Framework of service delivery indicators for assessing and monitoring rural and small town water services in Ghana

Water services monitoring in Ghana
- Rural water coverage: 64%
  (based on Ghana annual report 2013)
- National rural WASH monitoring system: Dlmes

BUT, there were challenges!
- Inefficiencies in data collection, processing and storage
- Inadequate training of district staff who monitor services
- Competing project-specific monitoring systems
- Focus was limited to counting facilities and reporting on coverage
- Absence of national-level data on functionality, service level and sustainability

From counting facilities to monitoring services for sustainability

From pilots to scale
2011-2014: PILOTING
In collaboration with District Assemblies and under the Triple-S initiative, IRC and CWSA had piloted the NEW monitoring framework in three districts.

2013: REPLICATION
Financed by Unicef and SNV, CWSA had already taken the monitoring framework to scale, replicating the framework in an additional 16 districts.

2014-ONGOING: NATIONAL, SCALING-UP PROCESS
Financed by the Government of Ghana, The Netherlands Government, World Bank, Unicef and Conrad N. Hilton Foundation, a total budget of US$3.9 million raised to scale up monitoring framework to 8 out of 10 regions, reaching 103 districts.

Beyond coverage, WHAT is being monitored?

FUNCTIONALLY
- Non-functional
- Partially functional
- Fully functional

SERVICE LEVEL
- No framework
- Partial framework
- Complete framework

SERVICE PROVIDER PERFORMANCE
- Participation development of national monitoring framework
- Data collection, processing and analysis by District Assembly staff

Making data collection, processing and storage more efficient, HOW?

- Participatory development of national monitoring framework
- Use of mobile phone technology and online storage platform
- A harmonised monitoring approach

Improved services monitoring at district level, WHAT HAS BEEN ACHIEVED SO FAR?
- Up-to-date asset infrastructure registers
- Comprehensive planning and budgeting that covers new investments, and capital maintenance of existing infrastructure
- Remedial actions in three pilot districts benefitting over 59,000 water users

Scaling up NEW service monitoring framework will advance realisation of Ghana’s SWA HLM commitments for sector performance monitoring, planning and financing.

2014 Ghana SWA HLM Commitment Statement
The Government of Ghana commits to...
- Establish a sector information system and processes to help monitor access, equity, functionality and quality of WASH services to inform planning, investment decisions and remedial actions.
- Establish a sectoral co-ordination and inter-agency committees to ensure effective sustainability of services.
- Improve coordination of delivery approaches in the WASH sector. In this direction, copies of approved sector operational documents will be made available to all sectoral stakeholders, district assemblies, NGOs and development partners.

(View the full commitment statement on the SWA website)