



Inclusion & Access Evaluation Toolkit for WASH & Shelter Interventions in Emergencies



With Technical Inputs from the members of



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Special thanks to Mrs. Raheela Saad who provided us her professional expertise and finalized the toolkit.

We hope this publication will serve as a valuable resource for humanitarian actors, who are committed to include older persons and Persons With Disabilities in their humanitarian and emergency response interventions especially in the areas of WASH and shelter.

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Inclusion and Access Evaluation Toolkit

What is the social inclusion and access evaluation?

Social evaluations are evaluation tools used in a variety of settings as a means of formalizing, informing and guiding the process of removing barriers to inclusion in a comprehensive and structured manner. The evaluation tool itself is a mean to an end, by providing an analysis of the degree to which barriers to inclusion have been removed.

In particular, social inclusion is the manner which is:

- open to understanding and engaging in their communities
- explore, view, and challenge barriers, values, and behaviors
- develop, implement, and evaluate systems, programs, policies, and procedures;
- provide equitable access to services and decision making opportunities;
- demonstrate the level of inclusion through tangible access outcomes

Improved access to services within the DRM process is a natural outcome of improved inclusion. However evaluation needs to ascertain that inclusion has actually led to increased access of services and infrastructure for the vulnerable groups, specifically Older People and Persons With Disabilities.

Methodology for development of the social inclusion & access evaluation Toolkit

This Toolkit was developed using the following methodology:

1. Review of existing literature to gather information on and perform a critical analysis of social inclusion, social inclusion evaluations, and access evaluations.
2. Review of existing literature on the specific needs/requirements of Older People and Persons With Disabilities specifically in the disaster management context.
3. Solicited information and feedback from WASH and SHELTER projects using community-based research methods and review of available materials such as guidelines and case studies.
4. Assessed the framework of policies, legislations and guidelines available within the international and national context.
5. Interviewed Subject Matter Experts and representatives from the targeted vulnerable population to get a feedback on their requirements.
6. Developed a definition of social inclusion and access indicators that reflects the target community context.
7. Deliberations with the implementation agencies to get their input based on actual situations faced during the Disaster Management activities.

Upon careful analysis of the information received using the research methods described above, it was determined that the Evaluation Tool should:

1. **Be Inclusive:** Use community-based participatory methods that engage the vulnerable community as well as other stakeholders in relevant and meaningful ways in the development, implementation, and evaluation of the social inclusion

and access evaluation tool.

2. **Be Brief:** Use fewer macro-outcomes based indicators in the evaluation tool to prevent evaluation burnout.
3. **Be Holistic:** while catering to the specific needs of each group within the target population, the tool should lead to comment on all aspects of inclusion and access.
4. **Be Engaging** – Provide an easy point of entry for who are new to the work of social inclusion while providing latitude for who excel in this area to further refine their work. The evaluation tool must engage with different and diverse skills, expertise, and exposure to social inclusion.
5. **Be Smart:** Focus on what is important. We determined that the concepts of “openness,” “intentionality,” and “inclusion” are the key indicators to guide the development, implementation, and evaluation of social inclusion work.
6. **Be Multidimensional:** ensure that the tool captures the projects current status of the implementation of measures to remove barriers to inclusion and improved access within all dimensions and gradients of implementation
7. **Be Realistic**– Provide a context for the results of the evaluation by providing each project with the ability to compare their performance over consecutive years and to compare their performance to peer projects.
8. **Be Timely** – complete the evaluation in time assigned and archive evaluation results.
9. **Be Verifiable**- The outcomes of the evaluation must be verifiable

What Are the Benefits of Using this Tool?

The social inclusion & access evaluation can be used to track a projects status and progress on the work or post completion. It should be used in conjunction with the implementation reports/ completion reports/ lessons learnt, to raise awareness of the ways an organization can work to remove barriers to inclusion and improve access of Older People and Persons With Disabilities specifically in wash and shelter project sectors.

Stops in Inclusion and Access Evaluation:

1. **PLANNING FOR EVALUATION:** A desk review needs to be conducted before the field activity to ensure that the project can be evaluated. Following issues need to be reviewed:
 - Agreement of implementing agency: The organization/ management/ project is willing to get an inclusion and accessibility evaluation conducted.

- Availability of record/data: Project data such as the project planning documents, implementation and monitoring reports are available.
- Adequate Background knowledge: about the specific areas including the needs of the Older People and Persons With Disabilities, information about the WASH and SHELTER sectors and relevant UN Conventions and Guidelines.

2. EXECUTION OF EVALUATION: Data is collected and analyzed to come up with evaluation findings using the evaluation matrix and methodology provided in this tool.

- A set of indicators has been developed which has further been structured into checklist. The set of checklist is provided in annexures.
- The checklists are to be filled in by the evaluator using relevant evaluation tool, namely review of documents, observation, or Key informant interviews.
- The score is calculated for each area
- The score for inclusion and access is planted on the matrix to provide holistic feedback.

3. REPORTING EVALUATION FINDINGS: The evaluation findings are then reported on the following parameters:

- Was the project inclusive in all the phases of project/program life cycle for the Older People and Persons With Disabilities.
- Did the project provide accessible and equitable services for OP and pwds in WASH and SHELTER cluster?
- Was there any interrelationship between inclusion and accessibility?

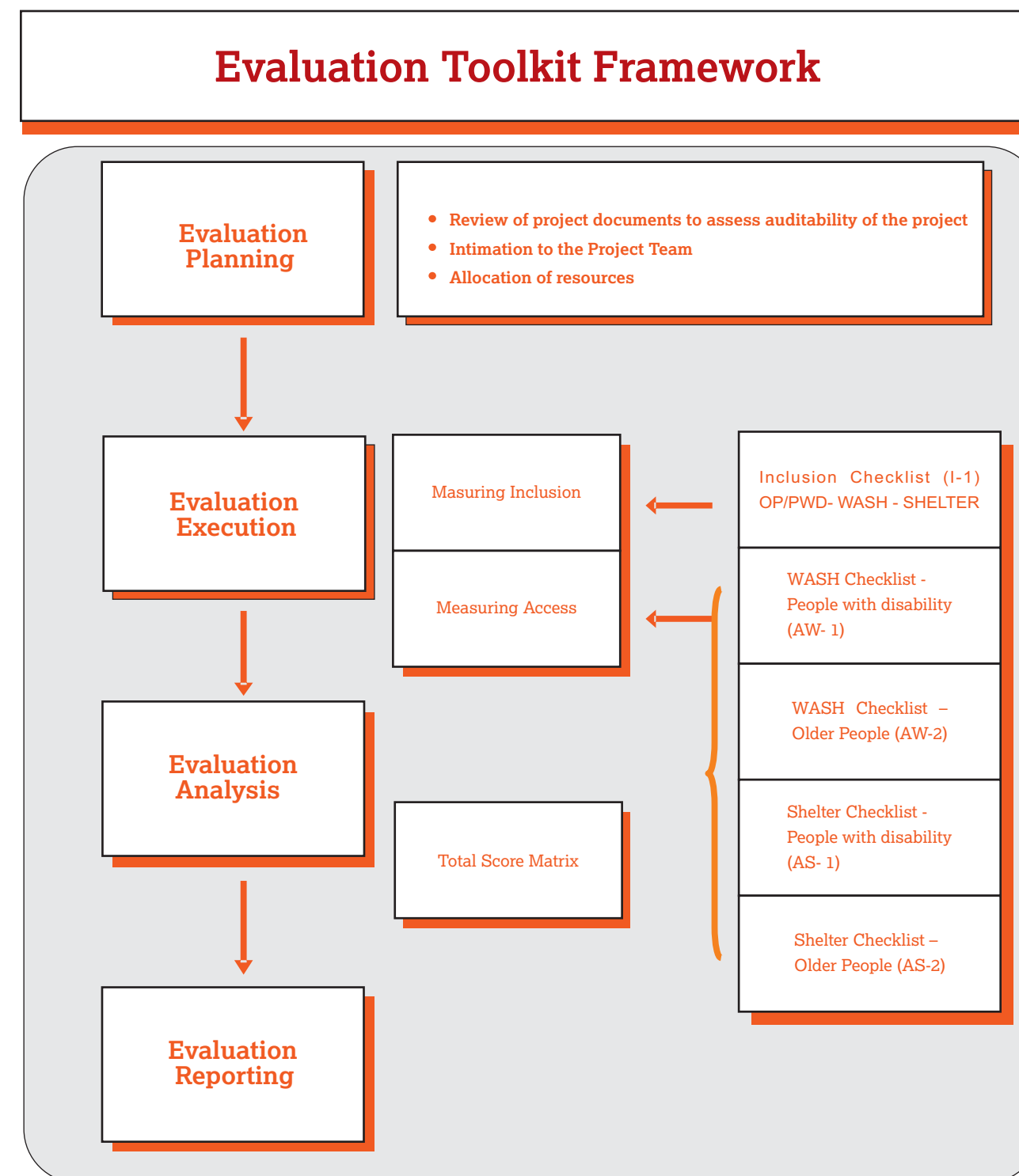
The tool has been developed at two levels of detail:

