

 **The Equitable Access Score- card**

 Supporting Policy Processes

 To Achieve the Human Right to

 Water and Sanitation

**Protocol on Water and Health to the Convention on**

**The Protection and Use of Transboundary Watercourses**

**And International Lakes**



Viii

#### Practical Guidance – Notes for filling the Score-Card

**Background information.** Background information on equitable access issues can be found in the UNECE - WHO/Europe publication “No One Left Behind”. The introduction to each section of the score-card indicates the relevant section in the “No One Left Behind” publication that relates to each Area of Action.

**Glossary.** The short glossary defines key concepts used throughout the score-card. It is worth highlighting two issues:

In this document, the expression “access to water and sanitation” includes the five dimensions that define the human right to water and sanitation: *availability, accessibility, acceptability, quality/safety* and *affordability*. Affordability is specifically addressed in section 4 of the score-card.

This document refers to the expression “equitable access to water and sanitation”, which is the wording in the Protocol on Water and Health. Some experts favor the expression “equality and non-discrimination”. While there are some differences of connotation, those two expressions can be considered equivalent from a practical point of view.

**Structure of the tool.** The tool includes a brief country profile (which focuses on quantitative data to help put the results into context), as well as four sections addressing broad themes. The four thematic sections are further subdivided into Areas of Action – which focus on the actions taken to improve equitable access.

**Quantitative information.** If possible, the source of quantitative information should be official statistics. When providing information on financial resources, please indicate the currency.

**Scoring methodology.**

* Progress under each Area of Action is measured through qualitative questions. The number of questions varies between 2 and 6.
* Each question requires one answer. (There are four possible answers: *No / To a limited extent / To a large extent /Yes*). The table below provides guidance on how to interpret each possible answer. Respondents are encouraged to spread the responses along the four possible scores to avoid clustering all the responses in the “To a limited extent” and “To a large extent” categories.
* Each answer has to be justified. To do so, respondents can use quantitative or qualitative information from legal documents, guidance documents, analytical reports, surveys, or similar sources. Respondents are encouraged to use as much space as needed.
* The reliability of each answer should be self-evaluated (see below).
* One summary score has to be calculated for each Area of Action. This score has to be calculated taking into account the score for each question as well as the number of questions under each Area of Action. Only answers with a high or medium degree of reliability should be considered when calculating the summary score.
* The summary score has to be reproduced in the summary sheet.

|  |  |
| --- | --- |
| **Score** | **Interpretation** |
| No | No or very little evidence supporting a positive answer is available, either at national or local level. |
| To a limited extent | There is some limited information at local level supporting a positive answer. There is some limited information at national level partly supporting a positive answer. |
| To a large extent | There is extensive information at the local level and some at the national level supporting a positive answer. |
| Yes | There is enough evidence available at national level fully supporting a positive answer. |

 **Note:** The terms “information” and “evidence” in this table must be interpreted as any relevant qualitative or

 quantitative information underpinning the response to a question

**Reliability assessment methodology.** Respondents should self-evaluate how reliable each of the answers is in terms of *the process* of gathering and reporting the data—not the actual data.

* Three levels of reliability: high (very reliable), medium (reliable), Low (unreliable).
* Criteria for assigning a degree of reliability: procedures, traceability and validation.
* The table below provides guidance on how to assign a level of reliability, according to those criteria.
* The aggregate level of reliability for each Area of Action will be determined as follows: High – if all the answers in the Area of Action are classified as High

Medium – if no answer is classified as Low and at least one answer is classified as Medium

Low - If at least one answers is classified as Low.

* The aggregate level of reliability for each Area of Action has to be reproduced in the summary sheet.

|  |  |  |
| --- | --- | --- |
| **HIGH: Very reliable** | **Medium: Reliable** | **Low: Unreliable** |
| There is a coherent and easily accessible set of documents that identifies responsibilities for data gathering, treatment and quality control.The data can be traced to a formal source that is accessible to any interested person.The data have been formally validated. | Responsibilities for data gathering, treatment and quality control have been identified.The data can be traced to a source. The data have been validated. | Responsibilities for data gathering, treatment and quality control have not been identified.Not all the data can be traced to a source.Not all the data have been validated. |

**Note:** The term “data” in this table must be interpreted as any relevant qualitative or quantitative information underpinning the response to a question

**Non-relevant questions.** Not all questions within each area of action are equally relevant to all countries or regions in the pan-European region. If those responsible for filling the score-card part consider that a particular question is not relevant, they are encouraged to justify why that is the case.

