

Indicator name	Urban water and sanitation governance index
Prepared by	UN-HABITAT
Example	Indicator under development and not yet tested.
Rationale	<p>The main urban challenge for water governance in low- and middle-income nations remains ensuring adequate provision for water and sanitation. As data about deficiencies in provision in urban areas has improved, so the scale of these deficiencies has become more evident. There is no possibility of meeting the MDG targets in urban areas unless policies for improving provision for water and sanitation have a pro-poor focus. Water and sanitation governance needs to promote proactively the involvement of low-income households and community organizations.</p> <p>It is essential therefore that a framework for assessing governance embraces the provision of water and sanitation services in the principles of good governance, and in particular identifies applications of the framework to low-income settlements in urban areas. Principles of good governance are: clarification of roles, access to information, transparency and accountability, stakeholder consultation, freedom of choice and reversibility, emulation through comparison, confidence and strong partnership, evaluation and local democracy. At the moment assessment of effective water and sanitation governance is largely subjective. There is no objective process for quantifying or comparing governance performance. This means that attributing the success of provision of water and sanitation services to the strength of governance cannot currently be demonstrated using a verifiable, replicable process.</p>
Position in DPSIR chain	State
Definition of indicator	The actions taken and processes enabled at the local level, within existing authorities' mandates that positively engage poor communities in their pursuit of adequate water and sanitation, and the impact that these actions should have on the provision and sustainability of adequate water and sanitation delivery.
Underlying definitions and concepts	<p>Changes to support good water and sanitation governance that lead to increased water and sanitation provision in urban areas and particularly low-income areas include:</p> <p>Process indicators:</p> <ul style="list-style-type: none"> • Departmental level program monitoring is established based on meeting MDG targets, reaching national water quality and sanitation standards, as well as local citizen established benchmarks. Standards and benchmarks are measured at levels of desegregation that are commensurate with urban inequities. <i>[Percentage of departments establishing programme monitoring]</i> • Local governments use periodic Citizen Score Cards (or equivalent) to assess performance. <i>[Percentage of local governments using Citizen Score Cards.]</i> • Citizen based water and sanitation committees are recognized by and report to elected city councils. These expert committees are tasked by the council and periodically report to them on the water and sanitation situation in the communities. The committees are proactive and hold public hearings in the underserved areas inviting citizen groups and local NGOs to participate. <i>[Percentage of councils that have formed committees; the percentage of those committees that have held public hearings.]</i> • Citizen oversight committees for departments of water and sanitation that report to the elected local councils. Oversight committees bring citizens' views to the department budget process, and review the progress that the departments are making towards achieving agreed standards and benchmarks highlighting

	<p>service in the poor areas. <i>[Percentage of departments that have citizen oversight committees established, percentage of committees that have held meetings with senior management]</i></p> <ul style="list-style-type: none"> • Public hearings on water and sanitation for the poor. As part of the annual budget preparation process, the city council holds an open hearing inviting the committees and stakeholders to participate <i>[Percentage of councils holding public hearings on pro-poor water and sanitation.]</i> • Participatory budgeting that is open and transparent. The local budget is made available to the public by the clerk of the city. The council calls for open budget hearings and invites participation by local NGOs, citizen groups, and expert committees (and sub-committees). <i>[Percentage of local governments that publish and make available the annual budget, percentage of councils holding participatory public hearings on the budget]</i> • Citizen awareness campaigns are undertaken by local authorities. Water demand management (WDM), water quality issues, preventative health concerns, costs and revenues are made plain to the citizens through regular awareness campaigns, public bulletin boards, and other media as appropriate. <i>[Percentage of councils conducting public awareness campaigns on WDM, water quality, costs and revenues]</i> • Elected councils provide budget for external audits of the municipal departments in general and the water and sanitation departments in particular. <i>[Percentage of councils that provide for external audit of the departments.]</i> <p>Impact Indicators:</p> <ul style="list-style-type: none"> • Percentage of departments meeting water quality standards. • Percentage of departments meeting sewage treatment standards. • Percentage of departments meeting solid waste collection standards. • Percentage of departments with % of unaccounted for water less than target. • Percentage of departments where the number of technical and administrative workers per cubic meter of accounted for water is higher than the standard. • Cost per cubic meter of accounted for water (national distribution of departments) • Revenue per cubic meter of accounted for water (national distribution of departments) • Percent of households with metered water connections • Number of regulated versus unregulated small scale water vendors • Percentage of departments with improved Citizen Score Card results
Specification of data & determinants needed	National enabling legislation may determine whether local authorities are permitted to implement certain of the process indicators. Local government authorities would need to be polled. Different classifications of cities may need to be presented.
Computation	<p>For the process and the impact indicators: 100 (Number of municipal water or sanitation departments meeting the criteria) / (Total number of municipal water or sanitation departments in the country).</p> <p>For households: 100(number of households with meters) / (total number of households with piped connections).</p>
Unit(s) of expression	Percentage
Data sources, availability and quality	PRSP, information from local governments, local government water and sanitation departments, water utilities, national legal framework, specialized surveys and censuses of municipal governments.
Scale of application	National and municipal governments
Geographical coverage	Global

Interpretation	None given
Linkage with other indicators	Poverty, slum targets, health and environment, water and sanitation targets
Alternative methods and definitions	None given.
Related indicator sets	None reported
Sources of further information	UN-HABITAT – Urban Governance Index WHO/UNICEF Joint Monitoring Programme – for number of people whom access must be extended to by 2015 Transparency International Country report on corruption and perception of corruption
Other institutions involved	None reported.