WATER SERVICES that last

Fact Sheet
Water services in East Gonja District,
Northern Region, Ghana.

This fact sheet presents the results of an assessment of water service delivery in East Gonja District in Northern Region of Ghana. The assessment focused on the **functionality** of water facilities and the **level of service** provided. It also investigated the 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). Data collection took place between November 2011 and January 2012. The results of this assessment are useful for informing planning at district level. Also, they constitute a baseline to track progress in water service provision over time and can stimulate discussion around policies, guidelines and practices in the community water supply sub-sector.

Table 1: Basic facts about East Gonja District

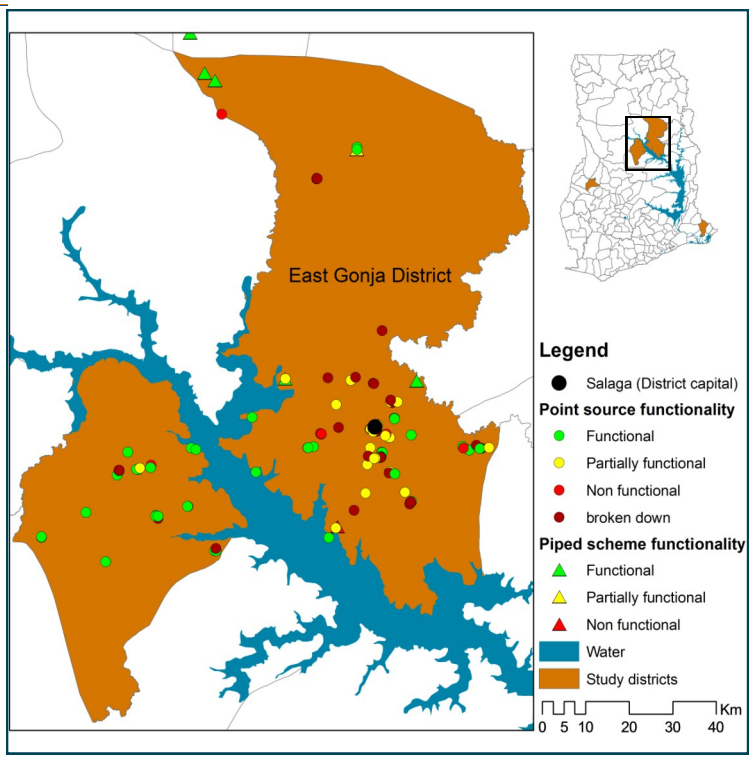
Region:	Northern Region
Area (km^2):	9,015
Population (2010):	135,450 *
Number of area councils:	6
Water supply coverage:	47%

Table 2: Overview of water facilities **

Area council	Number of improved point sources	Number of WAT-SANs	Number of piped schemes
Bunjai	1	1	0
Kpariba	6	3	5
Kpembe	37	20	0
Kulaw	32	11	0
Makango /Kafaba	16	12	2
Salaga	30	13	1
Total	122	60	8

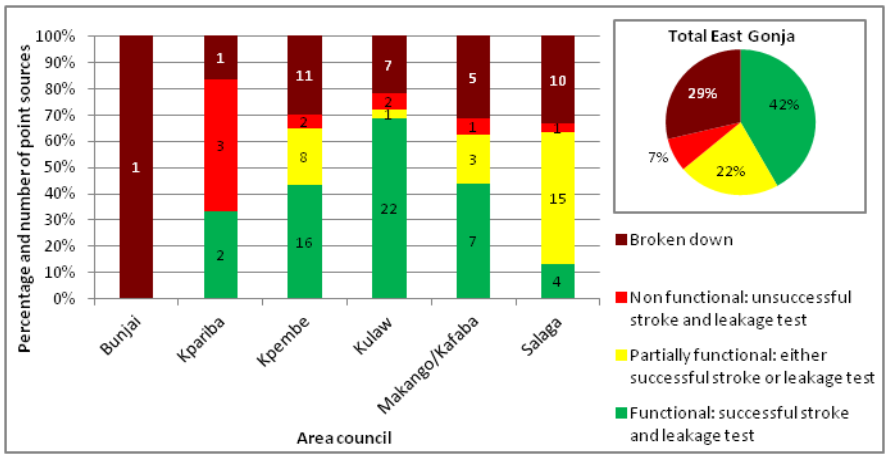
*2010 Ghana Population and Housing Census (GSS, 2012)

** CWSA Coverage Data, 2011



Functionality

Of the 8 piped schemes in the district, 6 were found to be fully functional, 1 partially functional and 1 non-functional. In total, 33% of standpipes supplied by these piped schemes were functional. As shown in the figure below, many of the improved point sources (boreholes or hand dug wells with handpumps) were not functioning optimally.