**Summary sheet.** The summary scores for the 20 Areas of Action are presented in a summary sheet at the end of the document. The summary sheet can help to identify the Areas of Action where the country (or region) is lagging behind, as well as areas where the information available is particularly unreliable.

####

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 of verification used and the reliability of the response. The Word version (.doc) of the score-card

 **The Equitable Access Score-Card**

**Country/Region Profile**

#### Socioeconomic and Sector Data

|  |  |  |
| --- | --- | --- |
|  **2011****or latest available year (indicate year)** |  **2006****(select a different baseline year if it fits better with your national/regional processes)** | **Source****(use official statistics wherever possible)** |
| Population (inhabitants) |  |  |  |
| Extension (km2) |  |  |  |
| GDP per capita (EUR/person) |  |  |  |
| % of population below national poverty line |  |  |  |
| % of population unemployed |  |  |  |
| % of population living in urban areas |  |  |  |
| % of population living in peri-urban areas (ONLY if this category is relevant in your country/region) |  |  |  |
| % of population living in rural areas |  |  |  |
| Renewable freshwater resources (million m3 per capita) |  |  |  |
| % of population without access to safe drinking water |  |  |  |
| % of population without access to wastewater collection |  |  |  |
| % of population without accessto wastewater treatment (any level) |  |  |  |
| Public financial resources spent on the water and sanitation sector |  |  |  |
| Public financial resources spent on ensuring equitable access to water and sanitation |  |  |  |
| Please provide the definition of safe drinking water if different from the one described in chapter 2 |  |  |  |

#### International Obligations on Water and Sanitation

|  |  |
| --- | --- |
| **Yes** | **No** |
| Is your country Party to 1966 International Covenant on Economic, Social and Cultural Rights? |  |  |
| Is your country Party to the 1999 Protocol on Water and Health? |  |  |

 **The Equitable Access Score-Card |** **THE SCORE-CARD** Section 1

## **Section 1.**

**Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water and Sanitation**

|  |  |
| --- | --- |
|  **Areas of Action** | **Relevant section in the *No one Left Behind* plication** |
| **1.1** Strategic framework for achieving equitable access | **section 3.1****section 3.4** |
| **1.2** Sector financial policies | **section 3.1****section 2.3** |
| **1.3** Rights and duties of users and other right-holders | **section 3.2** |

|  |
| --- |
| **Area 1.1 Strategic framework for achieving equitable access** |
| **Rationale.** Although progress is achieved through individual initiatives, a strategic framework is needed to ensure that the whole water and sanitation sector (and the whole public administration more generally) contributes to achieving equitable access. |
|  | **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |
| **1.1.1 The right to water and sanitation has been introduced in the country’s legal order** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.1.2 There is a strategic plan in place to ensure equitable access to water and sanitation** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.1.3 Equitable access targets have been set** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 **The Equitable Access Score-Card |** **THE SCORE-CARD** Section 1

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| **Area 1.1** Strategic framework for achieving equitable access (Cont.) |
| **1.1.4 Responsibilities for achieving equitable access have been****identified and allocated** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.1.6 The country/region/city has assessed the equity of access to safe drinking water and sanitation** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 1.1**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 6 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 1.2** Sector financial policies |
| **Rationale.** Financial resources will have to be spent to implement the initiatives needed to achieve the equitable access targets. At the same time, the overall policies steering sector revenue and expenditures may have large positive and negative impacts on achieving equitable access. In some countries, sector financing is dependent to a large extent on development partners’ support and there is scope to increase the contribution of this support to achieving equitable access. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **1.2.1 The amount of financial resources needed to achieve equitable****access to safe drinking water and sanitation has been estimated** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