a- Inclusion and Access Evaluation Tool: This tool focuses on evaluating Inclusion and Access for PWDs and OP in WASH and Shelter projects at a very detailed level. It uses a set of indicators to measure inclusion in each phase of project implementation and improved access for all project outputs. The checklists are very detailed and provide very specific criteria based on "best practices" and "should be" scenarios. The detailed tool should be used for evaluating the following kind of projects/programs:

- Post disaster management phase.
- Large projects especially those at completion phase.
- Projects developed for a community setup such as temporary shelters.
- WASH and Shelter projects with targeted focus on disability and age management.

b- The Rapid Assessment level: This is a shorter and more concise version of

the evaluation tool. Though the methodology is same for both the tools, the Rapid Assessment has simpler checklists which evaluate inclusion and access at a higher and more basic level. The checklists include a smaller number of indicators that focus on the most critical criteria to measure inclusion and improved access for pwds and OP.



The CHECKLISTS:

Each vulnerable group has its own set of specific needs for each mitigation area. It is important for the evaluator to be aware of these needs and understand their translation into outputs. To facilitate ease of use, the indicator statements have been developed as evaluation “questions” which are all brief and clearly stated, easily assessed, flexible so that WASH & SHELTER projects can adapt the outcomes to specific groups and also have some depth to allow for variation.

Detailed Evaluation Tool:

The checklists include:

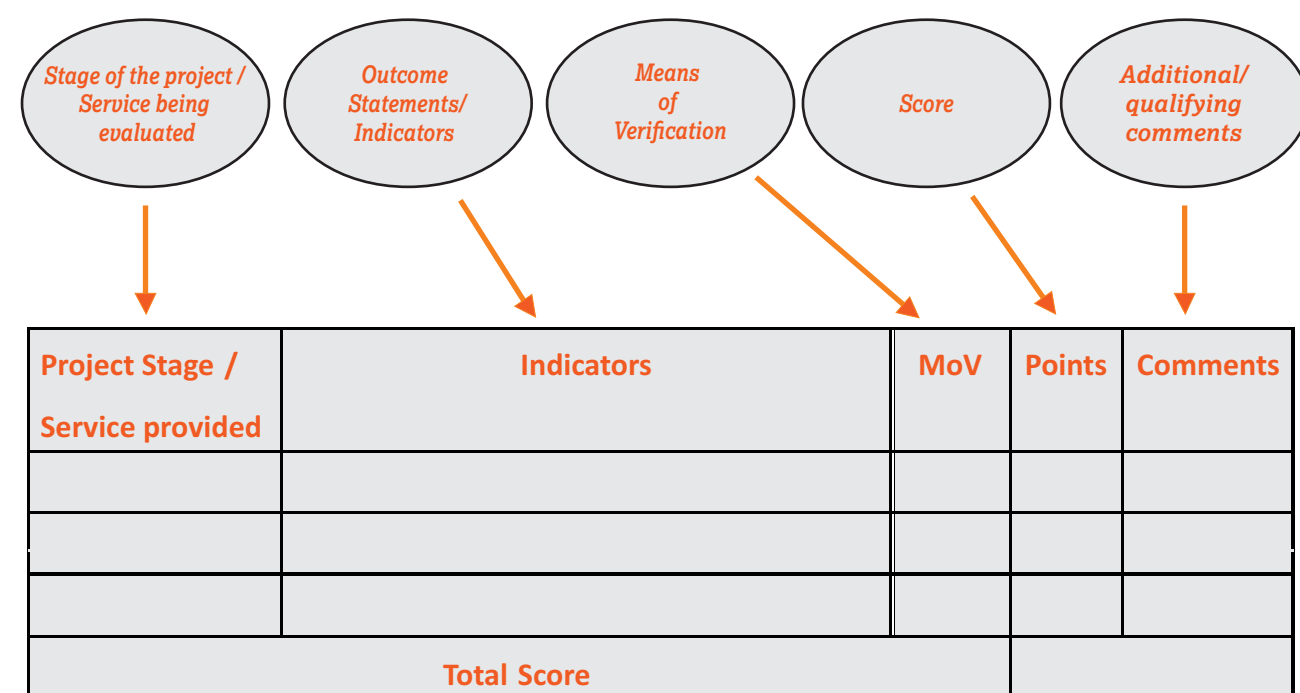
1. **Checklist for Inclusion.** This checklist has a set of 35 indicators divided between project phases. This checklist is universal and would be used for evaluating all WASH and Shelter projects as well as for evaluating inclusion for targeted vulnerable groups. (Checklist I-1).
2. **Checklists for Access:** Includes a set of 4 checklists as detailed below. The checklists for pwds has a more indicators as compared to OP, to ensure inclusion of the varied and specific requirements based on the specific needs of each segment/group of disability. There are separate sets of indicators for evaluation of accessibility of services for the two sectors:
 - 2.1.1 WASH Sector:
 - AW -1: Persons With Disabilities (45 indicators)
 - AW- 2: Older People (25 indicators)
 - 2.1.2 SHELTER Sector:
 - AS -1: Persons With Disabilities (45 indicators)
 - AS- 2: Older People (25 indicators)

Rapid Assessment Tool:

The checklists are the same as above. Only difference is in the number of indicators for each checklist which are as follows:

1. Checklist for inclusion. Includes 15 indicators. (Checklist I-1).
2. Checklists for evaluating access:
 - 2.1.1 WASH Sector:
 - AW -1: Persons With Disabilities (15 indicators)
 - AW- 2: Older People (15 indicators)
 - 2.1.2 SHELTER Sector:
 - AS -1: Persons With Disabilities (15 indicators)
 - AS- 2: Older People (15 indicators)

The Checklist Layout



The Scale

As mentioned above, both Access and Inclusion checklists have to be scored using a scale from 0- 2. The description of each score is outlined below:

Scoring scale per question

- 0 - Not in place / not started / project does not meet requirements
- 1 - Project meets minimal requirements
- 2 - Project meets all or most requirements

The Methodology

- 1- The evaluator shall review the project documents and conduct interviews and survey/ site visits to gather data regarding the project. The checklists should also be reviewed to ensure that Means of verification as identified on the checklists have also been provided for.
- 2- Once the data has been collected and verified, the evaluators should proceed to complete the checklists, either during site surveys or after completion of the same.
- 3- The evaluator shall enter the individual score for each question/ indicator based on the actual status of the specific indicator as per the scale provided (ranging from 0-2).

