

Questionnaire

Capacity Assessment

Municipal Service Delivery

Drinking water supply

Liquid waste management

Solid waste management

Basic healthcare

Primary education

Western Balkans & Turkey

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Part 1

General Overview

1. Of the following services, which are the sole responsibility of the municipal administration, and for which does it share responsibility with some other body or organisation?

	Sole responsibility	Shared responsibility	No responsibility	Not sure
Drinking water supply				
Liquid waste management				
Solid waste management				
Basic healthcare				
Primary education				

2. How many staff does the municipal administration employ?

	Operational		Administrative & managerial	
	Women	Men	Women	Men
Full time				
Part time				
Contract staff				

3. How many of the senior staff and managers in the municipal administration are women, belonging to a minority group, or are from a typically socially excluded group?

	Within the municipal administration					
	Women among senior staff	Women among managers	Minority persons among senior staff	Minority persons among managers	Senior staff from socially excluded group	Managers from socially excluded group
10 % or less						
11% - 30 %						
31%- 50 %						
51%- 70 %						
70 %-100 %						
Not sure						

4. What is the population in the municipality, and what is the estimated percentage of women?

	5,000 or less	5,100 - 10,000	10,100 -20,000	20,001, - 50,000	50,000 - 100,000	100,001 - 500,000	500,001 - 1,000,000	More than 1,000,000
Total population								
Estimated % of women								

5. Have there been any changes in the profile of the population in the municipality over the past five years?

	Significant change	Some change	Little change	Not sure
Increase in population				
Decrease in population				
Age profile				
Gender profile				
Increase in % of population living in urban areas				
Decrease in % of population living in urban areas				
Number of refugees and/or displaced persons				

6. What is the area of the municipality [km²]?

Less than 10 km ²	10 km ² - 14.9 km ²	15 km ² - 19.9 km ²	20 km ² -29.9 km ²	30 km ² - 49.9 km ²	50 km ² - 99.9 km ²	100 km ² or more

7. What is the budget of the municipality (excluding international donor funding)?

	Current financial year	Previous financial year	Next financial year
Local currency			
Euro			

8. How is the municipality's budget made up (excluding international donor funding)?

	Central government grant %	Local revenue %	Borrowing %	Other sources %
Current financial year				
Previous financial year				
Next financial year				

9. Is the municipality subordinated to any of the following structures?

	Exists	Subordinated to
District authority		
Provincial authority		
Regional authority		

10. Has the municipal administration been subject to any restructuring in the past three years?

Significant restructuring	Some restructuring	Little restructuring	No restructuring	Not sure

11. Is any restructuring of the municipal administration envisaged?

	Significant restructuring	Some restructuring	Little restructuring	No restructuring	Not sure
Current financial year					
Next financial year					

12. Is there a regional development agency in the municipality's region?

Yes. Was established three or more years ago	Yes, was established less than three years ago	No, but there are plans to establish one	No	Not sure

13. How many NGO are there operating in the municipality?

	0-9	10-19	20-49	50-99	100 or more	Not sure
Local NGO						
Regional NGO						
National NGO						
International NGO						

14. How many languages and/or dialects are used by the citizens of the municipality on a daily basis?

1	
2	
3	
More than 3	

Part 2

Services that are the sole responsibility of the municipality

All questions in Part 2 relate **only** to the following services, **including where the services are not specifically mentioned**:

- Drinking water supply
- Liquid waste management
- Solid waste management
- Basic healthcare
- Primary education

These are referred to collectively as “the five services”. When answering the remaining questions, do not consider any other services.

Where these services are listed in the question, provide answers only for those of the above five services for which the municipal administration is **fully and solely responsible**.

Where the services are not listed in the question, provide answers that generally reflect the situation only for those of the five above services for which the municipal administration is **fully and solely responsible**.

15. Does the municipal administration use any of the following special methods to ensure that women, minorities and typically socially excluded groups are participating effectively in public consultations regarding drinking water supply, liquid waste management, solid waste management, basic healthcare, and primary education?

