



# DRAFT REVISED EQUITABLE ACCESS SCORE-CARD AND GLOSSARY

*As of September 2022*

## *Summary*

This document is a revised version of the Score-card and glossary sections of the Equitable Access Score-card tool<sup>1</sup> published by the UNECE and WHO/Europe under the Protocol on Water and Health (2013).

It is the result of revision rounds through which feedback and comments were received by countries and organizations during and after the Regional Workshop on Equitable Access to Water and Sanitation<sup>2</sup> (Geneva, 13-14 June 2022).

The objectives of the revised Score-card and glossary are:

- to reflect the lessons learned from the COVID-19 pandemic by assessing the ability to secure the provision of WASH services in emergency situations and addressing other key equity-related issues discussed during the Regional Workshop on Equitable Access to Water and Sanitation;
- to ensure alignment with the recent work on affordability carried out by the Expert Group on Equitable Access to Water and Sanitation as documented in the 2022 Protocol's publication *Making Water and Sanitation Affordable for All: Policy options and good practices to ensure the affordability of safe drinking water and sanitation services in the pan-European region.*<sup>3</sup>

It is foreseen that the revised Score-card will be piloted in the upcoming self-assessment exercises in Albania and Montenegro (2022-2023), for which the lessons learned will be reflected at the next meeting of the Expert Group on Equitable Access to allow further revision of the Score-card, if needed.

Words labelled with an asterisk (\*) are defined in the glossary

<sup>1</sup> <https://unece.org/environment-policy/publications/equitable-access-score-card-supporting-policy-processes-achieve>

<sup>2</sup> <https://unece.org/info/Environmental-Policy/Water-Convention/events/360842>

<sup>3</sup> <https://unece.org/environment-policy/publications/making-water-and-sanitation-affordable-all-policy-options-and-good>

# Country/Region Profile

## Socioeconomic and Sector Data

	2021 or latest available year (indicate year)	2015 (select a different baseline year if it fits better with your national/regional processes)	Source (use official statis- tics wherever possi- ble)
Population (inhabitants)			
Extension (km <sup>2</sup> )			
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 m <sup>3</sup> per			
% of population without access to safe drinking water			
% of population without access to wastewater collection			
% of population without access to 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?		

## Section 1.

# Steering Governance Frameworks to Deliver Equitable Access to Safe Drinking Water, Sanitation and Hygiene

Areas of Action	Relevant section in the <i>No one Left Behind</i> publication
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
<b>1.1.1 The human rights to safe drinking water and sanitation have been introduced in the country's legal order</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.1.2 A strategic plan is in place to ensure equitable access to safe drinking water, sanitation* and hygiene*</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.1.3 Equitable access targets have been set</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.1.4 Responsibilities for achieving equitable access have been identified and allocated, including those of local governments</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>1.1.5 There are mechanisms in place to enable discussion and coordination by competent authorities, including local governments</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				

<b>1.1.6 The country/region/city has assessed the equity of access to safe drinking water, sanitation and hygiene</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.1.7 The WASH sector’s plans include measures to ensure equitable access to hygiene for all (such as hygiene roadmaps, guidelines for hygienic-sanitary measures, promotion of hygiene behavior, capacity building efforts, availability of handwashing facilities, and access to hygiene products such as soap)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.1.8 The WASH sector’s plans include measures to ensure preparedness and response of the WASH sector in emergency* situations (such as training of staff, communication campaigns, backup water sources, and, when relevant, classification of staff from WASH service providers* as priority group for vaccination purposes)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 1.1</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 8 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

## 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
<b>1.2.1 The amount of financial resources needed to achieve equitable access to safe drinking water, sanitation and hygiene has been estimated</b>				

**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)

**1.2.2 The source of funding to achieve equitable access to safe drinking water, sanitation and hygiene have been identified**

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**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 finance strategies for the WASH sector take equity issues into account and include specific targets to eliminate them progressively**

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**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**

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**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**

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**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)

