

The Equitable Access Score-card

Supporting policy processes to achieve
the human right to water and sanitation



UNECE



World Health
Organization

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Equitable access under the Protocol on Water and Health



The Protocol key objectives:

- (a) Access to drinking water **for everyone**
- (b) Provision of sanitation **for everyone**

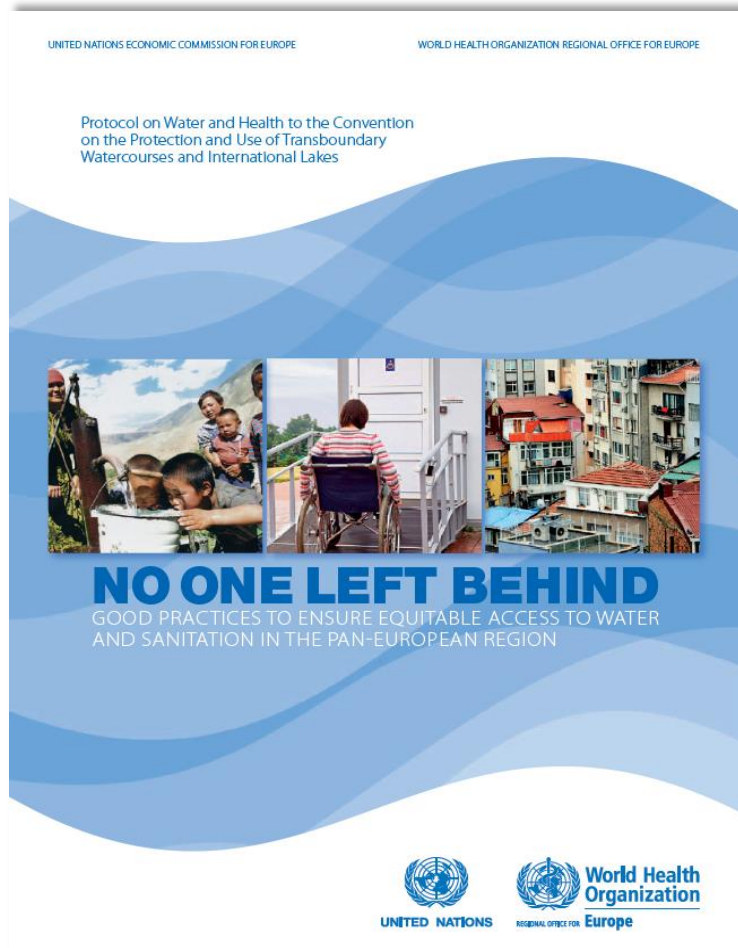
A specific focus on equitable access:

“Equitable access to water, adequate in terms both of quantity and of quality, should be provided for all members of the population, especially those who suffer a disadvantage or social exclusion”

→ The Protocol on Water and Health: A practical instrument to implement the human right to water and sanitation



No One Left Behind



Identifies **key challenges** in ensuring equitable access to water and sanitation


Analyzes national **governance frameworks** and options for them to address equitable access

Presents concrete **good practices** and lessons learnt on **policy options and measures** to address inequities

Inequities to be fought on 3 fronts

Dimension	Inequities in access to water and sanitation
Geographical disparities: water resources, WSS infrastructure	Certain areas of a country (rural areas, poor urban neighborhoods) have no physical access or have access of lower quality than other areas
Social disparities: vulnerable and marginalised groups	Within areas with good access, certain groups do not have access because they don't have private facilities, the public and institutional facilities they rely on are not adequate, or suffer unintended or intended discrimination
Economic disparities: affordability issues	Within areas with good access, the water and sanitation bill represents too large a share of disposable income for some households


Reducing geographical disparities

Policy options	Example of good practice
Closing price gaps	<p data-bbox="607 491 2002 651"><i>Enabling cross-subsidies to equalize sanitation prices in Aragon (Spain)</i></p>  <p data-bbox="1120 710 2045 1310">Spain's Aragon region has set up a concession and fee scheme for wastewater treatment where all users pay the same per m³ treated, thus resulting in cross-subsidization from urban to rural residents</p>
Closing access gaps	