	Women			Minorities			Other groups that are typically socially excluded			The general public		
	Yes	No	Not sure	Yes	No	Not sure	Yes	No	Not sure	Yes	No	Not sure
Interviews with individuals												
Specially targeted surveys												
Focus group discussions												
Advisory panels												
Working groups or Committees												
Separate public meetings												
Other												

16. To what extent are equal participation of women and men, and effective participation of minorities and typically socially excluded groups achieved in public consultation?

	Fully	Partly	Seldom / never	Not sure
Equal participation of women and men				
Effective participation of minorities				
Effective participation of typically socially excluded groups				

17. Do any of the following **constrain** the ability of the municipal administration to effectively consult the following groups?

	Women			Minorities			Other groups that are typically socially excluded			The general public		
	Yes	No	Not sure	Yes	No	Not sure	Yes	No	Not sure	Yes	No	Not sure
Legislation												
Lack of guide lines / procedures												
Lack of staff with necessary language skills												
Lack of knowledge about interests and needs of this group												
Lack of finances												
Lack of encouragement from management/supervisor												
People belonging to this group are not willing to participate in consultations												

18. Is there a function (for example a focal point, advisor, sub-department, council or committee) within the municipal administration that is responsible for consulting with relevant local civil society and private stakeholders regarding the state's gender, human rights and minority policies and institutions?

	Yes	No	Not sure
Focal point, advisor, or sub-department on gender			
Focal point / advisor or sub-department on human rights and minority concerns			
Council or committee on gender			
Council or committee on human rights and minority concerns			

19. To what extent does information made available to the public cover the following issues? [Rank 1-4. 1=always; 2=sometimes; 3=seldom / never; 4=not sure].

	What share of the budget is <i>planned</i> to be used to target specifically women (projects, subsidies, etc.)	How much money is <i>actually</i> spent on female employees compared to male employees	How many women compared to men that are <i>actually</i> receiving financial or technical support in the community	How many women compared to men that are actually using the services	If there is any difference between women and men in the level of satisfaction with service delivery
Drinking water supply					
Liquid waste management					
Solid waste management					
Basic healthcare					
Primary education					

20. Does the municipal administration use any of the following methods to target the following specific groups through research and analysis?
 [Rank 1-4. 1= always; 2= often; 3= seldom/never; 4=not sure]

	Sociological surveys (concerning service-seeking behaviour, barriers to service access, opinions, etc.)			Anonymous client surveys (for example interviews and questionnaires)			Disaggregated research and data related to use and impact of services		
	Women	Minorities	Other groups that are typically socially excluded	Women	Minorities	Other groups that are typically socially excluded	Women	Minorities	Other groups that are typically socially excluded
Drinking water supply									
Liquid waste management									
Solid waste management									
Basic healthcare									
Primary education									

21. Do research and analysis guidelines / procedures for the five services give guidance on the following?

	Yes	Partly	No	Not sure
How to collect data that is disaggregated by gender				
How to collect data that is disaggregated by other groups that are typically socially excluded (for certain age groups, minority groups, disabilities, etc.)				
How to analyse statistical information from a perspective of women				
How to analyse statistical information from a perspective of other groups that are typically socially excluded (such as certain age groups, minority groups, disabilities, etc.)				
How to assess the impact of service policy and service delivery on women especially				
How to assess the impact of service policy and service delivery on other groups that are typically socially excluded (such as certain age groups, minority groups, disabilities, etc.)				

22. To what extent does the municipal administration collect disaggregated data for the five services, for example user data, assessments of impacts of services, number of staff, positions and payments, membership on public and private boards, etc.? Rank 1-4. 1=frequently; 2=sometimes; 3=rarely/never; 4=not sure.

	Data disaggregated by gender	Data disaggregated by ethnicity	Data disaggregated by age	Data disaggregated by disability
Drinking water supply				
Liquid waste management				
Solid waste management				
Basic healthcare				
Primary education				

23. To what extent does the municipal administration invite the following stakeholders to comment on its research, statistics, and analysis relating to the five services? [Rank 1-4. 1=frequently; 2=sometimes; 3=rarely/never; 4=not sure]

	The general public	Organisation representing women's interests	Organisation representing interests of religious, cultural, or ethnic minorities	Organisation representing interests of refugees and/or displaced persons	Organisations representing interests of the disabled	Youth associations, and organisations representing the interests of young people	Other groups that represent the interests of typically socially excluded persons.	Academic institutions
Drinking water supply								
Liquid waste management								
Solid waste management								
Basic healthcare								
Primary education								

24. To what extent have staff involved in **policy, strategy, and service development** for the five services received training in the following areas?