- 4- Once all the questions have been answered, the total score for the checklist should be calculated.
- 5- The total score so calculated would be entered into the Scores table to identify the inclusion/access status of the project/program.
- 6- The score table can be used to provide individual feedback on the status of inclusion in a project as well as accessibility of services for pwds and OP in the specific project/ program of WASH and Shelter project that is being evaluated.
- 7- The individual checklist total will then be compiled for interpretation and recommendations. The same score would be plotted using the SWOT methodology to get a more detailed interpretation.
- 8- To Plot the scores on the matrix, further calculation is required. The inclusion score can be used as it is since the same is based on one checklist only. However, the access component has two checklists. Therefore the score of both the checklists should be added up to come up with once total and this total shall be further divided by two to give it equal weightage to get the final score for access (AW-1+AW-2/2 or AS-1+AS-2/2).
- 9- The positioning at the matrix can then serve as a basis of recommendations for future.

The Scores

As stated above each indicator would be given points from 0-2 based on their status. The total score would be tallied from the same.

Detailed Evaluation Tool:

After each of the questions has to be scored, the “evaluator” will tally the total score as under:

The Scores	
Status Scores	Result
0	Not in place – not started yet –does not meet the requirements
<20	Meets minimal requirements
20-40	Meets partial requirements
41-60	Meets substantial requirements
61-70	Meets all or most requirements

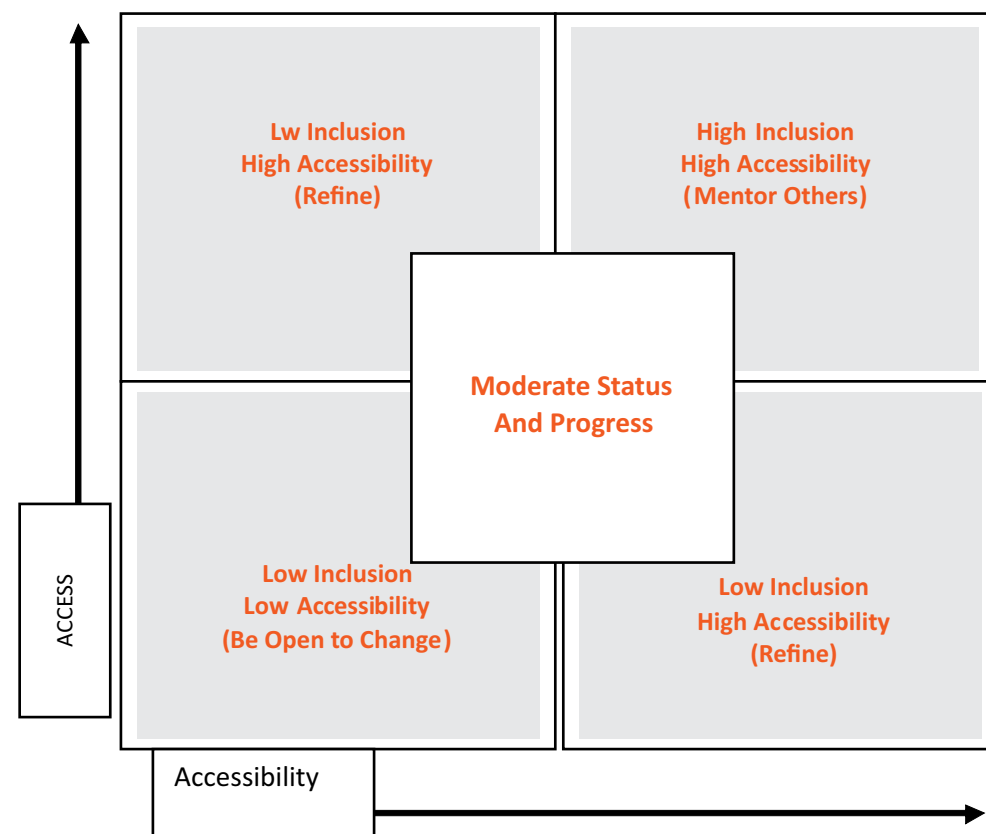
Rapid Assessment Tool:

After each of the questions has to be scored, the “evaluator” will tally the total score as under:

The Scores	
Status Scores	Result
0	Not in place – not started yet –does not meet the requirements
<5	Meets minimal requirements
06-15	Meets partial requirements
16-25	Meets substantial requirements
26-30	Meets all or most requirements

The Interpretation

To get a more detailed interpretation of the projects score, the Inclusion and Access scores can be separated and plotted on the chart below. This chart is modeled on the SWOT (strengths, weaknesses, opportunities, threats) analysis.



The following table is a guide to what the project ought to do next based on the score:

Accessibility/ Inclusion score	Interpretation and Recommendation
Low inclusion/Low access	Be Open to Change
High Inclusion /Low access	Become Intentional
Low Inclusion/high Access	Refine Your Work
High Inclusion/High Access	Mentor Others

REPORTING:

The inclusion and access checklists are designed to help the evaluators to assess the level of social inclusion and access availability in any project for Older People and Persons With Disabilities in wash and shelter projects. This matrix helps give reporting guidelines and drawing conclusions when using the above Evaluation Toolkit:

- Low Inclusion/Low Access**
 This may be the case when the project has not yet begun, or only recently started, to collect information about the target community and identify the groups that may be socially excluded. There might also be circumstances where the situation is critical and the focus of disaster management initiative was only on survival.

Recommendation-Be Open to Change
 The project should start to collect information about this vulnerable group and try to include at least the minimum basic requirements to improve access and accessibility if it is still in the implementation phase. If the project has been completed, either improvements could be recommended in the same or requirements added as lessons learnt for next such projects.
- Low Inclusion/High Access**
 This may be the case when either the project has not had the opportunity to collect the information required to identify needs and gaps in service of the target community. The project may have identified the target group and even started a plan of action that requires further consultation. However the project designs have included accessible features.

Recommendations-Refine.
 Develop and implement the plan of action to include the PWDs and OP during project implementation and closure. This situation generally means that project is based on universal design principles. Since initiatives and resources would have been allocated, it would be good to get ownership of end users through increased inclusion.

- **High Inclusion/Low Access**

This may be the case when the project has identified its socially excluded groups and may even have identified their needs. But it may not have had the opportunity to develop a plan for continuing consultation and further information collection. It could also be due to the fact that the specific needs have not been translated into project deliverables or change in project designs.

Recommendations-Become Intentional.

The Project should ensure that it should use the available information of the requirements/needs of pwds and OP as well as keep them involved on a regular basis. The project should focus on implementation of data it would already have gathered to improve access. This would require intentionally including the identified requirements into specific project deliverables and outputs through design changes.

- **High Inclusion/High Access**

This may be the case when the project implementers consistently updates and refines its inclusion plan, actively seeks up-to-date information about the requirements, ensures that project deliverable/outputs match these requirements and reports on the achievement of milestones to the project owners, stakeholders and to the community based on the specific requirements.

Recommendations-Mentor Others.

Such project demonstrates a high capacity to consult with the pwds and OP to understand their needs. No doubt there will have been some great successes along the way and some failures. Sharing these experiences with other projects will help everyone on the way to become more inclusive and access oriented.

Report Template to Evaluate

Report on _____

WASH/SHELTER:

Project Location:

Funding Agency:

Implemented By:

Date of Completion:

Project Background:

Vulnerabilities Targeted:

Date of Evaluation:

Evaluation Conducted By:

Methodology:

Interviews Conducted:

Comments on Social Inclusion:

The Score

The total score for increased inclusion for the project comes to _____ out of _____ (based on checklist I-1).

Findings:

Observation

1: _____

Observation

2: _____

Comments on Access:

The Score:

The total weighted score for improved access for the project comes to _____ (based on checklist A-1).
(Based on checklist AS-1 and AS-2; calculated as AS-1 + AS-2/2).

