

Understanding and navigating the WSC Index web platform

It is recommended that providers become familiar with the WSC Index interactive web interface. In addition to the workshop slide pack, the web interface can be used to present and discuss results (though care should be taken when displaying the results for other cities/councils). The web interface is an interactive and engaging platform that presents Index benchmarking results and allows for interpretation and use of the results. To understand how to use the tool most effectively, it is recommended that providers watch detailed [videos](#) that walk-through each section of the web interface. These videos are available on the [provider's site](#). Figures on the web platform may be downloaded by clicking the three lines in the upper right-hand side of the figure.

The WSC Index dashboard

The dashboard page or home page provides an overview of the benchmarking score that has been achieved for a particular city/area and is viewed in terms of its performance against the seven goals in the spider diagram, the City State Continuum in the concentric bar graph and through lenses of analysis in the WSC outcomes and practices. The dashboard also allows for comparison between cities.

The Tools panel

The “Tools” panel on the right-hand side of the dashboard contains a “My Projects” section where either the demonstration or benchmark projects may be viewed, a “Compare projects” section for comparison between different cities/areas and a “Diagnosis & actions” section to compare benchmarking results to a particular target. Benchmarked cities/areas may be viewed by deselecting “Demonstration” and selecting “Benchmark”.

The interactive map

The interactive map pinpoints cities and areas that are benchmarked around the world (Figure 1). Results for particular cities can be viewed by dragging and zooming in and out of the map and clicking on a city/area.

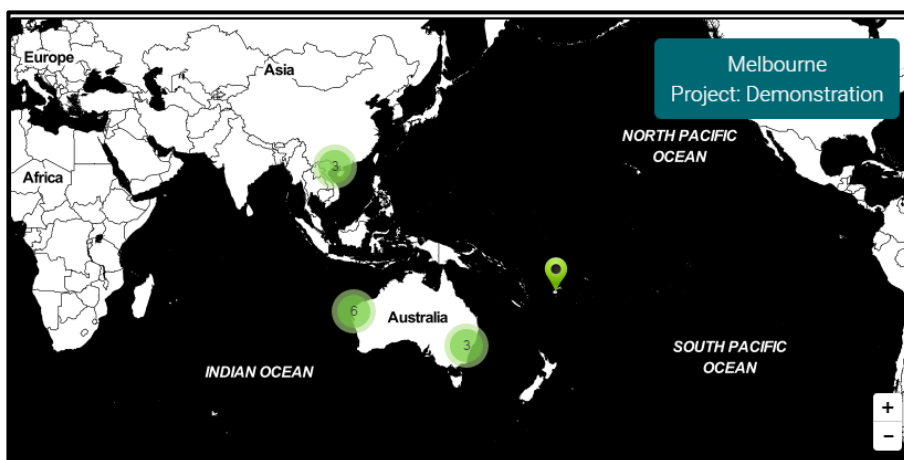


Figure 1: Interactive map on the WSC Index website dashboard

Benchmarking results

Indicator results – Spider diagram

The benchmarking results are represented in blue in a spider diagram, with the seven goals at each point (Figure 2). Each point represents all indicators within that goal and the size of the blue portion is indicative of the benchmarking rating scores (as an average) for that goal which can be viewed by hovering over each point. A rating of 2.5 is marked half way. A blue portion that covers the entire spider diagram indicates a 100% water sensitive city.

