostic tests and supplies/Rapid Diagnostic Tests (RDTs) for Malaria
- Q3.12.12: Microscopes (for diagnostic purposes)
- Q3.12.13: Oral Rehydration Salts
- Q3.12.14: Oxygen Concentrators
- Q3.12.15: Availability diagnostic tests and supplies/Pregnancy Test Kits

Example values (note this indicator presents a continuous value):

0	0% of diagnostic tests and supplies available at this facility
1	50% of diagnostic tests and supplies available at this facility
2	100% of diagnostic tests and supplies available at this facility

### Q3.13.0: Availability of medical equipment

A subindex, which presents the proportionate availability (out of 2) of each of the following medical equipment:

- **Q3.13.1: Stethoscope**
- **Q3.13.2: Surgical Instruments (scalpels, forceps, scissors)**
- **Q3.13.3: Sutures & Dressings**
- **Q3.13.4: Thermometers (including infrared)**
- **Q3.13.5: Availability diagnostic tests and supplies/Tuberculosis (TB) Test Kits**
- **Q3.13.6: Ultrasound Machines (if applicable, especially for prenatal care)**
- **Q3.13.7: Vaccine**
- **Q3.13.8: Refrigerators (for storing vaccines and certain medications)**
- **Q3.13.9: Vitamin A Supplements**
- **Q3.13.10: Wheelchair & Walking Aids**
- **Q3.13.11: Zinc Supplements (for diarrhoea management)**

Example values (note this indicator presents a continuous value):

0	0% of medical equipment available at this facility
1	50% of medical equipment available at this facility
2	100% of medical equipment available at this facility

### Q3.14.0: Availability services



A subindex, which presents the proportionate availability (out of 2) of each of the following medical equipment:

- Q3.14.1: Maternal Health
- Q3.14.2: Vaccinations
- Q3.14.3: Emergency Services
- Q3.14.4: Outpatient Services
- Q3.14.5: Inpatient Services
- Q3.14.6: Surgical Services
- Q3.14.7: Dental Services
- Q3.14.8: Mental Health Services

Example values (note this indicator presents a continuous value):

0	0% of services available at this facility
1	50% of services available at this facility
2	100% of services available at this facility

### Q3.15.0: Operating Hours

A subindex, which presents the average of each of the following sub-indicators:

#### Q3.15.1: Which days is this health facility open?

0	Less than 5 days a week
1	5 days a week
2	7 days a week

#### Q3.15.1: What are the opening hours of this facility?

0	Less than day hours
1	day hours
2	24 hours

### Q3.16: Room Overcrowding

Utilisation Ratio: Rooms In Use/ Rooms Available.

Example values (note this indicator presents a continuous value):

0	100% or more utilisation ratio
0<2	Between 0.8 and 100% utilisation ratio

2	Less than 80% utilisation ratio
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## Law enforcement and judicial facilities (Q4.0)

### Q4.1 - Building Condition

What is the general condition of the building infrastructure?

0	<p><i>Dangerous: The building infrastructure poses an immediate threat to the safety and well-being of occupants. There are serious structural defects, safety hazards, or environmental risks that require urgent attention to prevent harm or injury.</i></p> <p><i>Very bad: The building infrastructure is in very poor condition, with severe damage, decay, or disrepair. There are multiple safety hazards, structural weaknesses, or critical maintenance issues that render the facility unsafe or unusable.</i></p>
1	<p><i>Bad: The building infrastructure is in poor condition, with significant signs of wear, damage, or neglect. There may be structural deficiencies, safety hazards, or extensive maintenance issues that affect functionality and safety.</i></p> <p><i>Average: The building infrastructure is functional but shows noticeable signs of wear, aging, or deterioration. There may be visible cracks, leaks, or structural issues that require attention but do not pose immediate safety risks.</i></p>
2	<p><i>Good: The building infrastructure is in good condition overall, with minor signs of wear or aging. There may be some cosmetic imperfections or minor maintenance issues, but they do not significantly impact functionality.</i></p> <p><i>Excellent: The building infrastructure is in pristine condition, with no visible signs of wear or damage. It appears to be well-maintained, structurally sound, and fully functional.</i></p>