Access Score for Persons with disability:

The score for access to PWDS is ___ out of a total of ___

Access Score for Older People:

The score for access to OP is ___ out of a total of ___

Findings:

Observation

1: _____

Observation 2:

2: _____

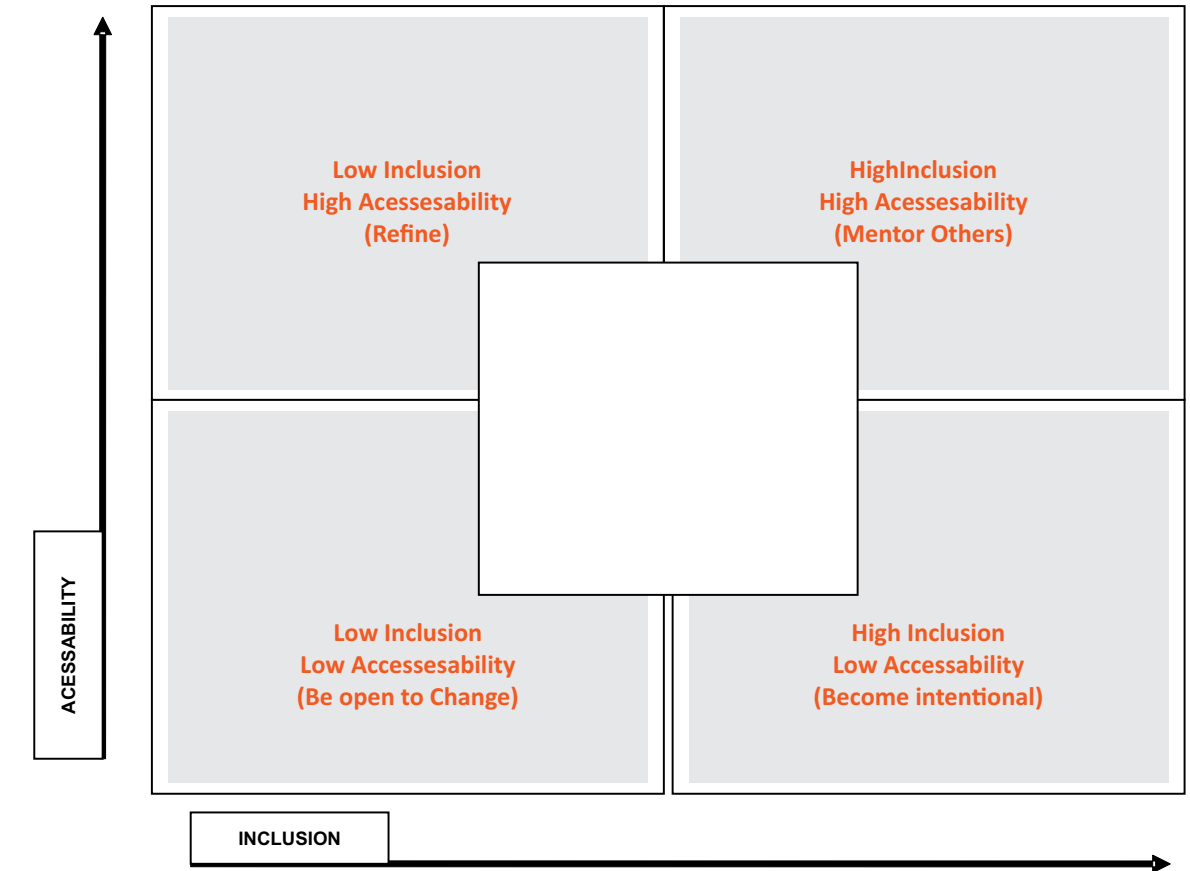
The Interpretation/Recommendations

The summary status score provides an assessment on the projects capacity to meet the requirements stated within the social inclusion/ access outcomes.

Status and progress score	Result	Interpretation

The Matrix

To get a more detailed interpretation of the projects score, the Inclusion and Access scores can be separated and plotted on the chart below.



Recommendations:

Within the matrix placed above, the project falls within the _____ segment. The project is therefore -----.

Based on the findings, the following recommendations are proposed:

Enclosed:

Three checklists are enclosed. Comments placed against each indicator in the checklist also serve as a useful source of information and should be considered as important component of evaluation.

1. Checklist No I-1 for Inclusion evaluation
2. Checklist No AS/W-1 for Access evaluation for PWDS
3. Checklist No AS/W- 2 for Access evaluation for OP

Access - Shelter Checklist

Access Feedback Form: AS- 1

Name/Project: _____

Sector: Shelter

Unit: _____

Focus: People With Disability

Services	No	Compliance Indicators	Impairments				MoV	Points	Comment
			Physical	Visual	Hearing - Speech	Intellectual - Mental			
Access to building /shelter									
	1	Hazardous areas are fenced off					visit		
	2	Pathways, stairs, landings and access roads have tactile ground surface					visit		
	3	Pathways are free of obstructions (ropes etc) and overhead projections					test check		
	4	Pathways have adequate space for caregivers and mobility devices					test check/measurement		
	5	Ramps are available with adequate width and comfortable slope					layout/measurement		
	6	Extended double railings on the side of ramps, stairs and pathways					layout/measurement		
	7	Resting platforms are available					visit		
	8	Raised side skirting on pathways and ramps					test check		
	9	Large signs to show directions/ access pathways					visit		
	10	Steps should have adequate height and depth					test check/measurement		
	11	Textured tiles, contrast colors to demarcate floor maps.					visit		
Placement at Shelters									
	12	Not separated from the family/ caregiver					interview		
	13	Accessible distance from health care centers and sanitation facilities					interview/measurement		
	14	Proximity from the emergency exit/ entrance of the shelter/camp					layout/interview		
Doors									
	15	Doors painted in contrasting color to the walls					visit		

Criteria for Auditors

No	Compliance Indicators	Technical specifications	Source
1	Hazardous areas are fenced off		
2	Pathways, stairs, landings and access roads have tactile ground surface		
3	Pathways are free of obstructions (ropes etc) and overhead projections		
4	Pathways have adequate space for caregivers and mobility devices		
5	Ramps are available with adequate width and comfortable slope	1500-2500 mm: Gradient of 1:20. Minimum is 1:15	
6	Extended double railings on the side of ramps, stairs and pathways	Lower:700-750 mm Higher: 900 mm	
7	Resting platforms are available		
8	Raised side skirting on pathways and ramps		
9	Large signs to show directions/ access pathways		
10	Steps should have adequate height and depth	Height:150-180 mm width:275-300 mm	
11	Textured tiles, contrast colors to demarcate floor maps.	straight lines for pathways and broken lines for crossings	
12	Not separated from the family/ caregiver		
13	Accessible distance from health care centers and sanitation facilities		
14	Proximity from the emergency exit/ entrance of the shelter/camp		
15	Doors painted in contrasting color to the walls		

	16	Doors opening on the outside provide clear space					visit/ measurement	
	17	Double doors or doors with clear width					visit	
	18	Door handles should be at an accessible height for sitting position with adequate hand reach					visit/ measurement	
	19	Threshold should be leveled with no trip hazard					visit	
	20	No glass doors					visit	
	21	Door handles should not have sharp edges, preferably levers instead of knobs placed on doors					visit	
	22	Double/safety locking mechanism on the door (that can also be open-end from the outside in case of emergency)					visit/test check	
Internal spaces								
	23	Corridors have adequate lightning					visit	
	24	Signboards in bright colors and big fonts, sign language/ Braille					visit	
	25	No hanging protrusion					visit	
	26	Corridors have adequate dimensions / width to provide space for care giver and mobility devices					visit/ measurement	
	27	Side rails to provide support					visit	
	28	Resting platforms are available					visit	
Sanitation								
	29	Flushing system if available, can be accessed in sitting position or by foot					visit	
	30	Raised edges for the latrines pits					visit	
	31	Adequate height of the latrine pit					visit/ measurement	
	32	Adequate space for care giver in latrines and bathing areas					visit/ measurement	
	33	Electricity switches preferably placed outside the latrines					visit/test check	
	34	Latrine, Bathing areas to be of tactile material					visit	