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| **Area 1.2** Sector financial policies (Cont.) |
| **1.2.2 The sources of funding to achieve equitable access to safe****drinking water and sanitation have been identified** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.2.3 The financing strategies for the water and sanitation sector****take equity issues into account** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.2.4 There are mechanisms in place to induce service providers to implement investment plans that favor providing access to those right-holders that lack it** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.2.5 The national/regional/city government monitors and publicly****reports financial resource allocation** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.2.6 International financial support for the water and sanitation****sector takes equity issues into account** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 1.2**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 6 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option) High .................... Medium .................... Low ....................  |

 **The Equitable Access Score-Card |** **THE SCORE-CARD** Section 1

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| **Area 1.3** Rights and duties of users and other right-holders |
| **Rationale.** Water and sanitation users and right-holders should not be considered merely the beneficiaries of access to water and sanitation. They have roles to play in demanding, shaping and maintaining equitable access to water and sanitation. |
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|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **1.3.1 There are mechanisms in place to ensure that right-holders know their rights and obligations as well as how to access relevant information** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.3.2 There are mechanisms in place to allow right-holders to participate in the decision-making process concerning the level and quality of access that they receive** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.3.3 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **1.3.4 There are mechanisms in place to allow right-holders to keep responsible authorities accountable** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 1.3**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 4 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 **The Equitable Access Score-Card |** **THE SCORE-CARD** Section 2

##  **Section 2.**

 **Reducing geographical disparities**

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| --- | --- |
| **Areas of Action** | **Relevant section in the *No one Left Behind* publication** |
| **2.1** Public policies to reduce price disparities between geographical areas | **section 4.1** |
| **2.2** Public policies to reduce price disparities between geographical areas | **section 4.2** |
| **2.3** Geographical allocation of external support for the sector | **section 2.3** |

#### Quantitative Information on Geographical Disparities

Provide the official definition of rural, urban and (if applicable) peri-urban areas in your country/region

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2011**or closest year (indicate year) | **2006**or closest year (indicate year ) | **Source** (indicate whether this is an official source) |
| Rate of access to safe drinking water in urban areas (%) |  |  |  |
| Rate of access to safe drinking water in peri-urban areas (%) (only if this category is relevant in your country/region) |  |  |  |
| Rate of access to safe drinking water in rural areas (%) |  |  |  |
| Rate of access to sanitation in urban areas (%) |  |  |  |
| Rate of access to sanitation in peri-urban areas (%) (only if this category is relevant in your country/region) |  |  |  |
| Rate of access to sanitation in rural areas (%) |  |  |  |
|  Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (million EUR) |  |  |  |
| Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation(EUR per capita) |  |  |  |
| Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation(% of budget spent on water and sanitation) |  |  |  |

 The Equitable Access Score-card | THE SCORE-CARD Section 2

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| **Area 2.1** Public Policies to reduce access disparities between geographical areas |
| **Rationale.** Public policies play a major role in reducing disparities in access between geographical areas and in particular in increasing access in rural areas. The disparities include those related to physical access and those related to the quality of the service. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **2.1.1 There is a public policy for reducing disparities between urban, peri-urban and rural areas** |  |  |  |  |
| **score justification:** (explain briefly and/or give examples that justify the answer)**means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**Reliability of the response:** (high, medium, or low) |
| **2.1.2 Integrated approaches have been adopted to support the delivery of water and sanitation services in rural areas, informal settlements and slums** |  |  |  |  |
| **score justification:** (explain briefly and/or give examples that justify the answer)**means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**Reliability of the response:** (high, medium, or low) |
| **2.1.3 There are mechanisms in place to support the implementation of appropriate technical solutions for service delivery in rural, informal settlements and slums** |  |  |  |  |
| **score justification:** (explain briefly and/or give examples that justify the answer)**means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**Reliability of the response:** (high, medium, or low) |
| **2.1.4 There are mechanisms in place to support the implementation of appropriate technical solutions for self-provision of services by households in areas where there is no service provider** |  |  |  |  |
| **score justification:** (explain briefly and/or give examples that justify the answer)**means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**Reliability of the response:** (high, medium, or low) |
| **2.1.5 Sector policies mobilize sufficient financial resources to reduce the access gap in rural and peri-urban areas according to the established targets** |  |  |  |  |
| **score justification:** (explain briefly and/or give examples that justify the answer)**means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**Reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 2