### Q4.2 - Cleanliness

Cleanliness

0	<p><i>Dangerous: The lack of cleanliness poses a direct threat to health, with evidence of hazardous waste, severe contamination, or other conditions that could lead to immediate health risks.</i></p> <p><i>Very poor: The facility's cleanliness is severely compromised, with widespread neglect. There is a significant risk of infection due to poor hygiene practices.</i></p>
1	<p><i>Poor: Multiple areas of the facility are not well-maintained, with visible grime, dust, or waste. Cleaning practices are inadequate, posing a risk to hygiene and health safety.</i></p> <p><i>Below average: Visible dirt, dust, or waste in some areas, indicating irregular or insufficient cleaning routines. Some areas may not meet basic hygiene standards, potentially affecting patient safety or comfort.</i></p>
2	<p><i>Average: The facility is clean but shows signs of wear or neglect in some areas. Some parts may need more frequent cleaning or maintenance, but it does not compromise the overall hygiene significantly.</i></p> <p><i>Good: The facility is generally clean with minor exceptions. Regular cleaning routines are evident, and there are only small areas that might need more attention.</i></p> <p><i>Excellent: The facility is spotlessly clean, with no visible dirt, dust, or waste. Surfaces, floors, and</i></p>

	<i>equipment are well-maintained, and hygiene practices are clearly prioritized</i>
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#### Q4.3 - Community Accessibility

Is the building accessible to all members of the community?

0	No
2	Yes

#### Q4.4 - Discrimination Observation

Do you observe any discrimination in the treatment of different groups within this facility?

0	No
2	Yes

#### Q4.5 - Electricity Access

Do you have access to electricity?

0	No
2	Yes

#### Q4.6 - Facility Sufficiency

Do you believe this facility is sufficient to serve the needs of the community?

0	No
2	Yes

#### Q4.7 - Incident Reports

Have there been any violent incidents reported at this facility in the past year?

0	No
2	Yes

#### Q4.8 - Information Desk Availability

Is there a designated information desk or reception area where visitors can seek assistance?

0	No
2	Yes

#### Q4.9 - Power Outage Frequency

Frequency of power outages

0	<i>Multiple times a day</i> <i>Daily</i>
1	<i>Several times a week</i>

	<i>Weekly</i>
2	<i>Monthly</i> <i>Rarely (less than once a month)</i> <i>Never</i>

#### Q4.10 - Privacy for Consultations

Is there adequate privacy for confidential discussions between clients and legal representatives?

0	<i>No</i>
2	<i>Yes</i>

#### Q4.11 - Service Wait Times

Are there long queues or wait times for services?

0	<i>No</i>
2	<i>Yes</i>

#### Q4.12 - Staff Qualifications & Training

What are the qualifications and training levels of the staff members at this facility?

0	<i>No specific qualification</i>
2	<i>Some qualifications</i>

#### Q4.13 - Staff Workspace Adequacy

Are there enough desks and chairs for staff members?

0	<i>No</i>
2	<i>Yes</i>

#### Q4.14 - Toilet Availability

Are there toilets ?

0	<i>No</i>
2	<i>Yes</i>

#### Q4.15 - Waiting Area Comfort

Is there adequate lighting, seating, and ventilation in waiting areas?

0	<i>No</i>
2	<i>Yes</i>

#### Q4.16 - Water Access

Do you have access to water in this facility?

0	No
2	Yes

#### Q4.17 - Wheelchair Accessibility

Is the building wheelchair accessible?

0	No
2	Yes

### Markets (Q5.0)

#### Q5.1 - Drainage System

Does the market area have a proper drainage system to prevent standing water?

0	No
2	Yes

#### Q5.2 - Food Spoilage Signs

Are there any visible signs of spoilage (e.g. mold, off-odors) in the food items sold in this market?

0	No
2	Yes

#### Q5.3 - Market Cleanliness

Market Cleanliness

0	<i>Unclean with significant litter or debris.</i>
1	<i>Moderately clean with some minor litter or debris.</i>
2	<i>Very clean and well-maintained.</i>

#### Q5.4 - Packaged Food Integrity

Are pre-packaged processed foods in this market intact and in properly labelled containers?

0	No
2	Yes

#### Q5.5 - Power Outage Frequency

How often does the market experience power outages?