	16	Doors opening on the outside provide clear space						
	17	Double doors or doors with clear width						
	18	Door handles should be at an accessible height for sitting position with adequate hand reach	800-100 mm above floor level					
	19	Threshold should be leveled with no trip hazard						
	20	No glass doors						
	21	Door handles should not have sharp edges, preferably levers instead of knobs placed on doors						
	22	Double/safety locking mechanism on the door (that can also be open-end from the outside in case of emergency)						
	23	Corridors have adequate lightning						
	24	Signboards in bright colors and big fonts, sign language/ Braille						
	25	No hanging protrusion						
	26	Corridors have adequate dimensions / width to provide space for care giver and mobility devices						
	27	Side rails to provide support						
	28	Resting platforms are available						
	29	Flushing system if available, can be accessed in sitting position or by foot						
	30	Raised edges for the latrines pits						
	31	Adequate height of the latrine pit	45 mm above the floor					
	32	Adequate space for care giver in latrines and bathing areas						
	33	Electricity switches preferably placed outside the latrines						
	34	Latrine, Bathing areas to be of tactile material						

Non food items										
	35	Identification of mobility /support needs at the time of survey					interview/ document review			
	36	Stockpiling of mobility devices					stock registers/ test check			
	37	Priority provision of warm clothing					interview/ document review			
	38	Utensils of unbreakable materials					test check/ interview			
	39	Medical kits have safety locks					test check			
	40	Mosquito netting provided					interview/ test check			
Building materials/ others										
	41	Priority given in provision of stores					interview			
	42	Support in construction/ shelter set up provided by the government					interview			
	43	IEC material has symbols, big font and parallel methodologies (Braille, audio)					document review/ test check			
	44	Fireproof materials especially for tents					test check			
	45	Segregated/dedicated activity area available					visit			
		Total Score								90

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

	35	Identification of mobility /support needs at the time of survey		
	36	Stockpiling of mobility devices		
	37	Priority provision of warm clothing		
	38	Utensils of unbreakable materials		
	39	Medical kits have safety locks		
	40	Mosquito netting provided		
	41	Priority given in provision of stores		
	42	Support in construction/ shelter set up provided by the government		
	43	IEC material has symbols, big font and parallel methodologies (Braille, audio)		
	44	Fireproof materials especially for tents		
	45	Segregated/dedicated activity area available		

Access - Shelter Checklist

Access Feedback Form: AS- 2

Name/project: _____

Sector: Shelter

Unit: _____

Focus: Older People

Services	No	Compliance Indicators	Mov	Points	Comments
Access to Shelter/ building					
	1	Pathways are flat and free of obstructions with side skirting's and tactile surface	visit		
	2	External pathways and internal spaces are well lit	visit		
	3	Direction are available in big fonts and with sign language	visit		
	4	Ramps are available with adequate width and comfortable slope and safe landings	visit/measurement		
	5	Handrails on both sides at two levels for ramps and access ways	visit/measurement		
Placement at Shelter/ Camps					
	6	Physical placement at the start of the shelter/safety exit	visit		
	7	Not separated from the family /care provider	Interview		
	8	Easy accessibility to health care centers and sanitation facilities	visit/measurement/layout plan		
Doors					
	9	Doors opening on the outside provide clear space	visit		
	10	Door handles should be at an accessible height for sitting position and easily manageable with minimum strength.	measurement/test check		
Internal spaces					
	11	Signboards have large fonts and sign language	visit		
	12	Corridors have required dimensions/ width for care taker, mobility devices	measurement/test check		
	13	Resting platforms and side handrails in corridors are available	visit		
Sanitation					
	14	Adequate Height of the latrine or raised edges of pit	visit/measurement		
	15	Side hand rails to provide support	measurement/test check		
	16	Flushing system if available, can be accessed in sitting position	test check		
	17	Adequate space for caregiver, wheelchair etc	measurement/test check		
	18	Segregated latrines and washing areas for women	visit		

Criteria for Auditors

No	Compliance Indicators	Technical Specification	Source
1	Pathways are flat and free of obstructions with side skirting's and tactile surface		
2	External pathways and internal spaces are well lit		
3	Direction are available in big fonts and with sign language		
4	Ramps are available with adequate width and comfortable slope and safe landings	between 1500 mm to 2500 mm: gradient is 1:20, not less than 1:15	
5	Handrails on both sides at two levels for ramps and access ways	lower handrail at 700-750 mm and upper handrail at 900 mm	
6	Physical placement at the start of the shelter/safety exit		
7	Not separated from the family /care provider		
8	Easy accessibility to health care centers and sanitation facilities		
9	Doors opening on the outside provide clear space		
10	Door handles should be at an accessible height for sitting position and easily manageable with minimum strength.	800-1000 mm above floor level	
11	Signboards have large fonts and sign language		
12	Corridors have required dimensions/ width for care taker, mobility devices		
13	Resting platforms and side handrails in corridors are available		
14	Adequate Height of the latrine or raised edges of pit	450 mm above the floor	
15	Side hand rails to provide support	Two handrails at the height of 900 mm	
16	Flushing system if available, can be accessed in sitting position		
17	Adequate space for caregiver, wheelchair etc		
18	Segregated latrines and washing areas for women		

Non food items				
	19	Stockpiling of mobility devices	stock registers/ test check	
	20	Priority/additional provision of warm clothing, bedding and mosquito nets etc	Interview	
	21	Medical kits have age friendly provision	test check	
Building materials/others				
	22	Support in construction provided by the government	Interview	
	23	Age friendly food is provided	Interview	
	24	Transport facility accessible	Interview	
	25	Medical/ councilor help available for anxiety management	Interview	
Total Scores			50	

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

19	Stockpiling of mobility devices	wheel chairs, crutches	
20	Priority/additional provision of warm clothing, bedding and mosquito nets etc		
21	Medical kits have age friendly provision	Medicines for blood pressure, arthritis, analgesics, ORS	
22	Support in construction provided by the government		
23	Age friendly food is provided	Soft easy to eat foods	
24	Transport facility accessible		
25	Medical/ councilor help available for anxiety management		

Access - WASH Checklist

Access Feedback Form: AW- 1

Name/Project: _____

Sector: WASH

Unit: _____

Focus: People with Disability

Services	No	Compliance Indicators	Impairments				MoV	Points	Comments
			Physical	Visual	Hearing - Speech	Intellectual - Mental			
Provision of Safe Water									
	1	PWD were included in the local wash committees					interview/ document review		
	2	Availability of boards with visible pictorial sign/ sign language, color coding / Braille					visit		
	3	Accessible distance of water point to house hold with older person					visit/ measurement		
	4	Queuing time for PWD is less by ensuring separate queue or any other mechanism					interview		
	5	Walls of the wells are raised an broad enough to serve as a resting point for water container					visit		
	6	Pulleys are easy and accessible with locking mechanism					test check		
	7	Construction of access pathways that are smooth, tactile and with proper drainage					visit		
	8	Water containers are flexible to manage specific needs					test check		
	9	Construction of handrails at standpipes/ water points					visit		
	10	Earthwork around water points to ensure dry access					visit		
	11	Taps of different heights to ensure easy access from sitting position					visit		
	12	Taps with long handles such as levers					visit		
	13	Ramps are available with adequate width and comfortable slope					visit/ measurement		
	14	Handrails on both sides at two levels for ramps and access pathways					visit		
	15	Filtration tablets or water filters are provided to PWD and their carers.					stock registers		

Criteria for Auditors

No	Compliance Indicators	Technical specifications	Source
1	PWD were included in the local wash committees		
2	Availability of boards with visible pictorial sign/ sign language, color coding / Braille		
3	Accessible distance of water point to house hold with older person		
4	Queuing time for PWD is less by ensuring separate queue or any other mechanism		
5	Walls of the wells are raised an broad enough to serve as a resting point for water container		
6	Pulleys are easy and accessible with locking mechanism		
7	Construction of access pathways that are smooth, tactile and with proper drainage		
8	Water containers are flexible to manage specific needs		
9	Construction of handrails at standpipes/ water points		
10	Earthwork around water points to ensure dry access		
11	Taps of different heights to ensure easy access from sitting position		
12	Taps with long handles such as levers		
13	Ramps are available with adequate width and comfortable slope		
14	Handrails on both sides at two levels for ramps and access pathways		
15	Filtration tablets or water filters are provided to PWD and their carers.		