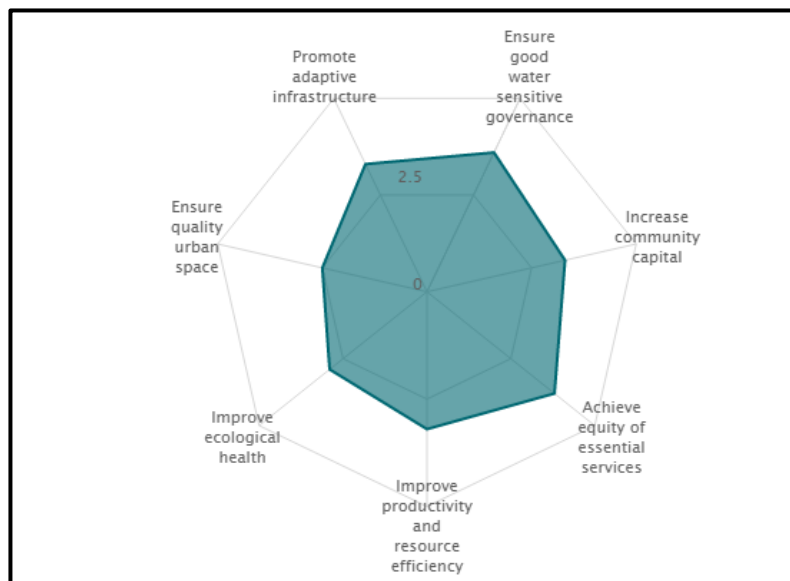
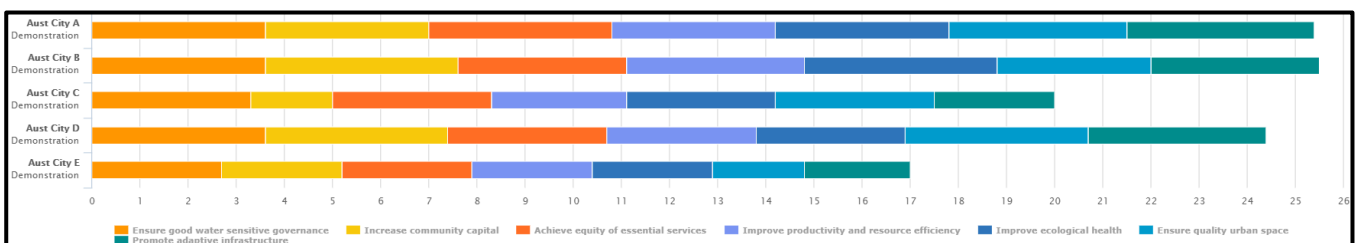


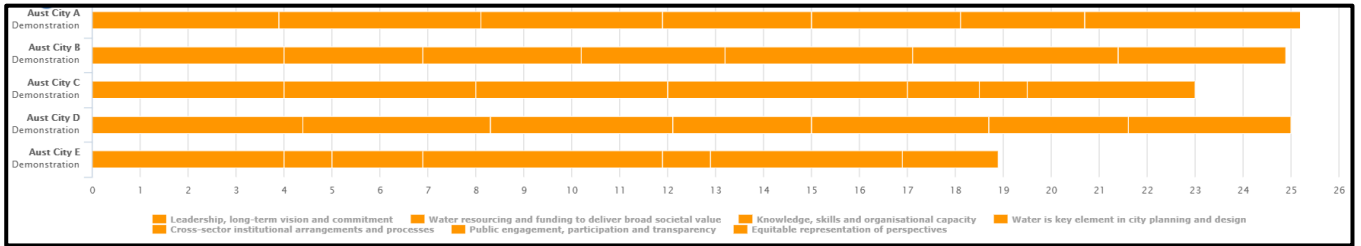
Figure 2: WSC Index benchmark results represented in the radar chart or spider diagram

City and regional benchmarking results – Bar graph

The interactive graph shows the results of all benchmarked cities/areas (Figure 3a). Each colour represents a goal and can also be viewed separately to compare each city and indicator within each goal by clicking on the goal (Figure 3b).



(a)



(b)

Figure 3: Horizontal bar graph showing the results of benchmarked cities/areas based on (a) goal and (b) indicators under that goal

Filtering results

Three analytical frameworks support interpretation of the indicator scores and provide insight into management responses that could be prioritised to advance water sensitive practice: (1) city states, (2) water sensitive outcomes and (3) principles of water sensitive practice.

City States – Concentric bar graph

The concentric bar graph represents the benchmarking results with relation to the City States as defined in the City State Continuum framework (Figure 4) (Brown, Keith and Wong, 2009; Wong and Brown, 2009). Cities or areas can have elements of any city state and results show the percentage of each city state that has been achieved.

