

# Fact sheet

## Water services in Sunyani West District

Water service monitoring  
2012-2013-2014



This fact sheet presents the main findings from three years of water service monitoring in Sunyani West District, Brong Ahafo 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 in Ghana, as set by the Community Water and Sanitation Agency (CWSA).

### Counting water supply facilities

Table 1: Overview of number of water facilities in Sunyani West District			
Type of scheme	Number of facilities		
	2012	2013	2014
<b>Handpumps</b>	<b>103</b>	<b>138</b>	<b>161</b>
<b>Piped schemes</b>			
Total number of public standpipes	97	123	141
<b>Type of piped schemes:</b>			
Limited Mechanized Boreholes	14	42	51
Ghana Water Company Limited (GWCL) schemes.	2	2	2

The Ghana Water company Ltd (GWCL) Abesim scheme supplies water to public standpipes in Odomase, Kwatire, Fiapre, Chiraa and Dumasua. Another GWCL scheme supplied water to the small town of Nsoatre. In addition, water services in the district are provided through handpumps and a relatively large number of limited mechanized boreholes (LMBs). The number of water supply facilities has increased over the three years. Additional handpumps have been provided by the District Assembly or organisations such as the African Assistance Plan and the Catholic Secretariat. New LMBs have often been constructed under private initiatives.

### Functionality

The proportion of non-functional handpumps has fluctuated between 12% and 20% over the last three years. The slight increase in the proportion of non-functional handpumps between 2013 and 2014 can be attributed in part to the increasing backlog of broken down handpumps which were not repaired.

The two GWCL piped schemes supplying water to the district were found to be functional at the time of assessment over the last three years. However, standpipe functionality for these schemes reduced from 100% in 2012 to 81% in 2013 and 64% in 2014. It was observed that GWCL standpipes in communities such as Kobedi were abandoned because people have hand dug wells in their houses.

Functionality of limited mechanized boreholes was found to be relatively high, with 2 of the 14 LMBs (14%) not functioning at the time of assessment in 2012 and only 1 (2%) in both 2013 and 2014.

#### Key facts — Functionality

- The proportion of non-functional handpumps has fluctuated between 12 and 20% over the last three years .
- The two GWCL-managed piped schemes were functional at the time of assessment. However, the functionality of standpipes linked to these schemes has reduced over the last three years.
- Functionality of limited mechanized boreholes has been relatively high.