Sanitation										
	16	Accessible distance from target households						visit/ interview		
	17	Availability of boards with visible pictorial sign/ sign language, color coding/ Braille						visit		
	18	Latrine has adequate space for care givers, mobility devices						visit/ measurem ent		
	19	Open entrance and wide doors to provide space for mobility device						visit		
	20	Preferably no step; slopes for access to and in the latrine.						visit		
	21	Ramps are available with adequate width and comfortable slope with extended handrails						visit/ measurem ent		
	22	Support bars on both sides of the toilet seat/pit						visit		
	23	Door Handle without knobs preferably with a support bar						visit		
	24	Raised toilet seat						visit		
	25	Adequate drainage to ensure dry surfaces in latrine, bathing and access areas as well as non slip surface						visit/ interview		
	26	Shower seat in bathing area						visit		
	27	Privacy to women for menstrual hygiene						interview		
	28	Water source for washing purposes for those who cannot carry water						visit/ layout		
	29	Height of the sink adequate to be accessible from sitting position						visit		
	30	Tiles to demarcate floor maps or contrast edges specially for stairs.						visit/ layout		
	31	Doors painted in contrasting color to the walls						visit		
	32	Doors opening on the outside provide clear space with leveled threshold and no trip hazard						visit		
	33	Corridors/ internal spaces have adequate lightning						visit		
	34	Signboards in bright colors and big fonts with signs						visit		
	35	Doors with safety locks that can be opened from the outside in case of emergency						test check		
	36	No sharp edges or electric switches						test check		
	37	Hazard clearance for overhead projections						visit		
	38	Steps should have adequate height and depth and contrast edges						visit/ measurem ent		
	39	Fencing off the hazardous areas such as manholes						visit		

	16	Accessible distance from target households								
	17	Availability of boards with visible pictorial sign/ sign language, color coding/ Braille								
	18	Latrine has adequate space for care givers, mobility devices								
	19	Open entrance and wide doors to provide space for mobility device								
	20	Preferably no step; slopes for access to and in the latrine.								
	21	Ramps are available with adequate width and comfortable slope with extended handrails								
	22	Support bars on both sides of the toilet seat/pit								
	23	Door Handle without knobs preferably with a support bar								
	24	Raised toilet seat								
	25	Adequate drainage to ensure dry surfaces in latrine, bathing and access areas as well as non slip surface								
	26	Shower seat in bathing area								
	27	Privacy to women for menstrual hygiene								
	28	Water source for washing purposes for those who cannot carry water								
	29	Height of the sink adequate to be accessible from sitting position								
	30	Tiles to demarcate floor maps or contrast edges specially for stairs.								
	31	Doors painted in contrasting color to the walls								
	32	Doors opening on the outside provide clear space with leveled threshold and no trip hazard								
	33	Corridors/ internal spaces have adequate lightning								
	34	Signboards in bright colors and big fonts with signs								
	35	Doors with safety locks that can be opened from the outside in case of emergency								
	36	No sharp edges or electric switches								
	37	Hazard clearance for overhead projections								
	38	Steps should have adequate height and depth and contrast edges								
	39	Fencing off the hazardous areas such as manholes								

Hygiene									
	40	Participation in hygiene promotion activities and PWD are used as mentors					interview/ document review		
	41	IEC material distribution focused on outreach to PWDs					interview/ document review		
	42	IEC material had drawings and symbols					visit		
	43	Insecticide spray and/or treated mosquito nets were provided. Nets were easy to assemble or help was provided					interview/ document review		
	44	Soap and other hygiene material was provided to households of PWDs on priority					interview/ document review		
	45	Appropriate communication channels such as sign boards, loud speakers and written information were used					interview/ document review		
Total Score							90		

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

	40	Participation in hygiene promotion activities and PWD are used as mentors		
	41	IEC material distribution focused on outreach to PWDs		
	42	IEC material had drawings and symbols		
	43	Insecticide spray and/or treated mosquito nets were provided. Nets were easy to assemble or help was provided		
	44	Soap and other hygiene material was provided to households of PWDs on priority		
	45	Appropriate communication channels such as sign boards, loud speakers and written information were used		

Access - WASH Checklist

Access Feedback Form: AW- 2

Name/Project: _____

Sector: WASH

Unit: _____

Focus: Older People

Services	No	Compliance Indicators	MoV	Points	Comments
Provision of safe water					
	1	Older People were included in the local wash committees	interview/ document review		
	2	Accessible distance of water point to house hold with older person	visit/ measurement		
	3	Queuing time for elder people is less by ensuring separate queue or any other mechanism	interview/ document review		
	4	Wells with raised walls and pulleys that are easy and accessible with locking mechanism	visit		
	5	Construction of access pathways that are smooth with earthwork around water points to ensure dry access	visit		
	6	Construction of handrails at standpipes/ water points	visit/ lay out plans		
	7	Taps of different heights and easy levers to ensure easy access from sitting position	visit/ test check		
	8	Ramps are available with adequate width, comfortable slope and handrails at both sides	visit/measurement		
Sanitation					
	9	Facilities at accessible distance from target households	visit/ measurement		
	10	Latrine have adequate space for mobility devices, care giver	visit/ measurement		
	11	Preferably no steps and slopes for access to and in the latrine	visit		
	12	Open entrance and wide doors	visit/ measurement		
	13	Ramps are available with adequate width, comfortable slope and handrails at both sides	visit/ measurement		
	14	Support bars on both sides of the toilet seat/pit	visit		
	15	Raised toilet seat	visit		
	16	Adequate drainage to ensure dry surfaces in latrine, bathing and access areas; Non slip non slippery surface in latrine	visit		
	17	Shower seat in bathing area	visit/test check		
	18	Privacy to women for menstrual hygiene	interview/ layout		
	19	Water source for washing/ cooking purposes for those who cannot carry water	test check		

Criteria for Auditors

No	Compliance Indicators	Technical Specification	Source
1	Older People were included in the local wash committees		
2	Accessible distance of water point to house hold with older person	500 meters	Sphere guidelines
3	Queuing time for elder people is less by ensuring separate queue or any other mechanism	less then 30 minutes	Sphere guidelines
4	Wells with raised walls and pulleys that are easy and accessible with locking mechanism		
5	Construction of access pathways that are smooth with earthwork around water points to ensure dry access		
6	Construction of handrails at standpipes/ water points		
7	Taps of different heights and easy levers to ensure easy access from sitting position	Between 1500 mm	
8	Ramps are available with adequate width, comfortable slope and handrails at both sides	to 2500 mm: gradient is 1:20; not less than 1:15; lower handrail at	
9	Facilities at accessible distance from target households	50 meters	Sphere guidelines
10	Latrine have adequate space for mobility devices, care giver	2m x 1.5m	
11	Preferably no steps and slopes for access to and in the latrine	Between 1500 mm	
12	Open entrance and wide doors	.8 meters	
13	Ramps are available with adequate width, comfortable slope and handrails at both sides	to 2500 mm: gradient is 1:20; not less than 1:15; lower handrail at	
14	Support bars on both sides of the toilet seat/pit		
15	Raised toilet seat	.45m to .5 m from finished floor	
16	Adequate drainage to ensure dry surfaces in latrine, bathing and access areas; Non slip non slippery surface in latrine		
17	Shower seat in bathing area	preferably with support rail	
18	Privacy to women for menstrual hygiene		
19	Water source for washing/ cooking purposes for those who cannot carry water		

