

Fact sheet

Water service monitoring in East Gonja District

2nd monitoring round
2013

WATER SERVICES
that last

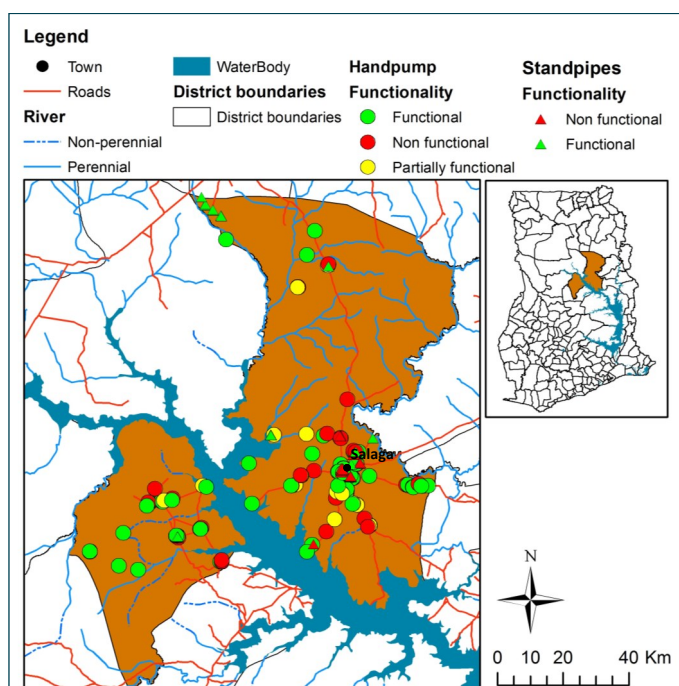
This factsheet presents the main findings from the second round of water service delivery monitoring in East Gonja District, Northern Region. It presents findings on **functionality** of water facilities, the **level of service** provided, and compliance of **community-based service providers** and **service authorities** with national norms, standards and guidelines for community water supply, as set by the Community Water and Sanitation Agency (CWSA). The second monitoring round took place at the beginning of 2013, following baseline data collection in November-December, 2011.

Counting water supply facilities

Type of scheme	Number of facilities	
	Baseline	2nd round
Handpumps	122	137
Piped schemes	8	12
Total number of public standpipes	60	68
Total number of household connections	560	900
Type of piped schemes:		
Limited mechanized boreholes	3	4
Small town piped schemes	1	1
Water kiosks (Water Health Centre)	0	2
Ghana Water Company Ltd schemes	4	5

Table 1 gives an overview of the number of water facilities mapped in the baseline and the second monitoring round. It shows an increase in number of handpumps and piped schemes, with the construction of 15 additional handpumps and four new piped systems since the baseline.

Map 1: East Gonja District



Functionality

The second monitoring round data shows a drop in functionality rates, as compared to the baseline, as shown in figure 1. Overall, the functionality status of 62% of existing handpumps has not changed, 15% has improved, and 23% has a decreased functionality status in the second monitoring round, as compared to the baseline. Of the 15 newly constructed handpumps, half were found to be not functioning optimally (one partially functional, and four not functional). Like in the baseline, all piped schemes were found to be functional in the second monitoring round. However, as was the case in the baseline, most of the standpipes connected to the Salaga Town System were not functional. Due to the additional standpipes connected to the new schemes, overall standpipe functionality increased from 33% in the baseline to 42%.