0	<i>Multiple times a day</i> <i>Daily</i>
1	<i>Several times a week</i> <i>Weekly</i>

2	<i>Monthly</i> <i>Rarely (less than once a month)</i> <i>Never</i>
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#### Q5.6 - Access Road Condition

Condition of the primary access roads leading to and from the market

0	<i>Unpaved roads, difficult to access in some weather conditions</i>
1	<i>Unpaved roads, but accessible in most weather conditions</i>
2	<i>Paved roads in good condition</i>

#### Q5.7 - Sanitation Facilities

Sanitation Facilities

0	<i>No toilets</i>
1	<i>Toilets available, but in poor condition (dirty, not functional)</i>
2	<i>Toilets available and in good condition (clean, functional)</i>

#### Q5.8 - Safety

Are there any security concerns that may affect access to this market today?

0	<i>No</i>
2	<i>Yes</i>

#### Q5.9 - Running Water Availability

Is there running water in this market?

0	<i>No</i>
2	<i>Yes</i>

### Water points (Q7.0)

#### Q7.1 - Consistency

Survey Question: *Does this water point consistently have water available?*

Literature Guiding Note: *Water sources and systems are maintained such that appropriate quantities of water are available consistently or on a regular basis - [SPHERE Handbook 2018](#) (Water supply standard 1: access and water quantity), pg 63.*

0	<i>Water is almost never available at this water point</i> <i>Rarely - Water is rarely available, with frequent shortages or extended periods without water</i>
1	<i>Sometimes - Water availability is inconsistent, with frequent shortages or interruptions.</i>

2	<i>Often - Water is usually available, but occasional shortages or interruptions may occur.</i>
	<i>Always - Water is consistently available throughout the day without interruptions.</i>

### Q7.2 - Water quality

Survey Question: *How would you rate the quality of the water available here?*

Literature Guiding Note: *People drink water from a protected or treated source in preference to other readily available water sources... No negative health effect of water - [SPHERE Handbook 2018](#) (Water supply standard 2: water quality), pg 66.*

0	<i>Very poor - The water quality is severely compromised, and it is not safe for consumption.</i>
	<i>Poor - The water quality is below acceptable standards and poses potential health risks.</i>
1	<i>Fair - The water quality is acceptable but may require some improvement or treatment.</i>
2	<i>Good - The water generally meets safety standards but may have occasional minor issues.</i>
	<i>Excellent - The water is clean and safe for consumption without any noticeable issues.</i>

### Q7.3 - Facility safety

Survey Question: *Are there any security concerns or incidents related to walking to / queuing, especially for women, at this water point?*

0	<i>Yes</i>
2	<i>No</i>

### Q7.4 - Conflict Incidents

Have there been any conflicts or disputes over access to or management of this water point?

0	<i>No, it's already at maximum capacity</i>
2	<i>Yes, it has the capacity</i>

### Q7.5 - Wait Time for Water Access

On average, how long do community members wait in line to access water at this water point?

0	<i>More than 1 hour</i>
1	<i>30 minutes to 1 hour</i>
2	<i>15 to 30 minutes</i>
	<i>Less than 15 minutes</i>

### Q7.6 - Water Point Sufficiency

Do you think this water point adequately serves the needs of the community?

0	<i>No, it's already at maximum capacity</i>
2	<i>Yes, it has the capacity</i>

# Annex 1.0 - Indicators

Minimum Performance indicators are marked with an asterisk.