Hygiene				
20	Participation in hygiene promotion activities and Older People are used as mentors	interview/ document review		
21	IEC material distribution focuses on outreach to the vulnerable group has drawings and symbols	document review		
22	Participatory training sessions for hygiene issue while ensuring dignity	interview/ document review		
23	Using appropriate communication channels such as sign boards, loud speakers and written information	interview/docume nt review		
24	Soap/hygiene material was provided to households with Older People on priority	interview/docume nt review		
25	Insecticide sprays are available, Insecticide treated mosquito nets were provided which were easy to assemble or support provided	interview/ stock registers		
Total		50		

Name: _____

Signature: _____

Date: _____

Name: _____

Signature: _____

20	Participation in hygiene promotion activities and Older People are used as mentors		
21	IEC material distribution focuses on outreach to the vulnerable group has drawings and symbols		
22	Participatory training sessions for hygiene issue while ensuring dignity		
23	Using appropriate communication channels such as sign boards, loud speakers and written information		
24	Soap/hygiene material was provided to households with Older People on priority		
25	Insecticide sprays are available, Insecticide treated mosquito nets were provided which were easy to assemble or support provided		

Inclusion Checklist

Inclusion Feedback Form: I- 1

Name/Project: _____

Sector:

Focus: People with Disability (PWD) and Older Persons (OP)

Unit: _____

Project Life Cycle Stage	No	Compliance Indicators	MoV	Points	Comments
Project environment					
	1	Policies exist to support inclusion for people with disabilities and older persons	Document review		
	2	Approved guidelines/ Best business practices are available	Document review		
	3	Current legislation, policies, programmes or plans of action recognize and take into account the relationship between old age and disability	Desk Review		
	4	Emphasis on disability and old age inclusion is reflected in the vision/mission of the implementing agency	Document review		
Project Planning					
	5	The available guidelines for inclusion and access were followed in project design	Document review/ Interview		
	6	Data gathered was disaggregated as per sex and age	Document review		
	7	PWD, OP and their care givers were identified at assessment stage	Document review/ Interview		
	8	PWD and OP were consulted to identify needs	Document review		
	9	Designs were altered to manage the needs	Interview		
	10	Indicators focusing on activities of inclusion were included in log frame	Document review		
	11	Indicators in the log frame for ensuring access were included in log frame	Document review		
	12	Additional funding if required was identified and built into budget	Document review		
	13	Risk Assessment and contingency management for PWD and OP had been done	Interview		
	14	Project managers were trained to understand needs of PWD and OP	Document review/ Interview		
Project Implementation					
	15	PWD and OP were made a part of the project management team	Document Review		
	16	Outputs with access parameters were implemented	Document Review		
	17	Specific guidelines/ parameters had been implemented and technical specifications followed	Document Review		
	18	Project team trained on technical specifications in terms of specific user requirements	Document Review		
	19	Physical changes to improve access were put in place	Visit		

	20	Project staff were trained to include PWD and OP	Document Review/ interview		
	21	Members of the vulnerable group were used as role models in promotional activities	Interview		
	22	Universal Design Principles were applied in design and construction.	Document Review		
Project Monitoring					
	23	PWD and OP were consulted in designing Monitoring Framework	Interview		
	24	PWD and OP were included in the project coordination and monitoring meetings	Document review/ Interview		
	25	Focal person identified and responsibility assigned for providing timely and adequate information to PWDs, OP and caregivers about meetings, trainings etc.	Document review/ Interview		
	26	Tracking numbers of Persons With Disabilities and older persons	Document review		
	27	Information on Relevant Indicators is gathered through monthly reports.	Document Review		
	28	Relevant risks are monitored and managed.	Document review/ Interview		
	29	IEC material were designed to be inclusive	Document Review		
	30	Important Access indicators are included in the strategic indicators list	Document Review		
Project Closing					
	31	Outputs accepted by PWD and OP through reliable feedback mechanism	Interview		
	32	PWD and OP included in the lessons learnt sessions	Interview/ document review		
	33	Satisfaction of PWD and OP with the facilities	Interview		
	34	Satisfaction of caregivers with the facilities	Interview		
	35	Adequate number of facilities having access parameters for PWD and OP	% of total		
Total Scores			70		

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Access - Shelter - Rapid Assessment

Access Feedback Form: AS- 1

Name/Project: _____

Sector: Shelter
Focus: People with Disability

Unit: _____

Services	No	Compliance Indicators	Impairments				MoV	Points	Comment
			Physical	Visual	Hearing - Speech	Intellectual - Mental			
Access to building /shelter									
	1	Pathways, stairs, landings and access roads have disability friendly features					visit		
	2	Ramps are available with standard accessibility features					layout/measurement		
	3	Hazard clearance for mobility hurdles					test check		
Placement at Shelters									
	4	Accessible distance from sanitation facilities					interview/measurement		
Doors									
	5	Double doors or doors with clear width and opening on the outside with accessible door handles and features					visit		
	6	Double/safety locking mechanism on the door (that can also be opened from the outside in case of emergency)					visit/test check		
Internal spaces									
	7	internal spaces are well lighted					visit		
	8	Adequate space for care givers and movement of mobility devices					visit/measurement		
Sanitation									
	9	Latrines are accessible for different disabilities					visit		
	10	Electricity switches preferably placed outside the latrines					visit/test check		
Non food items									
	11	NFI kits with safety provisions and disability friendly items provided					interview/document review		
	12	Utensils of unbreakable materials and no sharp edges					test check/interview		

Criteria for Auditors

No	Compliance Indicators	Mov	Source
1	Pathways are flat and free of obstructions and well lit	visit	
2	Ramps are available with standard features	visit/ measurement	
3	Clear area at the entrances especially outside the door ways	visit/measurement	
4	Not separated from the family /care giver	Interview	
5	Easy accessibility to sanitation facilities	visit/measurement/layout plan	
6	Age friendly doors with no trip hazards	measurement/test check	
7	Well lit and ventilated internal spaces		
8	Shelter facilities have required dimensions/ width for care taker and mobility devices	visit	
9	Latrines and Flushing system (if available) is accessible for different disabilities	test check	
10	Segregated latrines and washing areas for women	visit	
11	Identification of mobility and support needs at the time of initial survey/assessment	Verify assessment reports	
12	Medical kits have age friendly provision	test check	

Building materials/ others									
	13	Priority given in provision of stores					interview		
	14	Support in construction/ shelter set up provided by the implementation agency					interview		
	15	accessible and safe activity area available					visit		
Total Score							30		

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

	13	Priority given in provision of stores	interview	
	14	Support in construction/ shelter set up provided by the implementation agency	interview	
	15	Inclusive and safe activity area available	visit	

Access - Shelter - Rapid Assessment

Access Feedback Form: AS- 2

Name/Project: _____

Sector: Shelter
Focus: Older People

Unit: _____

Services	No	Compliance Indicators	Mov	Points	Comments
Access to Shelter/ building					
	1	Pathways are flat, free of obstructions and well lit	visit		
	2	Ramps are available with standard accessibility features	visit/measureme nt		
	3	Clear area at the entrances especially outside the door ways	visit/measu rement		
Placement at Shelter/ Camps					
	4	Not seperated from the family /care giver	Interview		
	5	Easy access to sanitation facilities	visit/measu rement/layo ut plan		
Doors					
	6	Age friendly doors with no trip hazards	meaureme nt/test check		
Internal spaces					
	7	Well lit and ventilated internal spaces			
	8	Shelter facilities have required accessibility dimensions/ width for care taker and mobility devices	visit		
Sanitation					
	9	Latrines and Flushing system (if available) is accessible for different disabilities	test check		
	10	Segregated latrines and washing areas for women	visit		
Non food items					
	11	Identification of mobility and support needs at the time of initial survry/assessment	Verify assessmen t reports		
	12	Medical kits have age friendly provision	test check		
Building materials/others					
	13	Support in construction provided by the implemetning agency	Interview		
	14	Age friendly food provisions	Interview/te st check		
	15	provision of accessible transport facility	Interview/ check		
Total Scores				30	