Figure 1: Map of Sunyani West District—2014

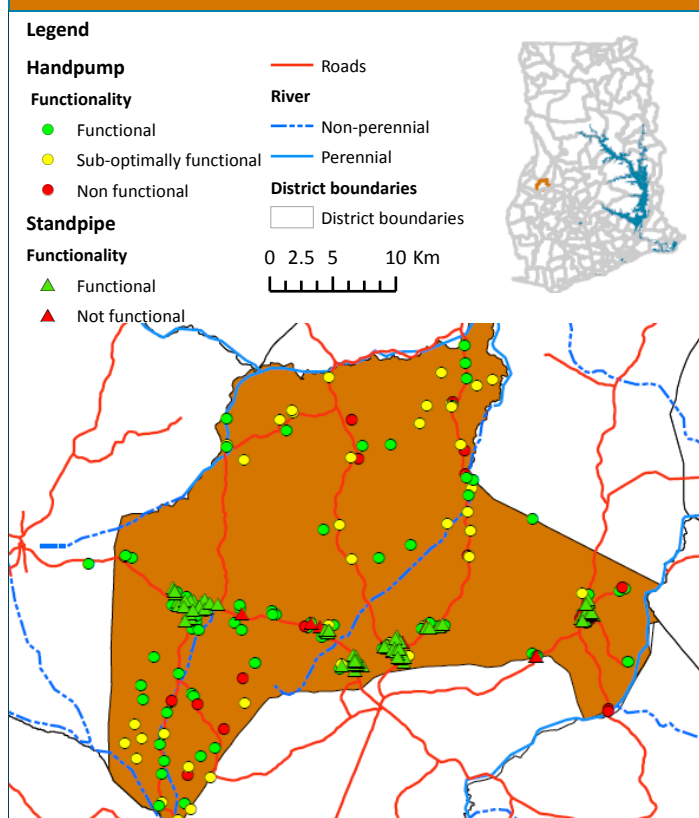
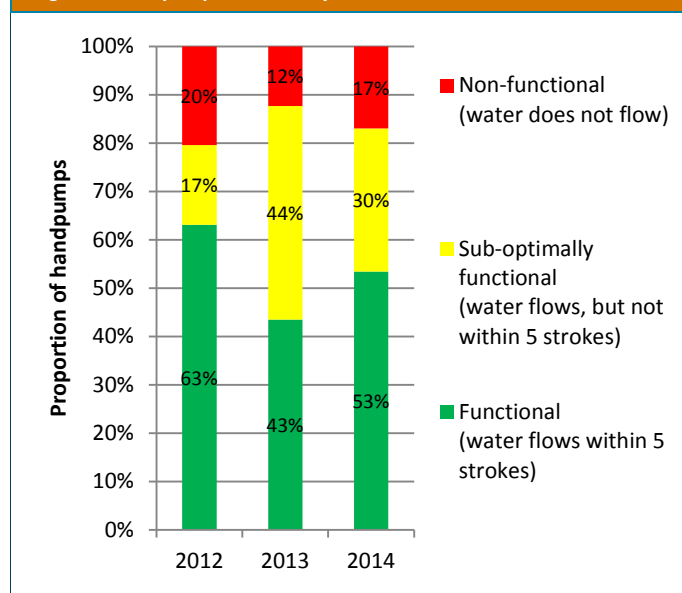
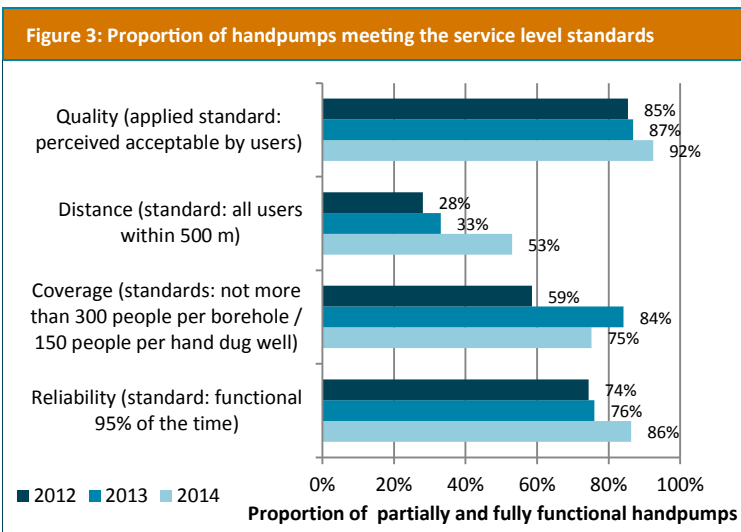


Figure 2: Handpump functionality



## Handpump water services

Water service levels can be expressed in terms of water **quantity** and **quality**, the accessibility of the services in terms of **distance** and **'coverage'**, and the **reliability** of the water services. The level of service provided by handpumps has been assessed against the standards set related to these indicators for the community water sector in Ghana.



**Table 2: Proportion of handpumps providing a certain level of service**

Service level	2012	2013	2014
III—Handpumps services meeting the standard on all service level indicators	8%	19%	18%
II—Handpumps services <u>not</u> meeting the standard on all service level indicators	71%	69%	65%
I—Handpumps not providing services (handpump not functional or not used)	21%	12%	17%

'Quality' was the only service level indicator on which more than 80% of functioning handpumps consistently met the benchmark. The indicator on which the lowest proportion of functional handpumps met the benchmark over the last three years was 'distance'. Thus, many handpumps in Sunyani West District are situated in places where water users

travel more than 500 meters to collect water. Only a relatively small proportion of handpumps met the benchmark on all service level indicators. There has been a rise in the proportion of handpumps providing services meeting the standard on all service level indicators since 2012, mostly due to an increase in handpumps meeting the 'coverage'

standard. Only 42% of functional handpumps provided at least 20 lpcd in the dry season.