Figure 1: Handpump functionality in percentages

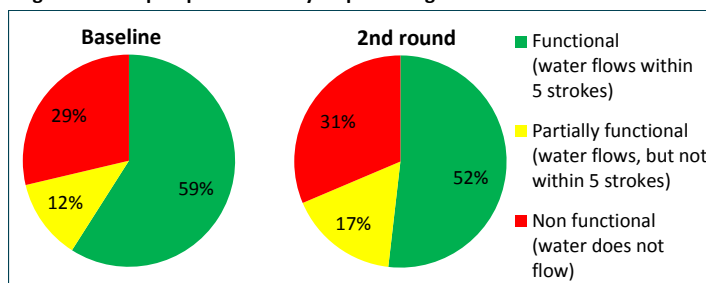
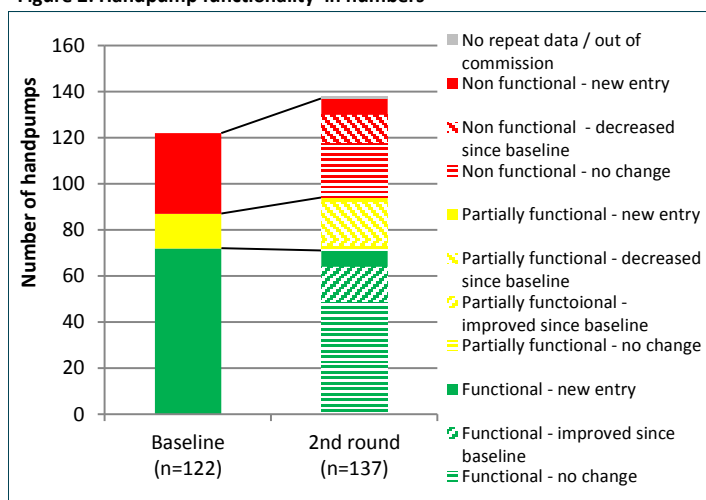


Figure 2: Handpump functionality in numbers



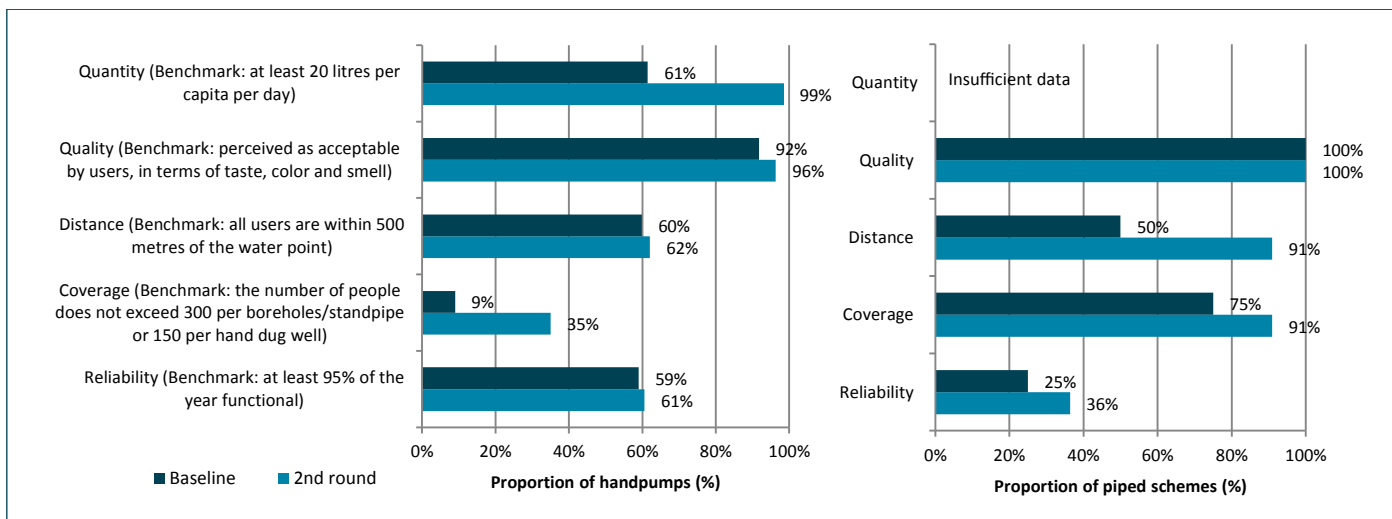
Key facts — Functionality

- Functionality of handpumps has decreased slightly as compared to the baseline.
- Functionality of piped schemes has remained 100%.
- Functionality of standpipes connected to the Salaga small town System remains low.

Level of service

Water service levels can be expressed in terms of water **quantity** and **quality**, the accessibility of the services in terms of **distance** and **'coverage'** (in the baseline referred to as 'non-crowding'), and the **reliability** of the water services. Figure 3 presents the proportion of facilities that met the benchmarks on these service level indicators, as set for the community water sector in Ghana.

Figure 3: Proportion of facilities meeting the benchmark on service level indicators



As shown in figure 3, only small changes were observed in reliability, distance, and perceived quality of handpump water services in the second monitoring round, as compared to the baseline. The percentage of handpumps complying with the maximum number of people per handpump was found to have increased. However, it should be noted that in addition to the increase in new handpumps, this increase may have been also caused by the application of a more reliable method for estimating number of people per handpump in the second monitoring round.