	A lot	Some	A little	None	Not sure
Rights and needs of people with disabilities					
Human-rights based approach to programming					
Gender Mainstreaming					
Gender analysis and gender impact assessments					
Gender budgeting					
Other training on human rights and/or gender					
Consensus building & negotiation skills					
Strategy development					
Budgeting					
Research methods and data analysis					

25. What types of development activities does the municipal administration for staff involved in **policy, strategy, and service development**?

		Full Time Staff	Part Time Staff	Contract Staff
Current financial year	Formal training events			
	Seminars, conferences, workshops			
	Courses leading to qualifications			
	Courses not leading to qualifications			
	Local study visits			
	International study visits			
	Twining			
	Coaching			
	Mentoring			
	Not sure			
Previous financial year	Formal training events			
	Seminars, conferences, workshops			
	Courses leading to qualifications			
	Courses not leading to qualifications			
	Local study visits			
	International study visits			
	Twining			
	Coaching			
	Mentoring			
	Not sure			

26. To what extent are specialist gender and human rights staff, departments, and other bodies (e.g. councils and committees) involved in policy, strategy, and service development activities for the five services?

	Frequently	Sometimes	Rarely	Never	Not sure
Drinking water supply					
Liquid waste management					
Solid waste management					
Basic healthcare					
Primary education					

27. To what extent are specialist gender and human rights staff, departments, and other bodies (e.g. councils and committees) involved in budgeting, revenue raising, accounting, service management / oversight, and service implementation for the five services?

	Frequently	Sometimes	Rarely/never	Not sure
Budgeting				
Revenue raising				
Accounting				
Service management / oversight				
Service implementation				

28. Overall, how do you rate the capacity of the municipal administration to undertake the following activities related to the five services?

	Strong	Moderate	Weak	No capacity	Not sure
Integrate gender and human rights concerns into proposals for policy, strategy, and service development (mainstreaming)					
Formulate service proposals that are specifically targeted at enhancing gender equality					
Formulate service proposals that are specifically targeted at enhancing the situation of groups that are typically socially excluded					
Translate findings of research and analysis on women into coherent policy, strategy and service proposals					
Translate findings of research and analysis on minorities into coherent policy, strategy and service proposals					
Translate findings of research and analysis on people with disabilities into coherent policy, strategy and service proposals					

29. To what extent is the municipal administration able to incorporate relevant aspects of EU legislation into **policy, strategy, service development, and service delivery / implementation?**

Gender equality and anti-discrimination legislation	Policy, strategy, service development				Service delivery / implementation			
	Fully	Partially	Little / not at all	Not sure	Fully	Partially	Little / not at all	Not sure
Council Directive 2002/73/EC of the European Parliament and of the Council of 23 September 2002 on the implementation of the principle of equal treatment for men and women as regards access to employment, vocational training and promotion, and working conditions								
Council Directive 79/7/EEC of 19 December 1978 on the progressive implementation of the principle of equal treatment for men and women in matters of social security								
Council Directive 86/378/EEC of 24 July 1986 on the implementation of the principle of equal treatment for men and women in occupational social security schemes								
Council Directive 86/613/EEC of 11 December 1986 on the application of the principle of equal treatment between men and women engaged in an activity, including agriculture, in a self-employed capacity, and on the protection of self-employed women during pregnancy and motherhood								
Council Directive 97/80/EC of 15 December 1997 on the burden of proof in cases of discrimination based on sex								
Council Directive 96/34/EC of 3 June 1996 on the framework agreement on parental leave concluded by UNICE, CEEP and the ETUC								
Council Directive 2000/78/EC of 27 November 2000 establishing a general framework for equal treatment in employment and occupation								
Council Directive 2000/43/EC of 29 June 2000 implementing the principle of equal treatment between persons irrespective of racial or ethnic origin								

