**The Equitable Access Score-card**

Supporting policy processes to achieve the human right

to water and sanitation

**Country/Region Profile**

#### Socioeconomic and Sector Data

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|  **2014****or latest available year (indicate year)** |  **2006****(select a different baseline year if it fits better with your national/regional processes)** | **Source****(use official statistics wherever possible)** |
| Population (inhabitants) |  |  |  |
| Extension (km2) |  |  |  |
| GDP per capita (EUR/person) |  |  |  |
| % of population below national poverty line |  |  |  |
| % of population unemployed |  |  |  |
| % of population living in urban areas |  |  |  |
| % of population living in peri-urban areas (ONLY if this category is relevant in your country/region) |  |  |  |
| % of population living in rural areas |  |  |  |
| Renewable freshwater resources (million m3 per capita) |  |  |  |
| % of population without access to safe drinking water |  |  |  |
| % of population without access to wastewater collection |  |  |  |
| % of population without accessto wastewater treatment (any level) |  |  |  |
| Public financial resources spent on the water and sanitation sector |  |  |  |
| Public financial resources spent on ensuring equitable access to water and sanitation |  |  |  |
| Please provide the definition of safe drinking water if different from the one described in chapter 2 |  |  |  |

#### International Obligations on Water and Sanitation

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

**Section 1.**

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

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

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

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

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| **Area 1.2** Sector financial policies |
| **Rationale.** Financial resources will have to be spent to implement the initiatives needed to achieve the equitable access targets. At the same time, the overall policies steering sector revenue and expenditures may have large positive and negative impacts on achieving equitable access. In some countries, sector financing is dependent to a large extent on development partners’ support and there is scope to increase the contribution of this support to achieving equitable access. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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

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

**Section 2.**

**Reducing geographical disparities**

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

#### Quantitative Information on Geographical Disparities

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2014**or closest year (indicate year) | **2006**or closest year (indicate year ) | **Source** (indicate whether this is an official source) |
| Rate of access to safe drinking water in urban areas (%) |  |  |  |
| Rate of access to safe drinking water in peri-urban areas (%) (only if this category is relevant in your country/region) |  |  |  |
| Rate of access to safe drinking water in rural areas (%) |  |  |  |
| Rate of access to sanitation in urban areas (%) |  |  |  |
| Rate of access to sanitation in peri-urban areas (%) (only if this category is relevant in your country/region) |  |  |  |
| Rate of access to sanitation in rural areas (%) |  |  |  |
|  Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation (million EUR) |  |  |  |
| Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation(EUR per capita) |  |  |  |
| Public financial resources spent in reducing geographical disparities in access to safe drinking water and sanitation(% of budget spent on water and sanitation) |  |  |  |

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| **Area 2.1** Public Policies to reduce access disparities between geographical areas |
| **Rationale.** Public policies play a major role in reducing disparities in access between geographical areas and in particular in increasing access in rural areas. The disparities include those related to physical access and those related to the quality of the service. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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| **Area 2.2** Public policies to reduce price disparities between geographical areas |
| **Rationale.** Some geographical areas face higher prices than others. This may be due to higher levels of service, higher cost of service provision (e.g. due to expensive access to clean water sources, or to low density of population), less efficient Provision of services (e.g. poor maintenance leading to higher cost, or too many staff per connection), or uneven distribution of public subsidies. Public policies can play a major role in reducing price disparities between geographical areas. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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| **Area 2.3** Geographical allocation of external Support for the Sector |
| **Rationale.** In some countries, development partners (donor countries) are key providers of funding for water and sanitation infrastructure. There is often scope to reallocate the funding to accelerate access in geographical areas that lag behind. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

