Fact sheet

Water service monitoring in Sunyani West 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 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 **the District Assembly** 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 in the beginning of 2013, following baseline data collection in November-December 2011.*

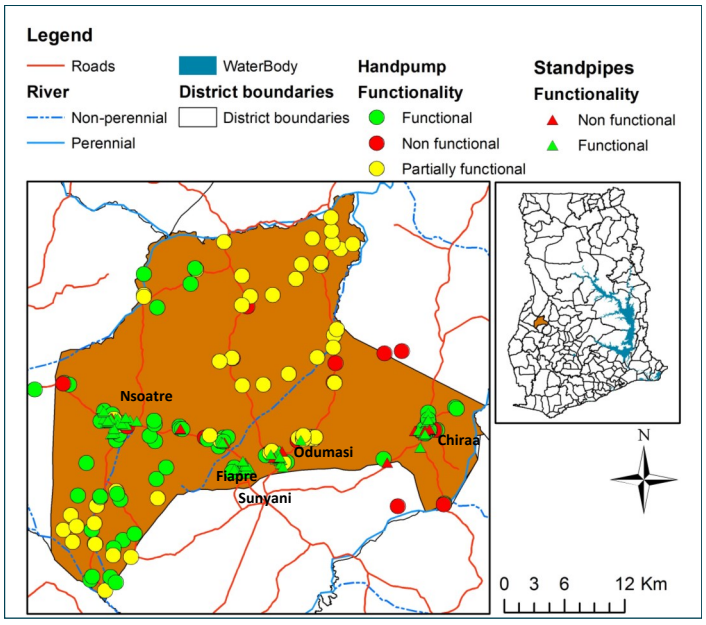
Counting water supply facilities

Table 1: Overview of number of water facilities in Sunyani West District

Type of scheme	Number of facilities	
	Baseline	2nd round
Handpumps	**103**	**138**
Piped schemes	**16**	**41**
Total number of public standpipes	99	122
Total number of household connections	0	28
Type of piped schemes:		
Limited mechanized boreholes	14	42
Ghana Water Company Ltd schemes	2	2

Table 1 gives an overview of the number of water facilities mapped in the baseline and the second monitoring round. It shows a 34% in number of handpumps from the baseline. Of the new handpump entries, 24 were newly constructed handpumps. The number of piped schemes in the district has also increased significantly. This is mainly due to an increase in the number of privately-owned and managed limited mechanised schemes in the district's small towns like Chiraa, Odumasi, Nsoatre and Fiapre.

Map 1: Sunyani West District



Functionality

Compared to the baseline, there has been a considerable increase in the proportion (see figure 1) and number (see figure 2) of partially functional boreholes in the second monitoring round. Overall, the functionality status of 41% of existing handpumps, has not changed compared to the baseline. The functionality status of 21% has improved, while 39% showed a decreased functionality status. Of the 24 newly constructed handpumps, 6 (25%) were found to be only partially functioning, while the rest were fully functional.

Like in the baseline, the majority of the piped schemes were found to be functional, with only two piped schemes not fully functional. Standpipe functionality of mechanized borehole has remained the same as it was in the baseline (93%) while GWCL standpipe functionality has gone down from 100% to 81%.

Figure 1: Handpump functionality in percentages

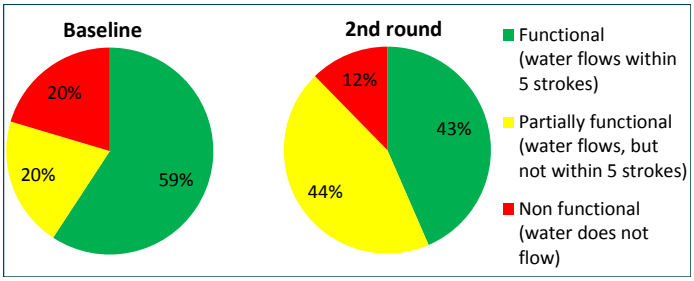
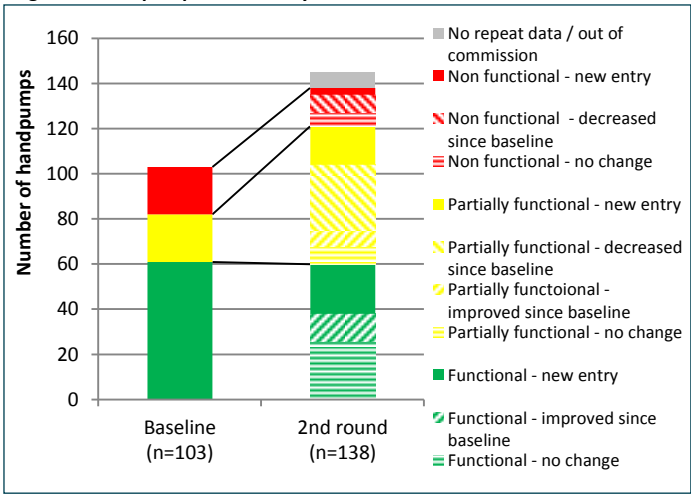