Environmental legislation	Policy, strategy, service development				Service delivery / implementation			
	Fully	Partially	Little / not at all	Not sure	Fully	Partially	Little / not at all	Not sure
Directive 2006/12/EC of The European Parliament and of The Council of 5 April 2006 on Waste								
Directive 2006/66/EC of the European Parliament and of the Council of 6 September 2006 on batteries and accumulators and waste batteries and accumulators								
Council Directive 86/278/EEC of 12 June 1986 on the protection of the environment, and in particular of the soil, when sewage sludge is used in agriculture								
Council Directive 91/271/EEC of 21 May 1991 concerning urban waste-water treatment								
Council Directive 91/689/EEC of 12 December 1991 on hazardous waste								
European Parliament and Council Directive 94/62/EC of 20 December 1994 on packaging and packaging waste								
Council Directive 96/61/EC of 24 September 1996 concerning integrated pollution prevention and control								
Council Directive 98/83/EC of 3 November 1998 on the quality of water intended for human consumption								
Council Directive 1999/31/EC of 26 April 1999 on the landfill of waste								
Council Directive 80/68/EEC of 17 December 1979 on the protection of groundwater against pollution caused by certain dangerous substances								
Council Directive 75/439/EEC of 16 June 1975 on the disposal of waste oils								

30. To what extent have staff involved in **service delivery and management** received training in the following areas?

	A lot	Some	A little	None	Not sure
Rights and needs of persons with disabilities					
Human-rights based approach to programming					
Gender Mainstreaming					
Gender budgeting					
Employment equality (employment of men and women in equal numbers, equal pay, and equal representation of men and women in management posts)					
Budgeting					
Accountancy					
Project management					
Procurement					
Negotiation skills					
Communication skills					
Human resource management					
Monitoring and evaluation					

31. What types of development activities does the municipal administration for staff involved in **service delivery and management**?

		Full Time Staff	Part Time Staff	Contract Staff
Current financial year	Formal training events			
	Seminars, conferences, workshops			
	Courses leading to qualifications			
	Courses not leading to qualifications			
	Local study visits			
	International study visits			
	Twining			
	Coaching			
	Mentoring			
	Not sure			
Previous financial year	Formal training events			
	Seminars, conferences, workshops			
	Courses leading to qualifications			
	Courses not leading to qualifications			
	Local study visits			
	International study visits			
	Twining			
	Coaching			
	Mentoring			
	Not sure			

32. Overall, how do you rate the capacity of the municipal administration to undertake monitoring and evaluation of the five services?

	Strong	Moderate	Weak	No capacity	Not sure
Drinking water supply					
Liquid waste management					
Solid waste management					
Basic healthcare					
Primary education					

33. Overall, how do you rate the capacity of the municipal administration to undertake monitoring and evaluation of the **following issues** related to the five services?

	Strong	Moderate	Weak	No capacity	Not sure
Access to and use of services by both male and female users					
Access to and use of services by users amongst typically socially excluded groups (minorities, people with disabilities, etc.)					
Satisfaction among both female and male users					
Satisfaction among users from typically socially excluded groups					
Fulfilment of gender equality and discrimination standards in processes and results					
Collecting data disaggregated by ethnicity to compare differences in development indicators between minority and majority population					

34. Overall, how do you rate the capacity of the municipal administration to translate the findings of monitoring and evaluation into service improvements for the following groups?

	Strong	Moderate	Weak	No capacity	Not sure
The general public					
Women					
Minorities					
People with disabilities					
People with low income					
Other typically socially excluded groups					

35. To what extent does the municipal administration make available the following monitoring and evaluation information to the public?

	This specific monitoring and evaluation information does not exist within the municipality	Frequently	Sometimes	Rarely / never	Not sure
Overall service delivery performance / results compared to targets					
Satisfaction levels amongst the general public					
Number of male and female service users					
Number of users within minority and majority populations					
The level of satisfaction with service delivery among both women and men					
The level of satisfaction with service delivery among both minority and majority populations					
Results of service impact assessments for particular groups (for example women, persons living with disabilities, etc.)					
Actual money spent on female employees compared to male employees (salaries, training, etc.)					

36. Overall, how important is the feedback on from the following stakeholders regarding the delivery of these services? [Rank 1=very important; 2=moderately important; 3=not important/relevant].