**Key fact — Handpump service levels**  
Less than 1 in 5 handpumps meet the standard on all service level indicator standards.

## Performance of handpump water service providers

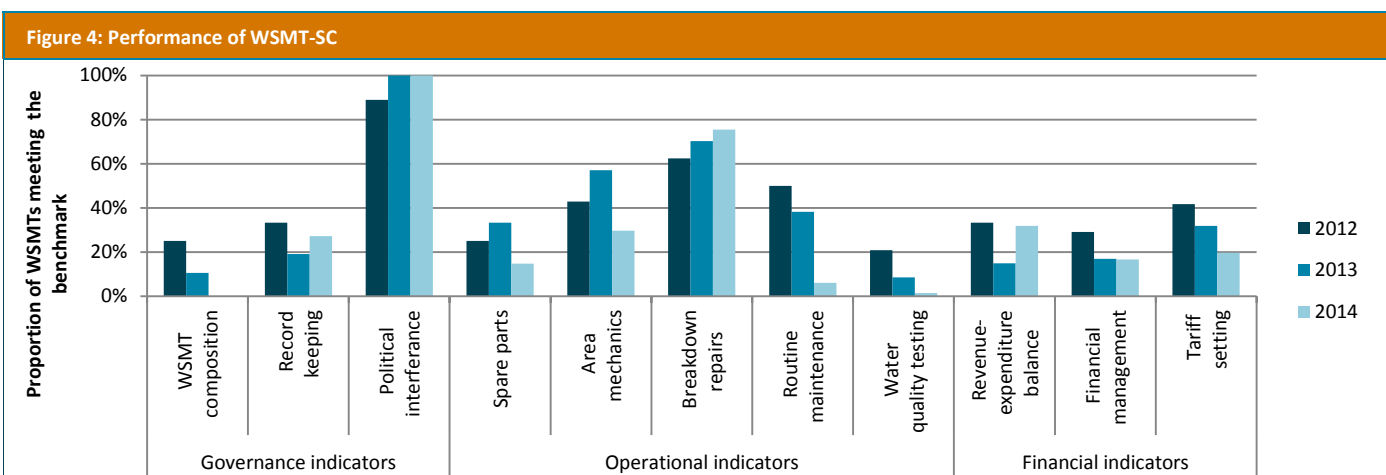
The performance of handpump water service providers (Water and Sanitation Management Teams) has been assessed against indicators and benchmarks related to governance, operations and financial management. These indicators and benchmarks have been based on national norms and guidelines.

About half of the handpumps are managed by Small Community Water and Sanitation Management Teams (WSMT-SC) and about 20% are managed by private individuals. The remaining handpumps are either not managed (about 15%) or managed by schools, churches, or health centers. Over the last three years, less than half of the WSMT-SC met the benchmarks on the majority of the governance, operations and finan-

cial indicators. Many WSMT-SCs performed especially poorly on indicators such as WSMT-SC composition, water quality testing and financial management. They reported that there was no political interference in their activities and more than half of WSMT-SCs did consistently meet the benchmark on the breakdown repairs indicator. On several indicators, the proportion of WSMT-SC meeting the benchmark has de-

