

PERCEIVED ACCESS TO BASIC SERVICES

Outcome indicator

Indicator Phrasing

English: the average Access Score provided by [specify the vulnerable group] on their access to the targeted services

French: le Score d'Accès moyen fourni par [précisez le groupe vulnérable] sur leur accès aux services ciblés

Spanish: la puntuación media de acceso proporcionada por [especifique el grupo vulnerable] sobre su acceso a los servicios específicos

Portuguese: Média da Pontuação de Acesso fornecida por [especifique o grupo vulnerável] sobre o seu acesso aos serviços-alvo

Czech: průměrné Access Score poskytnuté [určete cílovou skupinu] jako hodnocení svého přístupu k cílovým službám

What is its purpose?

The indicator assesses to what extent the members of a marginalized group feel they can access a pre-defined set of basic services.

How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

1) **Define the services** your survey is interested in (focus on the most common services which should be used by a vast majority of people, such as medical check-ups).

2) **Conduct interviews** with a [representative sample](#) of the vulnerable group members, asking:

Q1: *I would like to understand your perception of how easy or difficult it is to access [specify the service]. Can you provide a score where 1 means that you have no access to [specify the service] and 5 means that it is no problem for you to access [specify the service]?*

A1: (score)

The data collector should **check** whether the respondent understood the system correctly. For example, if score "1" was provided, s/he can ask: *"Does it mean that you cannot access [specify the*

service] *at all*?

Repeat the question for all other services your survey focuses on.

3) **Calculate the indicator's value** by summing up all scores and dividing them by the number of respondents.

Disaggregate by

[Disaggregate](#) the data by gender and [wealth](#).

Important Comments

1) If the score is 3 or lower, consider also **assessing the reason** for such poor access by asking:
"What is the main reason why you have poor access to [specify the service]?"

2) Consider also **comparing the indicator's value** with the result of a methodologically comparable survey of the general population.