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| **Area 2.1**  Public policies to reduce access disparities between geographical areas (Cont.) |
| **Please calculate the score for Area 2.1**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 2.2** Public policies to reduce price disparities between geographical areas |
| **Rationale.** Some geographical areas face higher prices than others. This may be due to higher levels of service, higher cost of service provision (e.g. due to expensive access to clean water sources, or to low density of population), less efficient Provision of services (e.g. poor maintenance leading to higher cost, or too many staff per connection), or uneven distribution of public subsidies. Public policies can play a major role in reducing price disparities between geographical areas. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **2.2.1 There are mechanisms in place to track prices as well as cost of provision of water and sanitation services** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **2.2.2 Price benchmarking tools (such as affordability indicators or tariff reference values) have been introduced** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **2.2.4 The sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 2

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| **Area 2.2** Public policies to reduce price disparities between geographical areas (Cont.) |
| **Please calculate the score for Area 2.2**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 4 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 2.3** Geographical allocation of external Support for the Sector |
| **Rationale.** In some countries, development partners (donor countries) are key providers of funding for water and sanitation infrastructure. There is often scope to reallocate the funding to accelerate access in geographical areas that lag behind. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **2.3.1 Public authorities have identified in the sector plan the areas****that are lagging behind and require external support** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **2.3.2 There is international financial support to increase access in geographical areas that lag behind (as identified in the sector plan)** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 2.3**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 2 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

## **Section 3.**

**Ensuring Access for Vulnerable and**

**Marginalized Groups**

|  |  |
| --- | --- |
| **Areas of Action** | **Relevant section in the *No one Left Behind* publication** |
| **3.1** Public policies to address the needs of vulnerable and marginalized groups | **section 5.1** |
| **3.2** Persons with special physical needs | **section 5.2** |
| **3.3** Users of health care facilities | **section 5.3** |
| **3.4** Users of educational facilities | **section 5.3** |
| **3.5** Users of retirement homes | **section 5.3** |
| **3.6** Prisoners | **section 5.3** |
| **3.7** Refugees living in refugee camps and centers | **section 5.3** |
| **3.8** Homeless people | **section 5.4** |
| **3.9** Travelers and nomadic communities | **section 5.4** |
| **3.10** Persons living in housing without water and sanitation | **section 5.5** |
| **3.11** Persons without access to safe drinking water and sanitation in their workplaces | **not discussed** |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

#### Quantitative Information on Vulnerable and Marginalized Groups

Please, provide the official definition of vulnerable and marginalized groups in your country/region/city

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2011**or closest year (indicate year) | **2006**or closest year (indicate year) | **Source** (indicate whether this is an official source) |
| % of persons with access to safe drinking water in the country/region/city |  |  |  |
| % of persons with access to safe drinking water by the poorest fifth of the population |  |  |  |
| % of persons with access to sanitation in the country/region/city |  |  |  |
| % of persons with access to sanitation by the poorest fifth of the population |  |  |  |
| % of water and sanitation facilities open to the public that are accessible to people with disabilities |  |  |  |
| % of hospitals that have sufficient and adequate water and sanitation services |  |  |  |
| % of schools that have sufficient and adequate water and sanitation services |  |  |  |
| % of prisons that have sufficient and adequate water and sanitation services |  |  |  |
| % of persons without a fixed residence that have access to safe drinking water and sanitation through public facilities |  |  |  |
| Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available) |  |  |  |
| Number of people lacking access to sewer at home (while living in neighborhoods where access is available) |  |  |  |
| Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (million EUR) |  |  |  |
| Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (EUR per capita) |  |  |  |

