

Improving equitable access to water and sanitation Experiences of countries



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Countries experiences in improving equitable access

Date	Countries	Measures / Action Plan
2014	Portugal	Specific measures on social tariffs (legislative changes), awareness raising for operators,
2014	Ukraine	Supported fund raising
2014	France	Specific measures identified
2014	Moldova	Specific target under the Protocol
2015	Azerbaijan	
2016	FYROMacedonia	Local Equitable Access Actions Plans, renovation schools toilets and public toilets
2016	Spain	Creation of a Water and Poverty Collaborative Research Network
2016	Hungary	Specific measures identified
2016	Armenia	Equitable Access Action Plan 2018-2020 adopted, implementation started (legal review)
2017	Serbia	Specific target under the Protocol, ongoing development of Action Plan
2018	Bulgaria	

EXAMPLE OF FRANCE

Implementation of the self-assessment

- **Project duration:** 2012-2013
- **Exercise scale:** Paris urban area
- **Project core team:** City of Paris water operator, regional water union and its operator Veolia Water, wastewater treatment interdepartemental authority
- **Main findings:** challenge in the access of vulnerable and marginalised groups to W&S



Impact on decision-making

- **Actions taken to reduce inequities:**
 - (1) Law adopted (2014) to forbid disconnection and enable service providers to test social tariffs
 - (2) Issue of vulnerable and marginalised groups addressed by other sectorial policies: plan to fight against exclusion in Paris (adopted in 2015)
 - (3) National Plan on Health and Environment 2015-2019, Action 101 promotes equitable access assessments
 - (4) National plan 2015-2019 on household sanitation

EXAMPLE OF THE REPUBLIC OF MOLDOVA

Implementation of the self-assessment

- **Project duration:** November 2015 – October 2016
- **Exercise scale:** National
- **Project core team:** NGO Solidarity Water Europe, support by Ministry of Environment
- **Main findings:** Need strong commitment to reducing large poor/rich and rural/urban inequities; No clear guidance on water and sanitation affordability under national Water and Sanitation Strategy

Impact on decision-making

- **Main outcomes and actions taken:**
 - (1) 2016-2025 National Program for the Implementation of the Protocol includes 2 equity targets
 - (2) Development of the legal and institutional framework for equitable access to water and sanitation
 - (3) Creation of solidarity fund for water supply and sanitation
 - (4) 2016-2020 Action Plan to support the Roma population



EXAMPLE OF PORTUGAL

Implementation of the self-assessment

- **Project duration:** 2012-2013
- **Exercise scale:** National
- **Project core team:** Water and waste services regulation authority
- **Main findings:** Lack of coordination between social protection services and services providers on social tariffs / Need for improving awareness and skills of personnel

Impact on decision-making

- **Main outcomes and actions taken:**
 - (1) Recommendations developed for practitioners on how to implement HRWS
 - (2) Development of a simulator of social tariffs for water and waste services to find best adjusted solutions for mandatory adoption of social tariff by utilities
 - (3) Study on mechanisms to avoid water cut-offs due to unpaid bills



Next steps to improve equitable access to water and sanitation in Azerbaijan

- Main equity gaps identified
- Recommendations for actions / priority measures: types of measures to be implemented
- Identify opportunities for including priority measures in official plans, programmes and projects
- Responsibilities for implementation
- Time frame (short / medium / long term)
- Estimated budget and possible sources of funding

Possible types of measures to improve equitable access to water and sanitation

- **Analysis** and evaluation of existing plans, policies and programmes
- **Legal and institutional reforms**, setting of specific equitable access **targets** under the Protocol on Water and Health;
- Modifications of existing **programmes in different policy areas**
- Instructions to include equity considerations as a pre-requisite in the formulation of new programmes and **projects**
- Introduction of **policy reforms** (such as targeted financial support schemes to address affordability concerns)
- Targeted **investments**
- **Communication** efforts to promote equitable access to water and sanitation and to raise awareness of **users** of water and sanitation services on their relevant rights and mechanisms to claim them
- **Capacity-building initiatives** to enhance the understanding of the importance and implications of adopting an equitable access lens to the planning and delivery of water and sanitation services by staff in relevant ministries, agencies and utilities

Process of developing an Equitable Access Action Plan

1. Identification of one or two leading government agencies. Key candidates would be the agency leading the implementation of the Protocol and the agency responsible for water and sanitation.
2. Set up of an inter-sectoral working group, based on participants in the self-assessment exercise and supported by a national consultant.
3. Engage a broader number of contributing agencies and stakeholders through bilateral consultations and requests for information.
4. Draft the Action Plan.
5. Organize a consultation workshop.
6. Develop the final version of the Action Plan.

Thank you for your attention !

https://www.unece.org/env/water/pwh_work/equitable_access.html

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