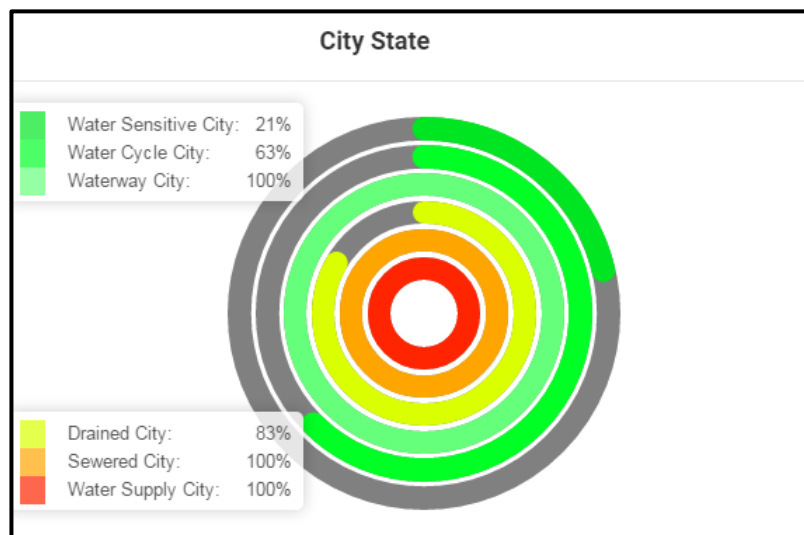


Figure 4: Concentric bar graph representing the benchmarking results with respect to the City States.

Water sensitive Outcomes and Practices

Indicator benchmarking results are represented in the bar and show the degree to which water system services are directly contributing to liveability, resilience, sustainability and productivity (Figure 5a). The practice bars represent three distinct practices that underpin a water sensitive city - water sensitive

communities, cities as catchments and cities providing ecological services (Figure 5b). Note: Participants may enquire about how the indicators are weighted with respect to the city states, outcomes and practices. A spreadsheet ([table of indicator relationships](#)) with the indicator measures to the city states, lenses (outcomes) and pillars (practices) is available as a resource for facilitators (For more information, refer to section 2.4.5 in the guidance manual).

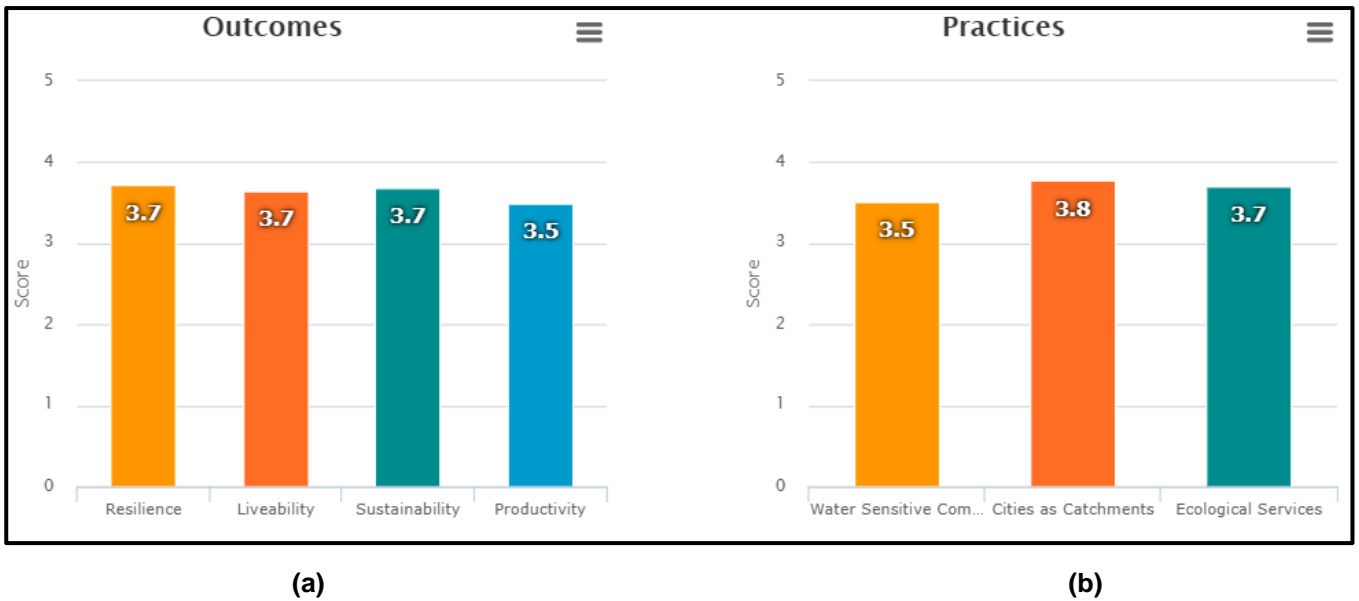


Figure 5: The WSC (a) outcomes and (b) practices

Data input – The City Index

The benchmarking scores, justification and confidence levels for a city/area are recorded in the City Index data input section (Figure 6). The goals, indicators, ratings, guiding questions and suggested data sources, are also listed in this section, and accessed through the drop-down arrow to the right of each goal and clicking on the indicator (Figure 7).