The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.1** Public policies to address the needs of vulnerable and marginalized groups |
| **Rationale.** There are many vulnerable and marginalized groups, each with their own needs and facing different barriers to achieve equitable access, and thus requiring different solutions. Public policies, both in the water and sanitation sector and in other sectors, can play a major role in ensuring access. An integrated policy response needs to be articulated. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.1.1 There is a water and sanitation policy recognizing the special and differentiated needs of vulnerable and marginalized groups** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.1.2 Relevant policies in other sectors (e.g. social inclusion, social protection, education, health, prisons, housing) include their role in ensuring access to water and sanitation by vulnerable and marginalized groups** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.1.3 There are mechanisms in place to identify (in a participatory manner) and address the water and sanitation needs of vulnerable and marginalized groups** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.1.4 Public budgets provide specific funding to address the water****and sanitation needs of vulnerable and marginalized groups** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.1.5 Integrated approaches (involving different administrations) have been adopted to support the delivery of water and sanitation services for vulnerable and marginalized groups** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.1** Public policies to address the needs of vulnerable and marginalized groups (Cont.) |
| **Please calculate the score for Area 3.1**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 3.2** Persons with Special physical needs |
| **Rationale.** Many disabled, sick, and elderly people face problems in accessing water supply and sanitation services because of their specific physical needs. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.2.1 There is data on levels of access to safe drinking water and sanitation by persons with special physical needs** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.2.2 There is a public policy to ensure access to safe drinking water and sanitation by persons with special physical needs** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.2.3 There is specific public funding to support access to safe drinking water and sanitation by persons with special physical needs (such as for adapting home facilities)** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.2.4 There are technical standards that ensure the establishment of facilities accessible to persons with special physical needs** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.2** Persons with Special physical needs (Cont.) |
| **Please calculate the score for Area 3.2**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 4 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 3.3** Users of health facilities |
| **Rationale.** Uses of health facilities cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at health facilities. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.3.1 There is data on levels of access to safe drinking water and sanitation in health facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.3.2 There is a public policy to ensure access to safe drinking water and sanitation by users of health facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.3.3 There is specific public funding to support access to safe****drinking water and sanitation by users of health facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.3.4 Health facilities have relevant complaint mechanisms in place** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.3.5 Health facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management** |  |  |  |  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.3** Users of health facilities (Cont.) |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.3**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 3.4** Users of educational facilities |

