



NUSP RESOURCE KIT

Part 8

Monitoring and Evaluation



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The whole purpose of the UISP is to improve the living conditions, level of security and prospects for sustained improvement for residents of informal settlements. For these objectives to mean anything the performance of projects must be measured in these terms, and the UISP specifies a range of indicators to be measured.

These can be [viewed here](#):

The first requirement for measuring any progress is to know how things were at the start of the project. This starting line is usually called a 'base line' and so before any upgrading begins a base line survey that measures all the required indicators regarding the informal settlement and its residents must be carried out.

There are great advantages in involving the residents in drawing up the questionnaires and in conducting the survey, with the results then being discussed by the partnership so that everyone understands and agrees what kind of progress is required and what is the starting point.

This is explained in [Policy Brief 2 and the main document](#).

Thereafter the same survey must be repeated at intervals to see whether satisfactory progress is being made in terms of all the indicators. The results must then be carefully considered in order to accurately understand what effect the upgrade is having and to recommend any changes that could improve performance. These reports must then be considered by the partnership and agreement reached on how to do better. This whole process of analysis, reflection and correction is called Monitoring and Evaluation.

Monitoring & Evaluation in upgrading projects is promoted by the Department of Human Settlements, [using the guidelines shown here](#).