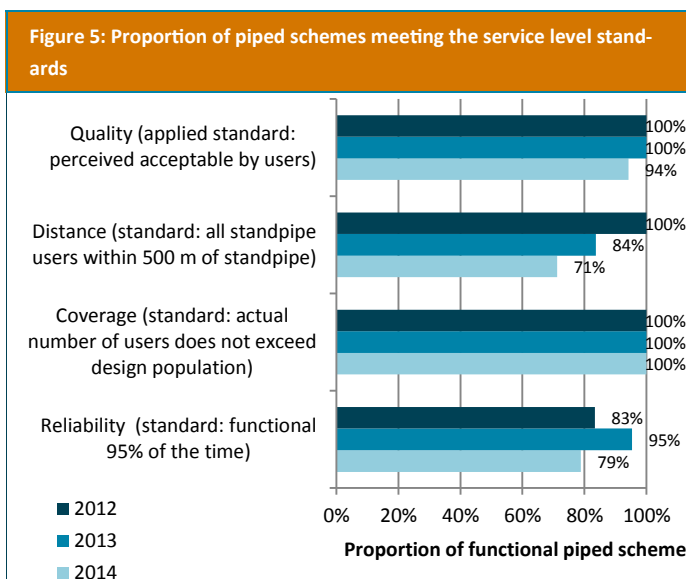
creased. This was especially the case on the WSMT composition indicator, the routine maintenance indicator, the water quality testing indicator and the tariff setting indicator.

**Key fact — WSMT-SC performance**  
Less than half of the WSMTs-SC met the benchmark on most governance, operations and all financial indicators.



## Piped scheme water services

Piped scheme water service levels can be expressed in terms of water **quantity** and **quality**, the accessibility of the services in terms of **distance** and **'coverage'**, and the **reliability** of the water services. The level of service provided by piped schemes has been assessed against the standards set related to these indicators for the community water sector in Ghana.



**Table 3: Proportion of piped schemes providing a certain level of service**

Service level	2012 (n=14)	2013 (n=42)	2014 (n=51)
Piped scheme services meeting the standard on all service level indicators:	71%	77%	55%
Piped scheme services <u>not</u> meeting the standard on all service level indicators	14%	20%	43%
Piped scheme not providing services (Piped scheme broken down or not used)	14%	2%	2%

The proportion of piped schemes meeting the service level standards is considerably higher than the proportion of handpumps doing so. However, over the last year there has been a reduction in the proportion of piped schemes which meet the reliability standard and the distance standard. No reliable data could be obtained about the quantity of water use from the GWCL schemes and the Limited Mechanised Boreholes serving the districts.

### Key fact — Piped scheme service level

The proportion of piped schemes meeting the standards on all service level indicators is higher than the proportion of handpumps doing so.

## Performance of piped scheme water service providers

The performance of piped scheme water service providers (Small Town Water and Sanitation Management Teams) has been assessed against indicators and benchmarks related to governance, operations and financial management. These indicators and benchmarks have been based on national norms and guidelines.

The majority of the Limited Mechanised Boreholes (LMBs) assessed in 2014 are privately managed (76%), while only 5 of the LMBs are community managed (managed by Water and Sanitation Management Teams). Others are managed by institutions (schools, health centres) or churches. As there are no clear guidelines for the community management of LMBs, the WSMTs managing LMBs have been assessed against the indicators and benchmarks set for Small Town Water and Sanitation Teams. The WSMTs failed to meet benchmarks set on the majority of the service provider indicators. Over the last three years, none of the WSMTs met the benchmark on the indicator related to the composition of the WSMT, nor the financial management indicator. Only one WSMT reported to undertake water quality testing and one executed maintenance as prescribed. Two of the 5 WSMTs had set a tariff.

Of the 29 private providers managing LMBs, 20 had set a tariff, but only 15 reported a positive revenue/expenditure balance.

### Key fact — WSMT-ST performance

WSMTs managing Limited Mechanised Boreholes only met the benchmark on five or less of the ten WSMT-ST indicators.