|  |
| --- |
| **Rationale.** Users of educational facilities (which include kindergartens and schools) cannot secure independent access to safe drinking water and sanitation for a large part of the day and depend on the water and sanitation services provided at educational facilities. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.4.1 There is data on levels of access to safe drinking water and sanitation in educational facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.4.2 There is a public policy to ensure access to safe drinking water and sanitation by users of educational facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.4.3 There is specific public funding to support access to safe** **drinking water and sanitation by users of educational facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.4**  Users of educational facilities (Cont.) |
| **3.4.4 Educational facilities have relevant complaint mechanisms in place** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.4.5 Educational facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.4**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 3.5**  Users of retirement homes |
| **Rationale.** Users of retirement homes cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at retirement homes. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.5.1 There is data on levels of access to safe drinking water and sanitation in retirement homes** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.5.2 There is a public policy to ensure access to safe drinking water and sanitation by users of retirement homes** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.5**  Users of retirement homes (Cont.) |
| **3.5.3 There is specific public funding to support access to safe****drinking water and sanitation by users of retirement homes** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.5.4 Retirement homes have relevant complaint mechanisms in place** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.5.5 Retirement homes have separate toilets for males and females** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.5**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.6** Prisoners |
| **rationale.** Prisoners cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at prisons and other detention centers. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.6.1 There is data on levels of access to safe drinking water and sanitation in prison facilities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.6.2 There is a public policy to ensure access to safe drinking water and sanitation by prisoners** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.6.3 There is specific public funding to support access to safe****drinking water and sanitation by prisoners** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.6.4 Prison facilities have relevant complaint mechanisms in place** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.6.5 Prison facilities have separate toilets for males and females as well as adequate facilities for menstrual hygiene management** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.6**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.7**  Refugees living in refugee Camps and Center’s |
| **Rationale.** Refugees living in refugee camps and centers cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at those facilities. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.7.1 There is data on levels of access to safe drinking water and sanitation in refugee camps and centers** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.7.2 There is a public policy to ensure access to safe drinking water and sanitation by refugees living in refugee camps and centers** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.7.3 There is specific public funding to support access to safe drinking water and sanitation by refugees living in refugee camps and centers** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.7.4 Refugee camps and centers have relevant complaint mechanisms in place** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.7.5 Refugee camps and centers have separate toilets for males and females as well as adequate facilities for menstrual hygiene management** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.7**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.8** Homeless people |
| **Rationale.** A number of people lack access to water and sanitation services not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include homeless people. Homeless people have to rely on public water and sanitation facilities. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.8.1 There is data on levels of access to safe drinking water and sanitation by homeless people** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.8.2 There is a public policy to ensure access to safe drinking water and sanitation by homeless people** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.8.3 There is specific public funding to support access to safe****drinking water and sanitation by homeless people** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.8**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 3 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.9**  Travelers and Nomadic Communities |
| **Rationale.** A number of people lack access to water and sanitation services not because their locality is not served or because they cannot afford them, but because they have no fixed dwelling to be connected to the water and sanitation networks. They include travelers and nomadic communities. Travelers and nomadic communities have to rely on public facilities. (The challenge of settlements of ethnic minorities is considered under area 3.10). |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.9.1 There is data on levels of access to safe drinking water and sanitation by travelers and nomadic communities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.9.2 There is a public policy to ensure access to safe drinking water and sanitation by travelers and nomadic communities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.9.3 There is specific public funding to support access to water and****sanitation by travelers and nomadic communities** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.9**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 3 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| **Area 3.10** Persons living in housing without water and Sanitation |
| **Rationale.** People belonging to vulnerable and marginalized groups often live in housing without basic water and sanitation, even if they are located in neighborhoods/localities with access. The causes include situations of illegal tenure, low quality of rented accommodation, squatting, as well as discrimination of ethnic minorities. (The challenge of full localities and informal settlements without access is considered under area 2.1) |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.10.1 There is data on lack of access to safe drinking water and sanitation by households living in neighborhoods with access** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.10.2 There is a public policy to address the lack of access to safe drinking water and sanitation by households living in neighborhoods with access** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.10.3 There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.10.4 There is an official diagnostic of the problem and a characterization of the different situations (e.g. illegal tenure, ethnic discrimination, low quality of rented accommodation)** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.10.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |

 The Equitable Access Score-card | THE SCORE-CARD Section 3

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| --- |
| **Area 3.10** Persons living in housing without water and Sanitation (Cont.) |
| **Please calculate the score for Area 3.10**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

|  |
| --- |
| **Area 3.11** Persons without access to Safe drinking water and Sanitation in theirworkplaces |
| **Rationale.** While many people spend most of their time in their workplaces, there may be cases of workplaces without adequate access to safe drinking water and sanitation. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **3.11.1 There is data on lack of access to safe drinking water and sanitation by workers in their workplaces** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.11.2 There is a public policy to address the lack of access to safe drinking water and sanitation by workers in their workplaces** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **3.11.3 There is specific public funding to support access to safe****drinking water and sanitation by workers in their workplaces** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 3.11**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 3 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

The Equitable Access Score-card | THE SCORE-CARD Section 4

## **Section 4.**

**Keeping water and Sanitation affordable for all**

|  |  |
| --- | --- |
| **Areas of Action** | **Relevant section in the *No one Left Behind* publication** |
| **4.1** Public policies to ensure affordability of water and sanitation services | **section 6.1** |
| **4.2** Tariff measures | **section 6.2** |
| **4.3** Social protection measures | **section 6.3** |

#### Quantitative Information on Affordability

Please provide the official definition of affordability (and/or target) in your country/ region/city

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2011**or closest year (indicate year) | **2006**or closest year (indicate year) | **source** (indicate whether this is an official source) |
| Amount of the average water and sanitation bill in the country/region/city (EUR per year) |  |  |  |
| Amount of the water and sanitation bill in the country/region/city for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest docile, or people under the national poverty line) (EUR per year) |  |  |  |
| Average disposable household income (or expenditure) (EUR per year) |  |  |  |
| Average household income (or expenditure) for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest docile, or people under the national poverty line) (EUR per year) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (million EUR) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (% of budget for water and sanitation) |  |  |  |