Ensuring access for vulnerable and marginalized groups (1)

Examples of vulnerable and marginalised groups	Examples of barriers for enjoying access
Persons with disabilities, persons with serious and chronic illnesses	Standard (private and public) water and sanitation facilities may not be adequate to their special physical needs
School children, hospitalized patients, detainees, refugees	Institutions on which they rely (schools, hospitals, prisons, refugee camps) may not have adequate water and sanitation facilities
Homeless people, nomadic and travelling communities	Public facilities (fountains, showers, toilets) on which they rely may not be available
Illegal settlers, illegal immigrants	Water and sanitation service providers may not serve undocumented persons or housing facilities located in untenured land
Indigenous people, persons belonging to ethnic or other minorities	Water providers and social services agencies may incur in unintended or intended discriminatory practices (service provision, allocation of aid, participation)

Ensuring access for vulnerable and marginalized groups (2)

Policy options	Example of good practice
Cross- cutting policy options to ensure non-discrimination	<p><i>Providing water and sanitation for persons without fixed dwellings in Flanders (Belgium)</i></p>
Targeted policy options	 <p>Belgium's Flanders region has established four transit areas for travelling communities with water and sanitation facilities - each one can receive 10-25 families for a period of a few days</p>

Keeping water and sanitation affordable for all

Policy options	Example of good practice
Tariff measures	<p data-bbox="613 448 2047 517"><i>Voluntary introduction of social tariffs in Poland</i></p>  <p data-bbox="1205 660 2092 1267">The Polish operator AQUA SA introduced a reduced tariff for low-income households (at a cost of 1% of utility revenue) based on the eligibility criteria used by the municipal social services</p>
Targeted policy options	

But also a need to steer governance frameworks to ensure equitable access

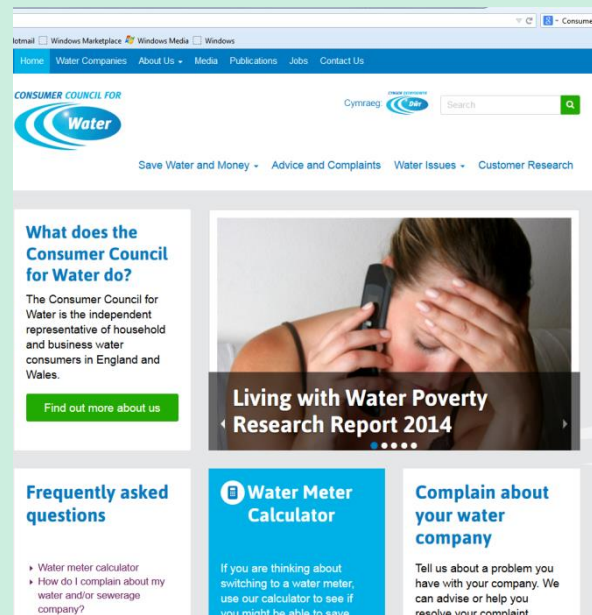
Policy options

Good water governance and management

“Equitable access lens” to speed up progress

Example of good practice

Empowering consumers in the UK: Consumer Council for Water in England and Wales



The Consumer Council for England and Wales uses consumer research and direct customer feedback to inform water policy making and implementation – such as on affordability issues

Development of a self-evaluation tool



Creation of an Ad-hoc Expert Group and conceptual development: Sept. 2012- May 2013