 **Section 3.**

**Ensuring Access for Vulnerable and**

**Marginalized Groups**

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

#### Quantitative Information on Vulnerable and Marginalized Groups

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2014**or closest year (indicate year) | **2006**or closest year (indicate year) | **Source** (indicate whether this is an official source) |
| % of persons with access to safe drinking water in the country/region/city |  |  |  |
| % of persons with access to safe drinking water by the poorest fifth of the population |  |  |  |
| % of persons with access to sanitation in the country/region/city |  |  |  |
| % of persons with access to sanitation by the poorest fifth of the population |  |  |  |
| % of water and sanitation facilities open to the public that are accessible to people with disabilities |  |  |  |
| % of hospitals that have sufficient and adequate water and sanitation services |  |  |  |
| % of schools that have sufficient and adequate water and sanitation services |  |  |  |
| % of prisons that have sufficient and adequate water and sanitation services |  |  |  |
| % of persons without a fixed residence that have access to safe drinking water and sanitation through public facilities |  |  |  |
| Number of people lacking access to safe drinking water at home (while living in neighborhoods where access is available) |  |  |  |
| Number of people lacking access to sewer at home (while living in neighborhoods where access is available) |  |  |  |
| Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (million EUR) |  |  |  |
| Public financial resources spent in ensuring access to safe drinking water and sanitation by vulnerable and marginalized groups (EUR per capita) |  |  |  |

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| **Area 3.1** Public policies to address the needs of vulnerable and marginalized groups |
| **Rationale.** There are many vulnerable and marginalized groups, each with their own needs and facing different barriers to achieve equitable access, and thus requiring different solutions. Public policies, both in the water and sanitation sector and in other sectors, can play a major role in ensuring access. An integrated policy response needs to be articulated. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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| **Area 3.2** Persons with Special physical needs |
| **Rationale.** Many disabled, sick, and elderly people face problems in accessing water supply and sanitation services because of their specific physical needs. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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| **Area 3.3** Users of health facilities |
| **Rationale.** Uses of health facilities cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at health facilities. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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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 3.3**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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

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

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

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

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

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

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

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

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

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| **Area 3.6** Prisoners |
| **Rationale.** Prisoners cannot secure independent access to safe drinking water and sanitation and depend on the water and sanitation services provided at prisons and other detention centers. |
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| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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

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

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

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

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

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

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

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

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

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

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| **Please calculate the score for Area 3.10**Add the points obtained (Yes = 3, To a large extent = 2, To a limited extent = 1, No = 0) .................... Divide the number of total points by 5 ....................  |
| **Please estimate the average reliability of the responses for this area** (please mark one option)High .................... Medium .................... Low ....................  |

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| --- |
| **Area 3.11** Persons without access to Safe drinking water and Sanitation in theirworkplaces |
| **Rationale.** While many people spend most of their time in their workplaces, there may be cases of workplaces without adequate access to safe drinking water and sanitation. |
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| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

## **Section 4.**

**Keeping water and Sanitation affordable for all**

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

#### Quantitative Information on Affordability

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2014**or closest year (indicate year) | **2006**or closest year (indicate year) | **source** (indicate whether this is an official source) |
| Amount of the average water and sanitation bill in the country/region/city (EUR per year) |  |  |  |
| Amount of the water and sanitation bill in the country/region/city for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest docile, or people under the national poverty line) (EUR per year) |  |  |  |
| Average disposable household income (or expenditure) (EUR per year) |  |  |  |
| Average household income (or expenditure) for households in the lowest wealth or income group (specify whether this refers to lowest quintile, lowest docile, or people under the national poverty line) (EUR per year) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (million EUR) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (EUR per capita) |  |  |  |
| Public financial resources spent in ensuring affordability of the water and sanitation bill (% of budget for water and sanitation) |  |  |  |

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| --- |
|  **Area 4.1** Public policies to ensure affordability |
| **Rationale.** The cost of water and sanitation service provision, either by networks or by self-provision, and including wastewater treatment charges, may represent a high financial burden, particularly for the poorest households. Affordability is a common and increasing concern. However, in many cases, national local policies do not address this issue. |
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| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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| **Area 4.2** Tariff measures |
| **Rationale.** Tariff design offers several options to address affordability issues, such as through social tariffs or through carefully designed progressive tariff systems. Preferential tariffs are mostly financed by higher tariffs on other users. |
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| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

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| --- |
| **Area 4.3** Social protection measures |
| **Rationale.** Social protection measures offer several options to address affordability issues without modifying the design of existing water and sanitation tariffs. They can be aimed at avoiding non-payment of water bills (preventive measures) or at paying water debts (curative measures). They are mostly financed by general (local, regional or national) taxes. |
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| --- | --- | --- | --- |
| **Yes** | **To a Large Extent** | **To a Limited Extent** | **No** |

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

## **Overview of Results**

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