	Yes	To a large extent	To a limited extent	No
<b>1.2.6 International financial support for the WASH sector takes equity issues into account</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.2.7 The finance strategies for the WASH sector include measures to ensure that policy responses to pandemics and other emergencies do not undermine the financial sustainability of service providers</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 1.2</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 7 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option) High ..... Medium ..... Low .....</p>				

### 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.

	Yes	To a large extent	To a limited Extent	No
<b>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</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>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</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.3.3 There are mechanisms in place to allow right-holders to seek redress and enforce remedial actions*</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>1.3.4 There are mechanisms in place to allow right-holders to keep responsible authorities accountable</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 1.3</b>            Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 4 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

## Section 2.

# Reducing geographical disparities

Areas of Action	Relevant section in the <i>No one Left Behind</i> 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

	2021 or closest year (indicate year)	2015 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, sanitation and hygiene (% of budget spent on water, sanitation and hygiene)			

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

**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 .....

## 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
<b>2.2.1 There are mechanisms in place to track prices as well as cost of provision of water and sanitation services</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>2.2.2 Price benchmarking tools (such as affordability* indicators or tariff reference values*) have been introduced</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>2.2.3 Public subsidies are targeted to those areas that face higher costs of service provision (not just higher prices)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>2.2.4 The WASH sector is organized to enable cross-subsidization between localities with high-cost and low-cost of service provision</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 2.2</b>            Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 4 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)            High ..... Medium ..... Low .....</p>				

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

## Section 3.

# Ensuring Access for Vulnerable and Marginalized Groups

Areas of Action	Relevant section in the <i>No one Left Behind</i> 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 People living in collective centres and camps	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 safe drinking water and sanitation	section 5.5
3.11 Persons without access to safe drinking water, sanitation and hygiene in their workplaces	not discussed
3.12 Users of markets and public transport	not discussed

## Quantitative Information on Vulnerable and Marginalized Groups\*

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

	2021 or closest year (indicate year)	2015 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 safe drinking water, sanitation and hygiene services			
% of schools that have sufficient and adequate safe drinking water, sanitation and hygiene services			
% of prisons that have sufficient and adequate safe drinking water, sanitation and hygiene services			
% of persons without a fixed residence that have access to safe drinking water, sanitation and hygiene 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, sanitation and hygiene by vulnerable and marginalized groups (million EUR)			

Public financial resources spent in ensuring access to safe drinking water sanitation and hygiene by vulnerable and marginalized groups (EUR per capita)

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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 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
<b>3.1.1 There is a safe drinking water, sanitation and hygiene policy recognizing the special and differentiated needs of vulnerable and marginalized groups</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>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 safe drinking water, sanitation and hygiene by vulnerable and marginalized groups</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.1.3 There are mechanisms in place to identify (in a participatory manner) and address the safe drinking water, sanitation and hygiene needs of vulnerable and marginalized groups</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.1.4 Public budgets provide specific funding to address the safe drinking water, sanitation and hygiene needs of vulnerable and marginalized groups</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.1.5 Integrated approaches (involving different administrations) have been adopted to support the delivery of safe drinking water sanitation and hygiene services for vulnerable and marginalized groups and eliminate their inequalities progressively</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.1.6 When changes to customer services (such as digitalization of billing) have been considered, there impacts on vulnerable and marginalized groups have been assessed and solutions identified</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.1</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 6 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)  High ..... Medium ..... Low .....</p>				

### 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
<b>3.2.1 There is data on levels of access to safe drinking water, sanitation and hygiene by persons with special physical needs</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.2.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by persons with special physical needs</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.2.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by persons with special physical needs (such as for adapting home facilities)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.2.4 There are minimum technical standards that ensure the establishment of facilities accessible to persons with special physical needs</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.2</b>            Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 4 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

### 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
<b>3.3.1 There is data on levels of access to safe drinking water, sanitation and hygiene in health care facilities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.3.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by users of health care facilities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.3.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by users of health care facilities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.3.4 Health care facilities have effective complaint mechanisms* in place</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.3.5 Health care facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management*, functional handwashing facilities, and hygiene products: soap, menstrual pads/solutions, toilet paper)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.3.6 Staff of health care facilities have been trained on good hygiene practices and hygiene behavior promotion</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.3</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 6 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