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Criteria for Auditors			
No	Compliance Indicators	Mov	Source
1	Pathways are flat and free of obstructions and well lit	visit	
2	Ramps are available with standard features	visit/ measurement	
3	Clear area at the entrances especially outside the door ways	visit/measurement	
4	Not seperated from the family /care giver	Interview	
5	Easy accessibility to sanitation facilities	visit/measurement/layout plan	
6	Age friendly doors with no trip hazards	meaurement/test check	
7	Well lit and ventilated internal spaces		
8	Shelter facilities have required dimensions/ width for care taker and mobility devices	visit	
9	Latrines and Flushing system (if available) is accessible for different disabilities	test check	
10	Segregated latrines and washing areas for women	visit	
11	Identification of mobility and support needs at the time of initial survry/assessment	Verify assessment reports	
12	Medical kits have age friendly provision	test check	
13	Support in construction provided by the implemetning agency	Interview	
14	Age friendly food provisions	Interview/test check	
15	Transport facility accessable	Interview/ check	

Access - WASH - Rapid Assessment

Access Feedback Form: AW- 1

Name/Project: _____

Sector: WASH

Unit: _____

Focus: People With Disability

Services	No	Compliance Indicators	Impairments				MoV	Points	Comments
			Physical	Visual	Hearing - Speech	Intellect ual - Mental			
Provision of Safe Water									
	1	PWDs are included in the local wash committees (both male and female)					interview/ document review		
	2	Accessible features including safe distance of water points from households with PWD					visit		
	3	Construction of access pathways that are disability friendly							
	4	Earth work around water points to ensure dry surface, surroundings and drainage of standing water.							
Sanitation									
	5	Accessible distance of sanitation facility from households with PWD					visit/ interview		
	6	Latrine has adequate space for care givers, mobility devices					visit/ measurem ent		
	7	Accessible features for entrance to latrines such as ramps and doors opening on outside					visit		
	8	Raised toilet seat					visit		
	9	Privacy to women for menstrual hygiene					interview		
	10	Attached Hand washing facilities with accessible latrines with standard accessibility feature					visit		
	11	Doors with safety locks that can be opened from the outside in case of emergency					test check		
	12	No sharp edges or electric switches					test check		
	13	Hazard clearance for mobility based hurdles overhead projections and fencing off the hazardous areas					visit		

Criteria for Auditors

No	Compliance Indicators	Technical specifications	Source
1	PWDs are included in the local wash committees (both male and female)		
2	Accessible features including safe distance of water points from households with PWD		
3	Construction of access pathways that are disability friendly		
4	Earth work around water points to ensure dry surface, surroundings and drainage of standing water.		
5	Accessible distance of sanitation facility from households with PWD		
6	Latrine has adequate space for care givers, mobility devices		
7	Accessible features for entrance to latrines such as ramps and doors opening on outside		
8	Raised toilet seat		
9	Privacy to women for menstrual hygiene		
10	Attached Hand washing facilities with accessible latrines with standard accessibility feature		
11	Doors with safety locks that can be opened from the outside in case of emergency		
12	No sharp edges or electric switches		
13	Hazard clearance for mobility based hurdles overhead projections and fencing off the hazardous areas		

Hygiene											
	14	Participation in hygiene promotion activities and PWD are used as mentors						interview/ document review			
	15	Hygiene kits with disability friendly items were provided to PWD									
		Total Score								30	

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

14	Participation in hygiene promotion activities and PWD are used as mentors		
15	Hygiene kits with disability friendly items were provided to PWD		
		Total Score	

Access - WASH - Rapid Assessment

Access Feedback Form: AW- 2

Name/Project: _____

Sector: WASH

Unit: _____

Focus: Older People

Services	No	Compliance Indicators	MoV	Points	Comments
Provision of safe water					
	1	OPs are included in the local wash committees (both male and female)	interview/ document review		
	2	Accessible distance of water point to house hold with older person	visit/ measurement		
	3	Water points with safe and accessible features	interview/ document review		
	4	Construction of access pathways that are age friendly (smooth, handrails, ramps)	visit		
Sanitation					
	5	Sanitation facilities at accessible distance from target households	visit/ measurement		
	6	Latrine have adequate space for mobility devices, care giver	visit/ measurement		
	7	Adequate drainage to ensure dry surfaces in latrine, bathing, water points and access areas and drainage of standing water	visit		
	8	Accessible features for entrance to and inside latrine spaces (support bars, entrance width)	visit/ measurement		
	9	Raised toilet seat	visit		
	10	Non slippery surface in latrine and are well lighted	visit		
	11	Hand washing facility with accessible features	visit/test check		
	12	Latrines have indoor water provision	interview/ layout		
Hygiene					
	13	Participation in hygiene promotion activities with dignity and Older People are used as mentors	interview/ document review		
	14	IEC material distribution focuses on outreach to the vulnerable group has drawings and symbols	document review		
	15	Hygiene kits were provided to PWD on priority	interview/docume nt review		
Total			30		

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Criteria for Auditors			
No	Compliance Indicators	MoV	Source
1	OPs are included in the local wash committees (both male and female)	interview/ document review	
2	Accessible distance of water point to house hold with older person	visit/ measurement	Sphere guidelines
3	Water points with safe and accessible features	interview/ document review	
4	Construction of access pathways that are age friendly (smooth, handrails, ramps)	visit	
5	Sanitation facilities at accessible distance from target households	visit/ measurement	Sphere guidelines
6	Latrine have adequate space for mobility devices, care giver	visit/ measurement	
7	Adequate drainage to ensure dry surfaces in latrine, bathing, water points and access areas and drainage of standing water	visit	
8	Accessible features for entrance to and inside latrine spaces (support bars, entrance width)	visit/ measurement	
9	Raised toilet seat	visit	
10	Non slippery surface in latrine and are well lighted	visit	
11	Hand washing facility with accessible features	visit/test check	
12	Latrines have indoor water provision	interview/ layout	
13	Participation in hygiene promotion activities with dignity and Older People are used as mentors	interview/ document review	
14	IEC material distribution focuses on outreach to the vulnerable group has drawings and symbols	document review	
15	Hygiene kits were provided to PWD on priority	interview/document review	
Total			

Inclusion - Rapid Assessment

Inclusion Feedback Form: I- 1

Name/Project: _____

Sector: _____

Unit: _____

Focus: Older People (OP) and People With Disability (PWD)

Project Life Cycle Stage	No	Compliance Indicators	MoV	Points	Comments
Project environment					
	1	Policies exist to support inclusion for Older People and people with disability	Document review		
	2	Emphasis on vulnerability with focus on ageing and /or disability inclusion is reflected in the vision and mission on the implementing agency	Document review		
Project Planning					
	3	The available guidelines for inclusion and access were followed in project design	Document review/ Interview		
	4	Data gathered was disaggregated as per sex, age and vulnerability	Document review		
	5	Older People and People with Disability were consulted to identify needs	Document review		
	6	Indicators focusing on activities of inclusion were included in log frame and monitoring	Document review		
	7	Additional funding if required was identified and built into budget	Document review		
	8	Project managers were trained to understand needs of OP and PWD	Document review/ Interview		
Project Implementation					
	9	Specific guidelines/ parameters had been implemented and technical specifications followed	Document Review		
	10	Members of the vulnerable group were used as role models in promotional/ advocacy activities	Interview		
Project Monitoring					
	11	OP and PWD were included in the project coordination and monitoring meetings	Document review/ Interview		
	12	IEC material were designed to be inclusive	Document Review		
Project Closing					
	13	Outputs accepted by OP and PWD through reliable feedback mechanism	Interview		
	14	Satisfaction of OP, PWD and caregivers with the facilities	Interview/ document review		
	15	Adequate number of facilities having access parameters for OP	Review		
Total Scores			30		

Name: _____

Name: _____

Signature: _____

Signature: _____

Date: _____

Website: www.helpage.org