**Table 4: Score card of performance of piped water service providers (WSMT-ST)**

	Adantia LMB			Linamkran LMB near mosque			Fiapre LMB near market			Pesew New Town LMB			Obiri Yebuah New Town LMB		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Composition of WSMT			X	X	X	X	X	X	X			X			X
Qualified operational staff			√	X	X	X	√	√	√			X			X
Record keeping and accountability			√	X	X	X	√	√	X			X			X
Political interference			√	√	√	√	√	√	√			√			√
Spare part supply and technical service			X	X	X	√	X	X	X			X			X
Maintenance			X	X	X	X	X	X	√			X			X
Water quality testing			√	X	X	X	X	X	X			X			X
Revenue-expenditure balance			√	X	X	√	X	√	X			X			X
Financial management			X	X	No data	X	X	No data	X			X			X
Tariff setting			X	√	√	√	√	√	√			X			√
<b>Number of benchmarks met</b>			5	2	2	4	5	5	4			1			3

## Performance of service authorities

The performance of the water service authority overseeing and providing support to water service providers in the district, has been assessed against indicators and benchmarks related to the presence of the service authority and its functions.

Comparing the three rounds of data collection, Sunyani West District has consistently improved on the service authority benchmarks on which its performance was measured. In 2012, 2 of the 7 indicators were met, 3 in 2013 and 4 in 2014.

Between 2012 and 2014, it was observed that the District's Works Department played lead roles in coordinating Water Sanitation and Hygiene (WASH) activities and follow clear-cut guidelines in co-opting staff from other cognate units within the district towards the implementation of WASH activities. The district's expenditure on water and related activities witnessed a 64% increment between 2012 and 2013, and this explained why the indicator on 'budget allocation and utilization' was met for the first time in 2014.

It was observed that 19% of service providers indicated that they received some form of monitoring support from the district, in 2014, compared with 12% in the previous year, and 5% in 2012. This was not enough to meet the benchmark. Thus, even though the district met the benchmark for budget allocation and utilization in 2014, this did not reflect in the indicator on 'monitoring support' for service

Table 5: Service authority score card			
Water service authority indicators	2012	2013	2014
Presence of a District Works Department	√	√	√
District Water and Sanitation Plan	√	√	√
Budget allocation and utilization	X	X	√
Facility management plans and by-laws	X	X	X
NGO coordination	X	X	X
Monitoring support	X	X	X
Data transfer from district to regional level	X	√	√
<b>Number of benchmarks met</b>	<b>2</b>	<b>3</b>	<b>4</b>

X = benchmark not met; √ = benchmark met)

providers. This is because, most of the district's WASH expenditure cover capital investments to the detriment of operational support. The district also indicated that, it was not able to align activities of a critical mass of NGOs which were providing WASH related service. This could be explained by the disregard by some NGOs/FBOs for laid down procedures in providing social services in the district.

### Key fact — Service authority performance

The overall performance of the service authority in Sunyani West improved gradually and consistently over the three last three years. For the first time in 2014, the district met the benchmark on 'budget allocation and utilization'. On the other hand, the district could not meet critical benchmarks such as 'monitoring support' and 'NGO coordination over the three year period.

### Main conclusions:

- More than 80% of hand pumps have been providing water services in Sunyani District. However, only about 1 in 5 of these handpumps provide services which are reliable, accessible and of good quality.
- Piped scheme functionality and service levels were observed to be higher than that of handpumps in all the three rounds of data collection
- Many Water and Sanitation Management Teams do not manage to meet benchmarks on the service provider indicators related to governance, operations and finance.
- The Sunyani West District's performance on the service authority benchmarks has improved consistently over the three data collection rounds.

### Main recommendations:

- Multiple funding sources should be explored by the district to enable the DWD improve its direct support functions to service providers.
- The district should follow up with the management of GWCL to assess and 'decommission' of non-functional public standpipes .
- An abridged version of the piped schemes surveys would be ideal for Limited Mechanised Boreholes.
- The district should step-up its oversight role on WASH sector NGOs and donor projects to ensure that critical requirements such as formation of WSMTs and water quality testing are met.

### 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](http://www.waterservicesthatlast.org)

### About the Factsheet

This factsheet presents the results from three years of service monitoring in Sunyani West District in the Brong Ahafo Region, Ghana.  
**Author:** Benjamin Dawurah Agbemor  
**Reviewed by:** Marieke Adank, Tyhra Carolyn Kumasi, Mohammed Ibrahim Adokor