**Area 3.4** Users of educational facilities\*

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

	Yes	To a large extent	To a limited extent	No
<b>3.4.1</b> There is data on levels of access to safe drinking water, sanitation and hygiene in educational facilities (kindergartens, schools, universities)				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.4.2</b> There is a public policy to ensure access to safe drinking water, sanitation and hygiene in educational facilities				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.4.3</b> There is specific public funding to support access to safe drinking water, sanitation and hygiene in educational facilities				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.4.4</b> Educational facilities have effective complaint mechanisms in place				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.4.5 Educational facilities have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.4</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

### 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
<b>3.5.1 There is data on levels of access to safe drinking water, sanitation and hygiene in retirement homes</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.5.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene in retirement homes</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.5.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene in retirement homes</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.5.4 Retirement homes have water fountains (or other source of safe drinking water), separate toilets for males and females, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.5.5 Retirement homes have separate toilets for males and females</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.5</b></p> <p>Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

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

### Area 3.7 People living in collective centers\* and camps

**Rationale.** Asylum seekers, internally displaced people, migrants and other people living in collective centers and camps cannot secure independent access to safe drinking water, sanitation and hygiene and depend on the WASH services provided at those facilities.

	Yes	To a large extent	To a limited extent	No
<b>3.7.1 There is data on levels of access to safe drinking water, sanitation and hygiene in collective centers and camps</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.7.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by people living in collective centers and camps</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.7.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by people living in collective centers and camps</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.7.4 Collective centers and camps have effective complaint mechanisms in place</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.7.5 Collective centers and camps have water fountains (or other source of safe drinking water), separate toilets for males and females, adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.7</b></p> <p>Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				

Please estimate the average reliability of the responses for this area (please mark one option)

High ..... Medium ..... Low .....

### 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 must rely on public water and sanitation facilities.

	Yes	To a large extent	To a limited extent	No
<b>3.8.1 There is data on levels of access to safe drinking water, sanitation, and hygiene by homeless people</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.8.2 There is a public policy to ensure access to safe drinking water, sanitation, and hygiene by homeless people</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.8.3 There is specific public funding to support access to safe drinking water, sanitation, and hygiene by homeless people</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.8.4 There is an effective complaint mechanisms in place covering facilities aimed at homeless people (public fountains, toilets, showers, and handwashing facilities)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.8.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by homeless people</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

**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 5 .....

**Please estimate the average reliability of the responses for this area** (please mark one option)

High ..... Medium ..... Low .....

### Area 3.9 Travelers and Nomadic Communities

**Rationale.** A number of people lack access to safe drinking water, sanitation and hygiene 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
<b>3.9.1 There is data on levels of access to safe drinking water, sanitation and hygiene by travelers and nomadic communities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.9.2 There is a public policy to ensure access to safe drinking water, sanitation and hygiene by travelers and nomadic communities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.9.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by travelers and nomadic communities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>3.9.4 There is an effective complaint mechanisms in place covering facilities aimed at travelers and nomadic communities (public fountains, toilets, showers and handwashing facilities)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.9.5 There are public fountains, toilets, showers and handwashing facilities with hygiene products (soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by travelers and nomadic communities</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

**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 5 .....

**Please estimate the average reliability of the responses for this area** (please mark one option)

High ..... Medium ..... Low .....

