



# THE JOURNEY

The process at a glance

## YOUR ROLE

"Everyone should have and use good, sustainable services for water and sanitation, and I am responsible for making this happen."



"I am motivated, and human rights will guide me in making good, sustainable services for water and sanitation available to everyone."

feeling responsible  
and motivated

## PLANNING & IMPLEMENTATION

"I know who has and who does not have services."  
"I identified the specific challenges and know how to solve them."

How to start:  
Assessment & analysis

"I have identified the most marginalised people, and have a strategy to reach them first."

Raising funds & allocating budgets

Planning:  
Targets & priorities

"I have enough resources, both financial and human, and an implementation plan."

Implementation:  
Collaboration & commitment

Monitoring & evaluation

using human rights  
principles

## MONITORING

"I use my responsibility and authority to ensure that standards are followed and implementation progresses according to plan."

Ongoing supervision  
of standards

"I use feedback from people who use services to address any problems that arise."

Our principles  
Equality & Non-discrimination  
Access to information  
Participation  
Accountability  
Sustainability

Services are  
Available  
Accessible  
Affordable  
Safe  
Acceptable for everyone