Education facility	*Q2.1 - Facility Toilets
	*Q2.2 - Facility Building Condition
	*Q2.3 - Facility Safety
	Q2.4 - Facility Water
	Q2.5 - Assessment Methods
	Q2.6 - Chalkboard/Blackboard Availability
	Q2.7 - Cleanliness
	Q2.8 - Electricity Access
	Q2.9 - First-Aid Kits
	Q2.10 - First-Aid Staff
	Q2.11 - Hand Washing Facilities
	Q2.12 - Hygiene Initiatives
	Q2.13 - Learning Support Services
	Q2.14 - Library Availability
	Q2.15 - Power Outage Frequency
	Q2.16 - Recreational Facilities
	Q2.17 - School Fees
	Q2.18 - Special Needs Classes
	Q2.19 - Stationery Availability
	Q2.20 - Student Attendance
	Q2.21 - Student Commute Time
	Q2.22 - Student Feeding Programs
	Q2.23 - Student Seating Adequacy
	Q2.24 - Textbook Availability
	Q2.25 - Textbook Provision
Health facility	*Q3.1 - Facility Safety
	*Q3.2 - Facility Building Condition
	*Q3.3 - Facility Toilets
	*Q3.4 - Facility Water
	*Q3.5 - Reserve Stock of Medical Supplies
	*Q3.6 - Doctor/Patient Ratio
	Q3.7 - Cleanliness
	Q3.8 - Electricity Access
	Q3.9 - Power Outage Frequency
	Q3.10 - Female Medical Personnel
	Q3.11 - Availability of essential medicines and health supplies
	Q3.11.1 - Analgesic
	Q3.11.2 - Anesthetics
	Q3.11.3 - Antibiotics
	Q3.11.4 - Antimalarials
	Q3.11.5 - Antiretrovirals
	Q3.11.6 - Antituberculosis Drugs
	Q3.11.7 - Antivenom
	Q3.12 Availability of diagnostic tests and supplies
	Q3.12.1 - Autoclave
	Q3.12.2 - Blood Collection Supplies
	Q3.12.3 - Blood Pressure Monitors
	Q3.12.4 - Contraceptive



	Q3.12.5 - Delivery Beds
	Q3.12.6 - Examination Tables
	Q3.12.7 - Glucometer
	Q3.12.8 - HIV Test Kits
	Q3.12.9 - Insecticide-Treated Nets (ITNs)
	Q3.12.10 - IV Fluids
	Q3.12.11 - Malaria Rapid Diagnostic Tests (RDTs)
	Q3.12.12 - Microscopes
	Q3.12.13 - Oral Rehydration Salts
	Q3.12.14 - Oxygen Concentrators
	Q3.12.15 - Pregnancy Test Kits
	Q3.13 Availability of medical equipment
	Q3.13.1 - Stethoscope
	Q3.13.2 - Surgical Instruments
	Q3.13.3 - Sutures & Dressings
	Q3.13.4 - Thermometer
	Q3.13.5 - Tuberculosis Test Kits
	Q3.13.6 - Ultrasound Machines
	Q3.13.7 - Vaccine
	Q3.13.8 - Vaccine Refrigeration
	Q3.13.9 - Vitamin A Supplements
	Q3.13.0 - Wheelchair & Walking Aids
	Q3.13.11 - Zinc Supplements
	Q3.14 Services Available
	Q3.14.1 - Maternal Health
	Q3.14.2 - Vaccinations
	Q3.14.3 - Emergency Services
	Q3.14.4 - Outpatient Services
	Q3.14.5 - Inpatient Services
	Q3.14.6 - Surgical Services
	Q3.14.7 - Dental Services
	Q3.14.8 - Mental Health Services
	Q3.15 - Operating Hours
	Q3.15.1 - Days of the week
	Q3.15.2 - Opening Hours
	Q3.16 - Room Overcrowding
Law enforcement and judicial	Q4.1 - Building Condition
	Q4.2 - Cleanliness
	Q4.3 - Community Accessibility
	Q4.4 - Discrimination Observation
	Q4.5 - Electricity Access
	Q4.6 - Facility Sufficiency
	Q4.7 - Incident Reports
	Q4.8 - Information Desk Availability
	Q4.9 - Power Outage Frequency
	Q4.10 - Privacy for Consultations
	Q4.11 - Service Wait Times
	Q4.12 - Staff Qualifications & Training
	Q4.13 - Staff Workspace Adequacy
	Q4.14 - Toilet Availability
	Q4.15 - Waiting Area Comfort
	Q4.16 - Water Access
	Q4.17 - Wheelchair Accessibility

Markets	Q5.1 - Drainage System
	Q5.2 - Food Spoilage Signs
	Q5.3 - Cleanliness
	Q5.4 - Packaged Food Integrity
	Q5.5 - Power Outage Frequency
	Q5.6 - Access Road Condition
	Q5.7 - Sanitation Facilities
	Q5.8 - Safety
	Q5.9 - Running Water Availability
Water points	*Q7.1 - Consistency
	*Q7.2 - Water Quality
	*Q7.3 - Facility Safety
	Q7.4 - Conflict Incidents
	Q7.5 - Wait Time for Water Access
	Q7.6 - Water Point Sufficiency