### Area 3.10 Persons living in housing without safe drinking 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
<b>3.10.1 There is data on lack of access to safe drinking water, sanitation and hygiene by households living in neighborhoods with access</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.10.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by households living in neighborhoods with access</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.10.3 There is specific public funding to support access to safe drinking water and sanitation by households living in neighborhoods with access</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>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) through the use of effective complaint mechanisms</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.10.5 There are integrated programs (involving different government departments) to address the symptoms and causes of the lack of access</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.10</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

**Area 3.11 Persons without access to safe drinking water, sanitation and hygiene at their workplaces**

**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
<b>3.11.1 There is data on lack of access to safe drinking water, sanitation and hygiene by workers at their workplaces</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.11.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by workers at their workplaces</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.11.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by workers at their workplaces</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.11.4 There is an effective complaint mechanisms in place for persons without access to safe drinking water, sanitation and hygiene at their workplaces</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.11.5 Workplaces have water fountains (or other source of drinking water), adequate facilities for menstrual hygiene management, functional handwashing facilities, and hygiene products (soap, menstrual pads/solutions, toilet paper)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 3.11</b>  Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

### Area 3.12 Users of markets and public transport\*

**Rationale.** Users of markets and public transport often spend significant time away from safe drinking water and sanitation facilities (available at homes, workplaces and educational facilities) and are more exposed to sanitary risks

	Yes	To a large extent	To a limited extent	No
<b>3.12.1 There is data on levels of access to safe drinking water, sanitation and hygiene in markets and public transport</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.12.2 There is a public policy to address the lack of access to safe drinking water, sanitation and hygiene by citizens in markets and public transport</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.12.3 There is specific public funding to support access to safe drinking water, sanitation and hygiene by citizens in markets and public transport</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>3.12.4 There is an effective complaint mechanism in place covering facilities aimed at users of markets and public transport (public fountains, toilets, showers and handwashing facilities)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				

	Yes	To a large extent	To a limited extent	No
<b>3.12.5 There are public fountains, toilets, and handwashing facilities with hygiene products (such as soap, menstrual pads/solutions, toilet paper) to support access to safe drinking water, sanitation and hygiene by users of markets and public transport</b>				
<b>Score justification:</b> (explain briefly and/or give examples that justify the answer)				
<b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)				
<b>Reliability of the response:</b> (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 5 .....

**Please estimate the average reliability of the responses for this area** (please mark one option)

High ..... Medium ..... Low .....

## Section 4.

# Keeping safe drinking water, sanitation and hygiene affordable for all

Areas of Action	Relevant section in the <i>No one Left Behind</i> publication
4.1 Public policies to ensure affordability* of safe drinking water, sanitation and hygiene	section 6.1
4.2 Water and sanitation policy measures (to ensure affordability)	section 6.2
4.3 Social protection policy measures	section 6.3

### Quantitative Information on Affordability

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

	2021 or closest year (indicate year)	2015 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 decile, 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 decile, 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)			

**Area 4.1 Public policies to ensure affordability of safe drinking water, sanitation and hygiene**

**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
<b>4.1.1 There is data on how much households spend on safe drinking water, sanitation and hygiene services (including access to hygiene products: soap, menstrual pads/solutions, toilet paper) as proportion of their income</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.1.2 WASH policies include affordable access as one of their objectives</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.1.3 Social policy addresses affordability of safe drinking water sanitation and hygiene services</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.1.4 There is a policy to address affordability of self-supplied* WASH services</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<b>4.1.5 There is specific public funding to address affordability concerns for groups for whom WASH services are least affordable</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 4.1</b>            Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 5 .....</p>				

**Please estimate the average reliability of the responses for this area** (please mark one option) High ..... Medium ..... Low .....

**Area 4.2 Water and sanitation policy\* measures (to ensure affordability)**

**Rationale.** WASH sector\* policies can address affordability concerns through different options: access subsidies, tariff reforms, and flexible payments. In turn, 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
<b>4.2.1 The public authorities have analyzed different options to address affordability issues through water and sanitation policy measures* (access subsidies, tariff reforms, flexible payments)</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.2.2 Water and sanitation policy measures (access subsidies, tariff reforms, flexible payments) have been included in a strategy to address affordability issues</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.2.3 Water and sanitation policy measures to address affordability issues (access subsidies, tariff reforms, flexible payments) have been implemented</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<b>4.2.4 Water and sanitation policy measures to ensure affordability (access subsidies, tariff reforms, flexible payments) contribute to the financial sustainability of WASH services provision</b>				
<p><b>Score justification:</b> (explain briefly and/or give examples that justify the answer)</p> <p><b>Means of verification used:</b> (e.g. official documents, multi-stakeholder consultation, expert opinion)</p> <p><b>Reliability of the response:</b> (high, medium, or low)</p>				
<p><b>Please calculate the score for Area 4.2</b>            Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .....</p> <p>Divide the number of total points by 4 .....</p>				
<p><b>Please estimate the average reliability of the responses for this area</b> (please mark one option)</p> <p>High ..... Medium ..... Low .....</p>				