For nearly all handpumps in the district, users indicated using more than 20 litres per person per day of water in the second monitoring round, as compared to less than two thirds in the baseline. Data collection for the second monitoring round was conducted in the dry season, when people generally do not have access to other sources of water

apart from handpumps, which explains the increased use of handpump water during this period.

Overall, table 2 shows an increase in the percentage of handpumps providing services that meets all the benchmarks on the service level indicators in the second monitoring round, as compared to the baseline.

For the piped schemes in the district, no water quantity data was available. Reliability of the piped schemes was found to be an issue (see figure 3), especially for the schemes connected to the GWCL not getting regular supply, the poorly functioning Salaga Town water scheme and several schemes depending on low yielding boreholes.

In the second monitoring round, more piped schemes were found to score on the benchmark for distance and coverage indicators than in the baseline. However, the more accurate assessment methods used in the

second monitoring round, may have contributed to this.

The number of piped systems that provide services that meet the benchmark on all (but the quantity) indicators has increased, mainly due to the construction of new systems (See Table 3).

Key facts — Service levels

- Compliance with sector service level norms and standards has improved slightly, but is still very low.
- The proportion of handpumps that meet all the service level benchmarks has increased, because of an increase in handpumps meeting the benchmark on the coverage and quantity indicators.
- The proportion of piped schemes meeting at least 4 of the service level benchmarks, has increased due to the construction of new schemes.

Service level	Baseline (n=122)	2nd round (n=137)
Handpumps provide services meeting the benchmark on all service level indicators	2%	12%
Handpumps provide services <u>not</u> meeting the benchmark on all service level indicators	70%	57%
Handpumps do not provide services (handpump not functional or not used)	29%	31%

Service level	Baseline (n=8)	2nd round (n=12)
Piped schemes provide services meeting the benchmark on all service level indicators (not considering water quantity*):	13%	33%
Piped schemes provide services <u>not</u> meeting the benchmark on all service level indicators	75%	58%
Piped schemes do not provide services (Piped scheme broken down or not used)	13%	8%

* Insufficient data was obtained on water quantity produced and sold

Performance of water service providers

Based on national norms and guidelines, indicators have been developed and benchmarks have been set for monitoring the performance of handpump and piped scheme water service providers, in terms of governance, operations and financial management. Handpumps are commonly managed by small community Water and Sanitation Management Teams (WSMT-SC), while piped schemes in small towns and rural areas are mostly managed by small towns Water and Sanitation Management Teams (WSMT-ST). Table 4 presents the proportion of service providers scoring on or above the benchmarks in the baseline and the second monitoring round.

Handpump water service providers

A total of 65 service providers have been identified in the second monitoring round, managing the 137 handpumps. Like in the baseline, the majority of these (92%) were WSMTs-SC.

Governance:

While in the second monitoring round the percentage of handpump water service providers meeting the benchmark on the composition of WSMT indicator decreased marginally, the political interference indicator remained unchanged. The percentage of handpump water service providers meeting the benchmark on the reporting and accountability indicator, has dropped considerably in the second monitoring round. This could be caused by the fact that in the second monitoring round, only service providers with evidence of record keeping were scored positively.

Operational performance:

Generally, handpump water service providers performed lower in their operations and maintenance functions as compared to the baseline. Similar trends were also noted in access to spare parts and area mechanics, breakdown maintenance and water quality testing. This may have been as a result of a decrease in support received by the service providers from the service authority (see authority functions).

Financial management:

Handpump water service providers in East Gonja continue to perform poorly in financial management and revenue mobilization, with an even lower percentage of service providers meeting the benchmark on these indicators in the second monitoring round than in the baseline. Several years of neglect of service providers by the service authority could be an apparent cause of poor financial performance.

Piped scheme water service providers

A total of 12 piped scheme service providers were found in the East Gonja District, each managing one of the 12 piped schemes. All

Indicators	Handpump water service provider		Piped scheme water service provider	
	Baseline n=60	2nd round n=65	Baseline n=8	2nd round n=12
Governance indicators:				
Composition of WSMT	27%	22%	63%	71%
Operating staff			0%	0%
Reporting and accountability	25%	2%	50%	0%
No political and chieftaincy interference	100%	100%	88%	100%
Operational indicators:				
Spare part supply	48%	44%	50%	14%
technical services	64%	61%		
Corrective maintenance	63%	43%	13%	0%
Routine maintenance	78%	69%		
Water quality testing	69%	52%	0%	21%
Financial management indicators:				
Revenue/ expenditure balance	54%	40%	75%	36%
Financial management	10%	5%	75%	43%
Tariff setting	37%	17%	75%	93%

piped schemes were managed by a WSMT-ST, except for the newly constructed limited mechanized borehole in Talkpa.