	The general public	Women's interest groups and organisation	Minority interest groups and organisations	Groups and organisations representing the interests of other typically socially excluded groups
Drinking water supply				
Liquid waste management				
Solid waste management				
Basic healthcare				
Primary education				
Not sure				

Part 3

Services where responsibility is shared by the municipality with one or more other service delivery organisations

Again, the questions in this section relate only to the same five services,:

1. Drinking water supply
2. Liquid waste management
3. Solid waste management
4. Basic healthcare
5. Primary education

In this part, respondents should provide answers only in respect of those services where the municipality shares responsibility with one or more other service delivery organisations. For example, if solid waste management is the only one of these five services where responsibility is shared by the municipality with other service delivery organisations, then the questions in this part should be answered only in respect of solid waste management.

37. Is the municipal administration involved in any of the following types of service delivery partnership?

	Two or more municipalities working together to deliver all or part of service	Service delivered entirely or in part by state owned enterprise	Service delivered entirely or in part by municipal owned enterprise	Service delivered entirely or in part by private sector enterprise	Service delivered entirely or in part by NGO	Other type of service delivery partnership	Not sure
Drinking water supply							
Liquid waste management							
Solid waste management							
Basic healthcare							
Primary education							

38. Which of the following issues are important when selecting service delivery partners?

	Partner's services meet pro-poor requirements (affordability), regarding setting of tariffs, users fees, payment methods etc.	Partner has a good understanding of special demands and needs of minorities (for example language and cultural differences) and of socially excluded groups in the community (need of youth - and disability friendly services, etc.)	Partner has a good understanding of women's and men's different demands and needs (for example timing and appropriateness of services)	Partner is accepted and respected by the community	Ability of partner to deliver services in low income areas	Ability of partner to deliver services in areas where minorities live (including refugees and displaced persons)	Other issue
Drinking water supply							
Liquid waste management							
Solid waste management							
Basic healthcare							
Primary education							

39. How good are co-ordination and co-operation between the municipal administration and other service delivery organisations with respect to the planning and delivery of these services?

	Excellent	Adequate	Problematic	Not sure
Drinking water supply				
Liquid waste management				
Solid waste management				
Basic healthcare				
Primary education				

40. To what extent does the municipal administration work with other municipalities and actors (e.g. central and regional authorities, international organisations, etc.) in carrying out policy, strategy, and service development with respect to the following groups?

	Often works closely with other municipalities and organisations	Sometimes works with other municipalities and organisations	Rarely / never works with other municipalities and organisations	Not sure
Women				
Minorities				
People with disabilities				
Persons with low income				
Other typically socially excluded groups				

41. How clear are the roles and responsibilities of the municipal administration, other service delivery organisations, and central and regional authorities with respect to integration of gender and human rights concerns of the following groups into delivery and implementation of the above services?

	Municipal administration				Other service delivery organisations				Other actors (e.g. central and regional authorities)			
	Role and responsibilities are clear	Role and responsibilities are somewhat clear	Role and responsibilities are unclear	Not sure	Role and responsibilities are clear	Role and responsibilities are somewhat clear	Role and responsibilities are unclear	Not sure	Role and responsibilities are clear	Role and responsibilities are somewhat clear	Role and responsibilities are unclear	Not sure
Women												
Minorities												
Persons with disabilities												
Other typically socially excluded groups												

42. Has the municipality undertaken (or is it currently undertaking) any of the following activities to promote more effective involvement of women in partnerships for service delivery?

	Yes	No	Not sure
Authorising policies and administrative measures to increase participation of women in public decision-making bodies (for example quotas, special leadership trainings for women etc.)			
Authorising policies and administrative measures to increase participation of women in private decision-making bodies (for example business courses especially for women, quotas for private boards).			
Encouraging women entrepreneurs to apply for public service delivery tenders and service delivery partnerships in areas of water supply and waste management			
Supporting reforms that transform informal service delivery (unpaid and unvalued work such as care of elders at home and gathering of water), into formal income generating service delivery			
Authorising small loans and credits targeting women entrepreneurs especially			
Supporting network for women's business associations and NGOs supporting women's entrepreneurship			