**Area 4.3 Social protection policy measures\***

**Rationale.** Social protection policies can address WASH affordability concerns through different options: general social protection programmes, preventive measures, curative measures, disconnection bans). Preventive measures are aimed at avoiding non-payment of water bills. Curative measures are aimed at facilitating the payment of water debts. Social protection policy measures are mostly financed by general (local, regional or national) taxes.

	Yes	To a Large Extent	To a Limited Extent	No
<b>4.3.1 The public authorities have analyzed different options to address affordability issues through social protection policy measures (general social protection programmes, preventive measures, curative measures, disconnection bans)</b>				

**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)

<b>4.3.2 Social protection policy measures have been included in a strategy to address affordability issues</b>				
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**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)

<b>4.3.3 Social protection policy measures to address affordability issues have been implemented</b>				
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**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 .....

# Overview of Results

Section	Area of Action	Score	Reliability
Steering governance frameworks to deliver equitable access to safe drinking water sanitation and hygiene	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 care facilities		
	3.4 Users of educational facilities		
	3.5 Users of retirement homes		
	3.6 Prisoners		
	3.7 People living in collective centers and camps		
	3.8 Homeless people		
	3.9 Travelers and nomadic communities		
	3.10 Persons living in housing without safe drinking water and sanitation		
	3.11 Persons without access to safe drinking water and sanitation in their workplaces		
	3.12 Users of markets and public transport		
Keeping water and sanitation affordable for all	4.1 Public policies to ensure affordability of safe drinking water, sanitation and hygiene		
	4.2 Water and sanitation policy* measures (to ensure affordability)		
	4.3 Social protection policy 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.

# Glossary of Key Terms

**Access to safe drinking water and sanitation.** In this document, access to safe drinking water and sanitation refers to *effective* access to the services, whether or not access is ensured through connections to public networks or through private solutions.

As used in this document, the concept includes four of the five dimensions that are required under the human right to water and sanitation:

- *availability*
- *accessibility*
- *acceptability*
- *quality/safety*.

It does not include *affordability*, as that dimension is addressed specifically in section 4 of the score-card.

*Drinking water* is water that is used, or intended to be available for use, by humans for drinking, cooking, food preparation, personal hygiene or similar purposes.

*Safe drinking water* is water with microbial, chemical and physical characteristics that meet WHO guidelines or national standards on drinking water quality.

**Accountability.** In a human rights context, accountability encompasses monitoring mechanisms and remedies. Service providers and public officials must be accountable to the users. Promoting accountability includes developing effective monitoring bodies and processes; devising sound indicators for assessing progress, affordability, and the fair and equitable distribution of water and sanitation resources according to needs. It also includes creating reliable, accessible and effective judicial and administrative complaints mechanisms that allow individuals to air and satisfactorily redress their grievances.

**Affordability.** There is no universally accepted definition of affordability of water and sanitation services. In the human rights framework, water and sanitation services are unaffordable when paying for them would compromise the ability to pay for other essential needs that are guaranteed by human rights such as food, housing, education and health care. In order to operationalize the concept of affordability, several countries, service providers and international organizations have set affordability thresholds, for example, percentage of household income used to pay for water and sanitation services.

**Collective centers.** Collective centers are pre-existing buildings and structures where large group of displaced people find shelter for a short time while durable solutions are pursued. A variety of facilities may be used as collective centers - community centers, town halls, hotels, gymnasiums, warehouses, unfinished buildings, disused factories.