Governance:

Like in the baseline, more than half of WSMTs (STs) were well constituted. However, in the second monitoring round, none of the piped scheme water service providers managed to meet the benchmark related to reporting and accountability indicator.

Operational performance:

There was a decrease in the proportion of piped scheme service providers meeting the benchmark on the spare part supply, technical services and maintenance indicators. The proportion of piped scheme service providers doing water quality analysis increased.

Financial management:

As in the baseline, the majority of piped scheme water service providers met the

indicator for tariff setting in the second monitoring round. However, they performed worse in financial management and revenue/expenditure balance the second monitoring round, as compared to the baseline.

Key facts — Water service provider performance

- There is continuous, and even increased non-compliance with national guidelines by service providers in the performance of their functions.
- On only 4 out of 12 indicators, at least half of the handpump water service providers managed to meet the benchmark. In the baseline this was the case on 6 indicators.
- On only 3 out of 10 indicators, at least half of the piped scheme service providers managed to meet the benchmark. In the baseline this was the case on 7 indicators.

Performance of service authorities

Indicators have been developed and benchmarks have been set for monitoring the performance of water service authorities, overseeing and providing support to water service providers. The scoring list displayed here gives an overview of the benchmarks met, both in the baseline as well as the second monitoring round.

Although the service authority of East Gonja district continues to perform poorly in some of its functions, it has done well in the areas of budget allocation and utilization and planning for water service delivery, where marked improvements have occurred. In the second monitoring round, more than half of about GHc 60,000 budgeted for investments in Water activities, had been utilized. Also, a strong connection between the Water and Sanitation Plan (WSP), Medium Term Development Plan (MTDP) and implementation of water, sanitation and hygiene activities was observed in the second monitoring round, where this was not the case in the baseline.

The second monitoring round showed that the Service Authority still faces enormous challenges in coordinating and aligning activities of NGOs, clarifying operational responsibilities of the Water Unit of District Works Department (DWD), gazetting and enforcing byelaws, and submitting monitoring data to the Community Water and Sanitation Agency (CWSA) regional office.

Monitoring support from the District Assembly to WSMTs (SCs) has further declined from 24% in the baseline to 18% in the second monitoring round.

Water service authority indicators	Baseline	2nd round
• Presence of a District Works Department	X	X
• District Water and Sanitation Plan	X	✓
• Budget allocation and utilization	X	✓
• Facility management plans and by-laws	X	X
• NGO coordination	X	X
• Monitoring support	X	X
• Data transfer from district to regional level	X	X

(X = benchmark not met; ✓ = benchmark met)

The second monitoring round revealed that none of the WSMTs (STs) have received any monitoring support from the District Assembly, as was the case in the baseline.

Key fact — Service authority performance

The performance of the service authority of East Gonja district has improved slightly, as in the second monitoring round the benchmark was met on two indicators, while none were met in the baseline.

Main conclusions:

- Like in the baseline, about a third of handpumps were found not functional in the second monitoring round.
- Although higher than in the baseline, the percentage of handpumps providing services that meet all service level indicator, is still very low (12%).
- There has not been a major improvements in the performance of handpump and piped scheme service providers since the baseline.
- The service authority performed better in budget allocation and utilization and alignment of Water and Sanitation Plan with other district plans and budget in the second monitoring round than in the baseline. However, the benchmarks for other service authority indicators were missed.

Main recommendations:

- CWSA and District Assemblies should ensure compliance by especially service providers and NGOs with national guidelines for rural water service delivery.
- The District Assemblies together with other development partners should intensify routine monitoring of all WSMTs to improve their performance.
- The CWSA should provide capacity support to the District Assemblies to enable them play their service authority function effectively.

About Triple-S

Triple-S (Sustainable Services at Scale) is an IRC-led learning initiative to improve water supply to the rural poor. Triple-S is hosted in Ghana by the Community Water and Sanitation Agency (CWSA). For more information, see www.waterservicesthatlast.org

About the Factsheet

This factsheet presents the results for the second monitoring round in East Gonja District, Northern Region, Ghana.

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