### **Tool 2.2 Support Services Checklist**

The support provided by TEA partners can be assessed to better understand preferences, interests, and needs across diverse segments of women, persons with disabilities, and members of marginalised groups. With this assessment, support can be refined to ensure that downstream partners are equipped sufficiently to deliver energy access products and services that take into account the needs of women, persons with disabilities, and members of other marginalised groups, to make sure that no one is left behind.

The below checklist can help conduct a rapid assessment of current or planned support to downstream partners. **The goal of this checklist is to identify entry points to include a GEDSI lens in the support you provide.** Unlike Tool 2.1 (the Gender Smart Nexus Survey), which assesses your operations in their entirety, this checklist is focused on the specific support you provide to downstream partners in your projects. After completing this checklist, you can use the data in it to develop an action plan (see [Section 5](https://docs.google.com/document/d/1c0KG1-IAaCsrirHyUr9wHVXbgw-LDgABFSl0Yy5sgsE/edit#heading=h.d9qgmzf8em3n)) for providing GEDSI-inclusive support to your downstream partners.

| **Key Assessment Questions** | **Yes** | **No** | **N/A** | **Comments** |
| --- | --- | --- | --- | --- |
| Does the organisation use disaggregated data in decision-making to develop and adjust the support provided to downstream partners? |  |  |  |  |
| *If yes, then:* |  |  |  |  |
| Does the organisation have time-bound and measurable goals and targets related to GEDSI? |  |  |  |  |
| Can the organisation identify the impact of its TEA-funded work on outcomes for women, persons with disabilities, and members of other marginalised groups, as leaders or employees of energy access companies? |  |  |  |  |
| Can the organisation identify the impact of its TEA-funded work on outcomes for women, persons with disabilities, and members of other marginalised groups, as customers and end users of energy access products? |  |  |  |  |
| Can the organisation identify the impact of its TEA-funded work on outcomes for women, persons with disabilities, and members of other marginalised groups, as suppliers or distributors of energy access products? |  |  |  |  |
| Are there specific services offered by the organisation targeting women, persons with disabilities, and members of other marginalised groups? |  |  |  |  |
| *If yes, then:* |  |  |  |  |
| Were these services developed in response to barriers (e.g. physical, communication, digital) faced by women or/and people with disabilities, or/and other marginalised groups? |  |  |  |  |
| Were these services developed in response to an understanding of the needs of women, persons with disabilities, and members of other marginalised groups? |  |  |  |  |
| Were these services developed in response to market research that asked women, persons with disabilities, and members of other marginalised groups about their needs and challenges? |  |  |  |  |
| Were these services developed in accordance with national or international best practices for supporting the needs of women, persons with disabilities, and members of other marginalised groups? |  |  |  |  |
| Have client-facing staff been trained on how to deliver these services? |  |  |  |  |
| Is there a specific budget allocated for the delivery of these services? |  |  |  |  |
| Is there any internal training material available that focuses on GEDSI? |  |  |  |  |
| *If yes, then:* |  |  |  |  |
| Have staff who interact with your downstream partners been trained on GEDSI in the past? |  |  |  |  |
| Are staff who interact with your downstream partners regularly trained regarding how bias can impact product/service delivery for women, persons with disabilities, and members of other marginalised groups? |  |  |  |  |
| Does the organisation have a formal process to receive feedback from women, persons with disabilities, and members of other marginalised groups and make programme improvements based on this feedback? |  |  |  |  |

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This tool is part of the TEA Gender Equality, Disability & Social Inclusion (GEDSI) Toolkit. For further details on this tool please refer to the GEDSI Toolkit Overview and Guide. If you have any questions on this specific tool or want to know more about the full toolkit, please contact [TEAadmin@carbontrust.com](mailto:TEAadmin@carbontrust.com).

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