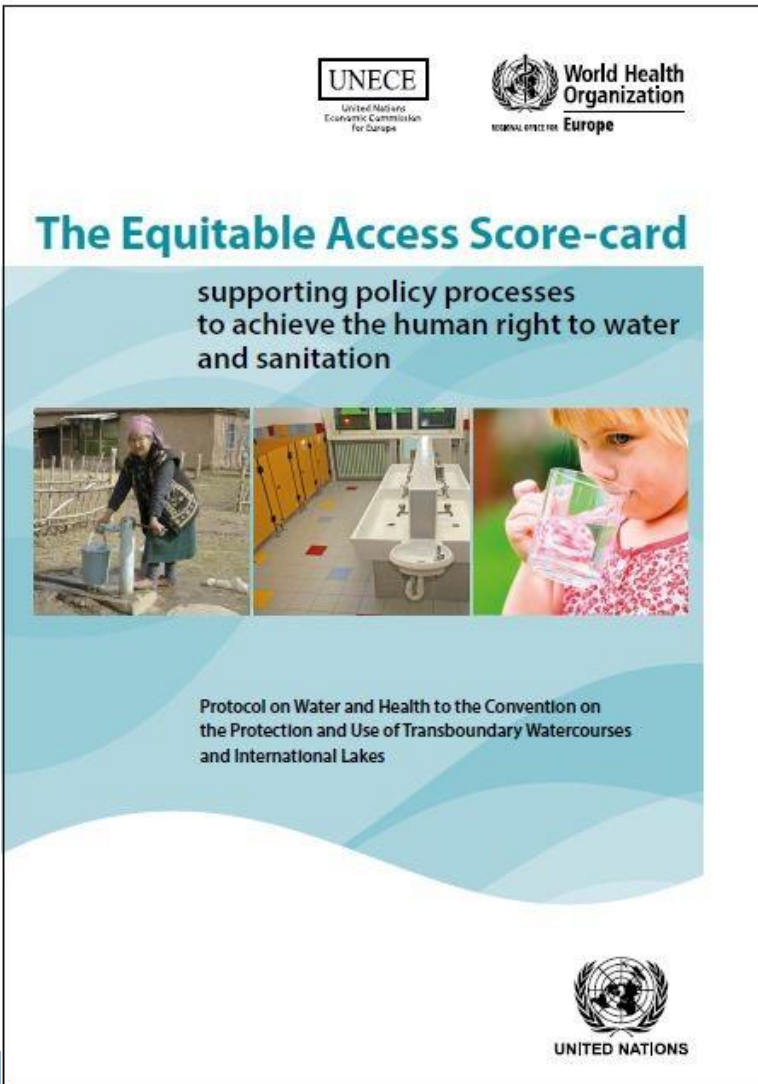
3 pilot projects to test the draft Score-card:

- Greater Paris urban area, France
- Portugal (national)
- Ukraine (national + local)

→ Recommendations on the tool and methodology for self-assessment

→ Adoption by MoP at its 3rd session (Nov. 2013)

The Equitable Access Score-card



A self-evaluation **analytical tool**...

... that can be used by governments (and other stakeholders) in **establishing a baseline, tracking progress, and prompting discussions on further actions** needed to achieve equitable access to water and sanitation...

... in order to **support the implementation of policies and practices** to uphold the human rights to water and sanitation under the principle of “progressive realization”.

Structure of the Equitable Access Score-card

1. Country profile
2. Four sections

SECTIONS	Are
Governance framework	3
Geographical disparities	3
Vulnerable & marginalized groups	11
Affordability	3

- Quantitative information
 - Qualitative questions
 - Justification, Reliability
3. Overview of results

Socioeconomic and sector data				
	2011 or latest available year	2006 (select a different baseline year if it)	Source (use official statistics)	
			erable and	
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 groups			
	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 centres			
	3.8 Homeless people			
	3.9 Travellers 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			
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)				

Self-assessment exercise (1/2)



- 1 Identify the objectives of the self-assessment exercise
- 2 Take the necessary time, but not more
- 3 Put together a “balanced” self-assessment team
- 4 Ensure continuous multi-stakeholder involvement

Self-assessment exercise (2/2)



- 5** Plan the workshops carefully – launch workshop, findings workshop, policy event
- 6** Use the results of the score-card for strategic evaluation and priority setting
- 7** Present the results in attractive formats -- summary sheet, situational analysis, policy summary
- 8** Use the results to track your progress, not to compare with others

For more information:

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

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