 The Equitable Access Score-card | THE SCORE-CARD Section 4

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| **Area 4.1** Public policies to ensure affordability |
| **Rationale.** The cost of water and sanitation service provision, either by networks or by self-provision, and including wastewater treatment charges, may represent a high financial burden, particularly for the poorest households. Affordability is a common and increasing concern. However, in many cases, national local policies do not address this issue. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **4.1.1 There is data on affordability of water and sanitation services** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.1.2 Water and sanitation policy includes affordable access as one of its objectives** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.1.3 Social policy addresses affordability of water and sanitation services** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.1.4 There is a policy to address affordability of self-provided water and sanitation services** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.1.5 There is specific public funding to address affordability concerns** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 4.1**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option) High .................... Medium .................... Low ....................  |

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| **Area 4.2** Tariff measures |
| **Rationale.** Tariff design offers several options to address affordability issues, such as through social tariffs or through carefully designed progressive tariff systems. Preferential tariffs are mostly financed by higher tariffs on other users. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **4.2.1 The public authorities have analyzed different options to address affordability issues through tariff measures** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.2.2 Tariff measures have been included in a strategy to address affordability issues** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.2.3 Tariff measures to address affordability issues have been implemented** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.2.4 Tariff measures implemented to address affordability issues****contribute to the financial sustainability of service provision** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 4.2**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 4 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| **Area 4.3** Social protection measures |
| **Rationale.** Social protection measures offer several options to address affordability issues without modifying the design of existing water and sanitation tariffs. They can be aimed at avoiding non-payment of water bills (preventive measures) or at paying water debts (curative measures). They are mostly financed by general (local, regional or national) taxes. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

 |
| **4.3.1 The public authorities have analyzed the impacts of different alternatives to address affordability issues through social protection measures** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.3.2 Social protection measures have been included in a strategy to address affordability issues** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **4.3.3 Social protection measures to address affordability issues have been implemented** |  |  |  |  |
| **Score justification:** (explain briefly and/or give examples that justify the answer)**Means of verification used:** (e.g. official documents, multi-stakeholder consultation, expert opinion)**reliability of the response:** (high, medium, or low) |
| **Please calculate the score for Area 4.3**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 3 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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## **Overview of Results**

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | **Area of Action** | **Score** | **reliability** |
| **Steering governance frameworks to deliver equitable access to safe drinking water and sanitation** | **1.1 Strategic framework for achieving equitable access** |  |  |
| **1.2 Sector financial policies** |  |  |
| **1.3 Rights and duties of users and right-holders** |  |  |
| **Reducing geographical disparities** | **2.1 Public policies to reduce access disparities between geographical areas** |  |  |
| **2.2 Public policies to reduce price disparities between geographical areas** |  |  |
| **2.3 Geographical allocation of external support** |  |  |
| **Ensuring access for vulnerable and marginalized groups** | **3.1 Public policies to address the needs of vulnerable and marginalized group**s |  |  |
| **3.2 Persons with special physical needs** |  |  |
| **3.3 Users of health facilities** |  |  |
| **3.4 Users of educational facilities** |  |  |
| **3.5 Users of retirement homes** |  |  |
| **3.6 Prisoners** |  |  |
| **3.7 Refugees living in refugee camps and****centers** |  |  |
| **3.8 Homeless people** |  |  |
| **3.9 Travelers and nomadic communities** |  |  |
| **3.10 Persons living in housing without water and sanitation** |  |  |
| **3.11 Persons without access to safe drinking****water and sanitation in their workplaces** |  |  |
| **Keeping water and sanitation affordable for all** | **4.1 Public policies to ensure affordability** |  |  |
| **4.2 Tariff measures** |  |  |
| **4.3 Social protection measures** |  |  |

This table can be used to summarize the results obtained throughout the score-card. This will allow identifying the areas where action is more and less advanced, as well as those where the information available is more and less reliable. The overview can thus help to identify priorities for the future, both in terms of actions and in terms of improving the information base.