Figure 2: Handpump functionality in numbers



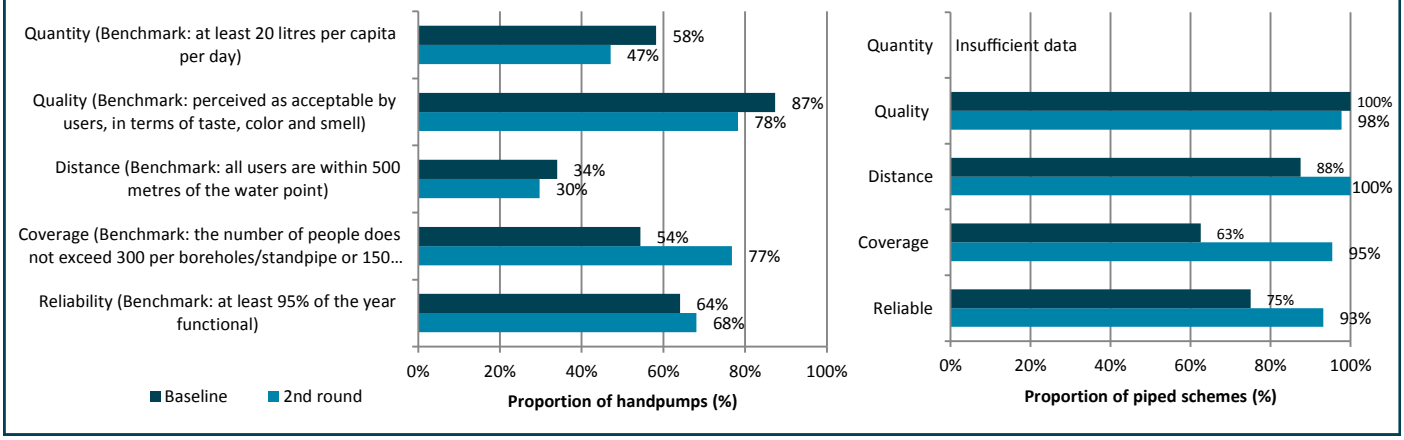
Key facts — Functionality

- The proportion and number of partially functional handpumps has increased.
- The number of limited mechanized boreholes in the district increased by 200% (from 14 to 42 in the second monitoring round).
- Piped scheme and standpipe functionality has remained high.

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



The second round of monitoring shows mainly improvement in the 'coverage' indicator. This could be partially attributed to new facilities which have been provided after the baseline. In addition, the more accurate assessment of the number of people per facility applied in second monitoring round, may have contributed to this apparent increase.

Like in the baseline, the indicator on which the lowest number of handpumps meet the benchmark in Sunyani West District, is the distance indicator. Less than a third of handpumps provided services within 500 metres of all water users. There has been a slight reduction in the proportion of handpumps meeting the benchmark on the quantity and quality indicator.

As shown in table 2, only 7% of handpumps met the benchmarks on all five service levels indicators in the second monitoring round.

The majority of piped schemes was found to meet the benchmark on the service level indicators, as shown in figure 3. However, reliable data on water quantity was hardly available and has therefore not been taken into account.

A very high percentage of the district's piped system (89%) met all or four benchmarks (not considering water quantity) as compared to handpumps (7%) in both the baseline, as well as in the second monitoring round.

Key facts — Service levels

- The proportion of handpumps meeting the benchmarks on all service level indicators has increased slightly, but remains very low.
- The second monitoring round witnessed mainly an increases in the percentage of handpumps which met the benchmarks on the coverage indicator.
- A slight reduction has been observed in the proportion of handpumps that met the distance, quality and quantity benchmarks.
- Distance remains the service level indicator on which the smallest proportion of handpumps meet the benchmark.

Table 2: Proportion of Handpumps providing basic or sub-standard level of service

Service level	Baseline (n=103)	2nd round (n= 138)
Handpumps provide services meeting the benchmark on all service level indicators	3%	7%
Handpumps provide services not meeting the benchmark on all service level indicators	75%	80%
Handpumps do not provide services (handpump not functional or not used)	22%	12%

Table 3: Proportion of piped schemes providing basic or sub-standard level of service

Service level	Baseline (n=16)	2nd round (n=44)
Piped schemes provide services meeting the benchmark on all service level indicators **(not considering water quantity*)**:	44%	89%
Piped schemes provide services not meeting the benchmark on all service level indicators	44%	9%
Piped schemes do not provide services (Piped scheme broken down or not used)	12%	2%

* 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

In total, 119 handpump service providers have been identified in the second monitoring round, managing the 138 handpumps in the district: 47 WSMT-SC, three school management teams and 69 other service providers (mostly caretakers without WSMTs-SC). This is considerably more than the 28 WSMTs -SC and 29 other service providers managing the 103 boreholes, identified in the baseline. The number of handpumps without WSMTs-SC has increased by 137% in the second monitoring round, giving a indication that some of the newly constructed facilities are without WSMT-SC.

Governance:
Compared to the baseline, there has been a reduction in the proportion of properly constituted and trained WSMTs-SC. And which keep up-to-date financial accounts and maintenance records. There has been no reported case of political interference in the composition of WSMTs-SC.