City Index	
1. Ensure good water sensitive governance	3.6 ▲
1.1. Knowledge, skills and organisational capacity	3.8
1.2. Water is key element in city planning and design	3.1
1.3. Cross-sector institutional arrangements and processes	3.1
1.4. Public engagement, participation and transparency	2.6
1.5. Leadership, long-term vision and commitment	3.9
1.6. Water resourcing and funding to deliver broad societal value	4.2
1.7. Equitable representation of perspectives	4.5
2. Increase community capital	3.4 ▼
3. Achieve equity of essential services	3.8 ▼
4. Improve productivity and resource efficiency	3.4 ▼
5. Improve ecological health	3.6 ▼
6. Ensure quality urban space	3.7 ▼
7. Promote adaptive infrastructure	3.9 ▼

Figure 6: The City Index with goals and indicators

1.1. Knowledge, skills and organisational capacity

1. **Integrated water-related skills** and knowledge are **rare** in water-related organisations in the region. **Engineering dominates** organisational skills.
2. **Integrated water-related skills** and knowledge are **available** in the key water-related organisation in the region, but limited to a few individuals. **Engineering dominates** organisational skills.
3. **Integrated water-related skills** and knowledge are **actively maintained** and updated across the key water-related organisation in the region. **Engineering skills are complemented by other disciplinary skills** (for example, landscape and ecology). Some connection(s)/alliance(s) with knowledge brokering organisation(s) is/are in place.
4. **Integrated water-related skills** and knowledge are **influenced by science**, actively maintained and updated across the key water-related organisation in the region. Regular connection(s)/alliance(s) with knowledge brokering organisation(s) is/are in place. **Multi-disciplinary skills are common** (for example, landscape and ecology, social and urban design). This extends to embedding multidisciplinary skills into key decision-making positions/groups.
5. **Integrated water-related skills** and knowledge are **influenced by science**, actively maintained across the key water-related organisation in the region. A **strong learning culture** means knowledge and skill needs are regularly reassessed and updated. **Multi-disciplinary skills are common** (for example, landscape and ecology, social and urban design, architects) **and applied** to projects and decision-making. **Organisation support** (e.g. fund) **research** and knowledge brokering programs (such as, capacity building programs).

Rating:

Confidence: High Medium Low

Justification:

Guiding questions:

- Science influence**
- Are there contacts and partnerships with research organisations, do organisations invest in research and capacity building programs to fill their gaps?
- Capacity**
- What are the skills and knowledge required for water sensitive management and governance?
- What is the level of skill and knowledge available in the various organisations?
- How are internal skills assessed and what measures are in place to update knowledge and skills?
- Learning culture**
- How important is keeping skills and knowledge up to date for the organisations relative to other activities (e.g. as can be judged from budget or otherwise resource allocation)?
- How do organisations deal with gaps in skills and knowledge - to what degree do they have a learning culture?

Data collection sources:

1. Interviews or surveys within organisations
2. Policy documents
3. Programs and activities for skill and knowledge development
4. Annual reports - regarding resources allocated to skill and knowledge development
5. Organisational chart - presence of people with responsibility to organise the maintenance and updating of skills and knowledge

Submit

Figure 7: The main data input section of the City Index

Diagnosis

To better understand the opportunities for improvement in a city/area, the tool allows comparisons of benchmarking results to a range of potential targets including other cities, ideal city states, WSC outcomes, WSC practices or a bespoke vision. In the example in Figure 8, the dotted outline in the spider diagram shows the water cycle city state compared to the benchmarking results, highlighting the difference and areas that could be improved. Similarly, the concentric diagram highlights the percentage change required to fully meet particular city states, and the outcomes and practices show the rating change required to meet the targets of a water cycle city. This section of the web interface shows current performance (the benchmarking results) compared to a chosen target, to help then set targets and develop management actions. To view comparisons, click on “Compare projects” or “Diagnosis & actions” on the right-hand side of the dashboard and select the city/area and/or target.



Figure 8: Target comparisons

Additionally, to understand how to use the tool, including sections of the tool currently under development – Action Setting, Strategy Setting and Strategy Selection – detailed [videos](#) that walk-through each section of the web interface are available on the [provider's site](#). It is highly recommended that providers watch the comprehensive videos.