**Effective complaint mechanism.** In the context of this document, a system that receives, processes and responds appropriately to concerns from right-holders or the community regarding access to drinking water supply and sanitation services.

**Development partners.** In a development cooperation context, this refers to the range of partners that support a government from a transition or developing country to design and implement its development agenda. Those partners may include bilateral development cooperation agencies (e.g. the Swedish International Development Agency), international financial institutions (e.g. the World Bank), international technical cooperation institutions (e.g. UNECE) and international non-governmental organizations (e.g. Global Water Partnership).

**Educational facilities.** Refers to any building used principally for educational purposes in which a school is located or a course of instruction or training program is offered that has been approved or licensed by a state agency or board.

**Emergency.** An urgent, expected or unexpected, and usually dangerous situation that poses an imminent risk to health, life, property or the environment and requires immediate action.

**Equitable access to safe drinking water and sanitation.** In the context of this document, this refers to access being similar for all people irrespective of where they live, whether they belong to vulnerable or marginalized groups, and to the associated costs being affordable for all users.

**GDP.** Gross domestic product is an indicator of the size of an economy measured through the value of the goods and services it produces. In this document, it should be indicated whether GDP data provided is expressed in *nominal* (current year) terms or in *real* terms (after correcting for inflation).

**Health-care facilities.** All facilities whose primary purpose is to promote, restore, and maintain health

**Hygiene.** Conditions and practices that help to maintain health and prevent the spread of diseases.

**Informal settlements.** Unplanned settlement and areas where housing is not in compliance with current planning and building regulations

**Lowest quintile, lowest decile.** The distribution of income or wealth in a country is usually analyzed by dividing the population into five or ten groups according to their level of income or wealth. When the number of groups is five, each group represents a “quintile”; when the number of groups is ten, each group represents a “decile”. “Lowest quintile” refers to the group with the lowest income or wealth, when society is divided in five groups. “Lowest decile” refers to the group with the lowest income or wealth, when society is divided into ten groups.

**Markets.** Locations, either in our outdoors, where people regularly gather for the purchase and sale of provisions, live-stock, and other goods. Access to safe drinking water, sanitation and hygiene services for users of markets can be provided through public fountains, toilets and handwashing facilities within or in close distance to the market, for example.

**Menstrual hygiene management.** It refers to access to menstrual hygiene products to absorb or collect the flow of blood during menstruation, privacy to change the materials, and access to facilities to dispose of used menstrual management materials.

**Non-discrimination.** Non-discrimination is central to human rights. Discrimination on prohibited grounds including race, color, sex, age, language, religion, political or other opinion, national or social origin, property, birth, physical or mental disability, health status or any other civil, political, social or other status must be avoided, both in law and in practice.

**Peri-urban areas.** Areas that are adjoining urban areas, located between the suburbs and the countryside.

**Poverty line.** The value that indicates the minimum level of an individual’s income that is considered adequate. Official poverty lines definitions and values vary from country to country.

**Prisoners.** People that are in prison, whether or not they have received a final sentence.  
Public transport.

**Progressive realization.** Progressive realization of the human right to water and sanitation requires that States take specific and targeted steps to the maximum of their available resources. States are required to move towards the goal of full realization as expeditiously and effectively as possible, within the framework of international cooperation and assistance, where needed. Certain aspects of these rights are immediate obligations, including the requirement to guarantee them without discrimination.

**Progressive tariff systems.** Tariff systems where the tariff per cubic meter increases with the volume consumed. It is usually articulated by defining three or more blocks of water consumption and applying a different tariff to each block.

**Public financial resources.** Financial resources supplied by governments (whether national, regional or local). The

origin of the funds is mostly general taxation (e.g. income or value-added tax) but also includes other sources such as the provision of services by government departments (e.g. licensing charges) and borrowing (e.g. issuing government bonds).