Operational performance:
There has been an increase in the proportion of service providers meeting the benchmark on the spare parts supply, technical service and maintenance indicators. However, still less than half of handpump service providers were found to meet the benchmarks on these indicator in the second monitoring round.

Financial management indicators:
Compared to the baseline, fewer handpump service providers managed to meet the benchmark on the financial management and tariff setting indicator in the second monitoring round, than in the baseline.

Table 4: Proportion of service providers meeting service provider performance benchmarks (%)

Indicators	Handpump water service provider		Piped scheme water service provider	
	Baseline (n=57)	2nd round (n=119	Baseline (n=14)	2nd round (n=32)
Governance indicators:				
Composition of WSMT and Operating staff	11%	3%	36% 0%	6% 0%
Reporting and accountability	16%	9%	50%	9%
No political and chieftaincy interference	97%	100%	100%	100%
Operational indicators:				
Spare part supply and technical services	20% 33%	26% 48%	14%	6%
Corrective maintenance and Routine maintenance	19% 26%	20% 27%	29%	0%
Water quality testing	11%	7%	14%	19%
Financial management indicators:				
Revenue/ expenditure balance	12%	13%	7%	28%
Financial management	19%	12%	71%	34%
Tariff setting	42%	36%	79%	88%

Piped scheme water service providers

For the GWCL piped schemes and the limited mechanized boreholes in the district, a total of 32 water service providers were identified in the second monitoring round, compared to 14 in the baseline. The piped scheme which serves Chiraa, Fiapre, Dumasua and Odumase, and the one that serves Nsoatre, are being managed by GWCL staff. Most limited mechanized boreholes are managed by private entrepreneurs, without a WSMT-ST.

Governance:
The proportion of properly formed WSMTs-ST was considerably lower in the second monitoring round than in the baseline. This could be due to the increase in the number of privately-owned limited mechanized boreholes, which are not bound to form teams for managing the water. Many of these private service providers, were not keeping records. This accounts for the decrease in proportion of piped scheme service providers meeting the benchmark on record keeping.

Operational performance:
In the second monitoring round, none of piped scheme water service providers were found to have done maintenance on their water systems, partly because most of the mechanized schemes were fairly new. Like in the baseline, less than a fifth of the service providers performed water quality testing.

Financial management:
In the second monitoring round, the proportion of service providers meeting the benchmark on the tariff setting and revenue/ expenditure balance indicator, has increased. However, the proportion of service providers meeting the benchmark on the financial management indicator, has decreased.

Key facts — Water service provider performance

- The number of handpumps without WSMTs increased by 137% in the district.
- Like in the baseline, the compliance of service providers with national norm and standards for rural and small town water supply, is very low.
- On most indicators, less than half of the service providers met the benchmark. Only on the political interference indicator, all service providers met the benchmark, as did the majority of piped scheme service providers on the tariff setting indicator.

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.

There is a unit within the Sunyani West District Assembly for WASH activities, with good coordination and collaboration for WASH activities. The district has developed a Water and Sanitation Plan with provisions for borehole replacement and service monitoring. However, this plan has not been strictly implemented.

Unlike in the baseline, the second monitoring round revealed that the district had budgeted for implementation of WASH activities and provision of direct support for the DWD. However, less than 1% of this budget was released to the DWD.

Both in the baseline as well as in second monitoring round, the assembly failed to coordinate activities of NGOs implementing water and sanitation projects in the district even though they indicated awareness of these NGOs' non-compliance with some norms in water service provision.

The level of monitoring support that the service authority has been providing, has been low (12% of service providers received monitoring support in second monitoring round, against 6% in the baseline).

Water service authority indicators	Base-line	2nd round
• 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
• 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, like in the baseline, the data collected by the Sunyani West District on operations and maintenance of water facilities, is not transferred to regional level or shared with CWSA.

Key fact — Service authority performance

There has not been an observed change in the performance of service authority in Sunyani West. Like the baseline survey, the second monitoring round showed that the Sunyani West District meeting the benchmark on the indicators related to the presence of a District Works Department and the development of a District Water and Sanitation Plan, but not on any of the other indicators.

Main conclusions:

- 43% of the handpumps were fully functional in the second monitoring round, compared with 59% in the baseline.
- In the second monitoring roun d, the overall performance of WSMTs-SC on service provider indicators was bad, with poorer scores on financial management, composition of WSMT-SC and reporting and accountability, as compared with the baseline.
- As in the baseline, piped schemes in the district were found to perform better on service level indicators than handpumps.
- As in the baseline, the service authority was found to fail to provide adequate support to water service providers.

Main recommendations:

- District should begin to coordinate activities of NGOs undertaking water and sanitation projects as per the DWSP, and enforce compliance with standards for water service provision.
- District should support the DWD to undertake periodic monitoring to support service providers and water users.
- The district should facilitate the formation and/or reconstitution of WSMT-SC.
- WSMTs-SC must be encouraged to engage regularly with water users and render accounts.

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 Sunyani West District, Brong Ahafo Region, Ghana.

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