**Public transport.** A system of transport for passengers by group available for use by the general public. Access to safe drinking water, sanitation and hygiene services for users of public transport can be provided through public fountains, toilets and handwashing facilities located in or in close distance to bus and train stations, for example.

**Remedial action.** Action taken to correct a situation where the human right to water and sanitation was not respected. Victims of human rights violations are entitled to adequate reparation, including restitution, compensation, satisfaction and/ or guarantees of non-repetition. States have to provide accessible, affordable, timely and effective remedies.

**Right-holders.** In the context of the human right to water and sanitation, this refers to every person.

**Safely managed drinking water services.** Drinking water from an improved source that is accessible on premises, available when needed and free from fecal and priority chemical contamination. An improved drinking water source is defined as one that, by nature of its construction or through active intervention, is protected from outside contamination, in particular from contamination with faecal matter.

**Safely managed sanitation services.** Use of improved facilities that are not shared with other households and where excreta are safely disposed of in situ or removed and treated offsite.

**Sanitation.** Collection, transport, treatment and disposal or reuse of human excreta or domestic wastewater, whether through collective systems or by installations serving a single household or undertaking.

States must ensure without discrimination that everyone has physical and economic access to sanitation that is safe, hygienic, secure, socially and culturally acceptable, that provides privacy and ensures dignity.

Depending on the culture, acceptability can often require privacy, as well as separate facilities for women and men in public places, and for girls and boys in schools. Facilities will need to accommodate common hygiene practices in specific cultures, such as for anal and genital cleansing. And women's toilets need to accommodate menstruation needs.

**Self-supply.** Self-supply of water and sanitation services, sometimes known as self-provision, refers to an approach of incremental improvements to water and sanitation services which are (mainly) financed by the user. Examples include investing in private boreholes, latrines or septic tanks. Households who invest in water supply and sanitation services must obtain the financial resources necessary for these improvements; arrange for any needed private-sector services; and maintain their own infrastructure.

**Service provider.** Public or private institution that operates water supply and/or sanitation systems.

**Social protection policy measures.** Measures to address affordability of water and sanitation services that require the leadership of social protection authorities. They include general social protection programmes, WASH-specific social protection initiatives, and disconnection bans.

**Social tariffs.** Tariffs that include a discount for certain individuals or households due to their social characteristics (such as age, certified disability, or number of persons in the household).

**Tariff reference values.** In some countries, central authorities overseeing the water and sanitation sector have published "tariff reference values" to provide a reference on what is the expected level that water and sanitation tariffs should reach. They provide useful information to customers as well as to water and sanitation service providers, without infringing in the allocation of tariff-setting responsibilities (which usually remains at the local level).

**Vulnerable and marginalized groups.** Groups composed of individuals that have a particularly hard time exercising their rights to water and sanitation as they are living in vulnerable situations, or suffering discrimination or stigma (or a combination of these). Groups and individuals who have been identified as potentially vulnerable or

marginalized include women, children, inhabitants of (remote) rural and deprived urban areas, as well as other people living in poverty, refugees and internally displaced persons, minority groups (such as the Roma), indigenous groups, nomadic and traveler communities, elderly people, persons living with disabilities, persons living with HIV/AIDS or affected by other health conditions, people living in regions where water is scarce, and sanitation workers.

When identifying groups and individuals who are disadvantaged, States need to survey the population based on these grounds and investigate further when they find that certain groups are discriminated against. In the context of this document, vulnerable and marginalized groups include the homeless, nomads, the disabled, school children, hospitalized patients, people living in prisons and refugee camps, and people without secure tenure.

While gender issues related to access to water and sanitation must be taken into consideration to ensure equitable access, this document does not treat women as a vulnerable or marginalized group on its own.

**WASH sector.** Drinking water supply, sanitation and hygiene sector. This includes policy-setting and regulatory authorities (at national and local levels), service providers, and other stakeholders.

**Water and sanitation policy measures (to ensure affordability).** Measures to address affordability concerns that can largely be developed and implemented by the water and sanitation sector. They include access to subsidies, tariff measures and payment facilities.