Functionality—key facts:

- **29% of point sources in the district have broken down**
- **Kulaw Area Council accounts for more than half of total functional facilities**
- **The majority of piped systems were functional**

Stroke test: In order for a point source to pass this test, it should take a maximum of 40 strokes to fill a size 34 bucket (18 litres) within 1 minute for Afridev and Ghana Modified India Mark II and 30 strokes for Nira AF-85 handpump (three of the four standard handpumps in Ghana).

Leakage test: In order to pass the leakage test, water should flow within 5 strokes, when pumping is resumed after 5 minutes rest following the stroke test.

Level of service

The level of water service to which people have access, is indicated by the **quantity** and **quality** of water, the accessibility of the services in terms of **distance** and **non-crowding**, and the **reliability** of the water services (functionality over time). Norms and standards related to these service level sub-indicators have been set for the community water sector in Ghana by CWSA. The table below gives an overview of these standards and the proportion of schemes that met the indicators.

Table 3: Proportion of schemes meeting the benchmark on the service level sub-indicators

Service level sub-indicators	Improved Point sources (n=122)	Piped schemes (n=8)
Reliable: The period that a scheme is non-functioning should not exceed 18 days per year (95% of the year)	59%	38%
Non-crowding: The maximum number of people served by a facility should not exceed 300 per bore-hole or standpipe, or 150 per hand-dug well	9%	75%
Distance: The distance to the farthest household should not exceed 500 metres	60%	50%
Quality: The quality should be in line with standards set by the Ghana Standards Authority (for this assessment, aesthetic quality alone was assessed)	92%	100%
Quantity: The amount of water used from the scheme should be at least 20 litres per capita per day	61%	No data

Service levels—key facts:

- Only 9% of the facilities serve populations not exceeding the threshold of 300 for point sources and piped schemes and 150 for hand dug wells.
- 59% of point sources provide reliable services.
- Reliability of piped systems is low, with only 38% of piped systems meeting the benchmark.
- For the majority of facilities, water quality is perceived as acceptable.
- In 39% of point sources, water use is estimated to be below the 20 litres per capita per day norm .
- About 68% of the point sources provide sub-standard service level.

Based on whether or not the benchmarks on the different sub-indicators are met, the **level of service** can be determined, as indicated in tables 4 and 5.

Women from Adamupe, East Gonja District fetching water from a borehole in the community. Photo credit: Lamisi Dabire /Triple-S Ghana

Table 4: Proportion of point sources providing basic or sub-

Service level	%
Basic services: facilities provide services meeting the benchmark on all service level indicators	1.6
Sub-standard services: facilities provide services not meeting the benchmarks on all service level indicators	68.9
Not providing services: facilities do not provide services (facilities broken down)	29.5

Table 5: Number of piped schemes providing basic or sub-standard level of service

Service level	Nr
Potential basic services (not considering water quantity*): facilities provide services meeting the benchmark on the distance, non-crowding, quality and reliability	2
Sub-standard services: facilities provide services not meeting the benchmark on the distance, non-crowding, quality or reliability	5
Not providing services: facilities do not provide services (facilities broken down)	1

* No data could be obtained on water quantity produced and sold.

Performance of water service providers

The performance of water service providers has been assessed using **service provider indicators** based on water service provider structures and procedures prescribed in CWSA guidelines and the Water and Sanitation Development Boards (WSDB) model by-law. Benchmarks have been set for indicators of governance, operations and financial management against which Water and Sanitation Management Teams [(WSMTs—formerly Water and Sanitation Committees (WATSANs)] and Water and Sanitation Development Boards (WSDBs) have been assessed.

Water service provider functions:

The water service provider functions refer to the day-to-day management of a water service, including operation, preventative and corrective maintenance, and administration activities (book keeping, tariff collection, customer care, etc). In rural and small town water supply in Ghana, these functions are commonly executed by Water and Sanitation Management Teams [WSMT—formerly **WATSAN Committees** (for point sources) and **Water and Sanitation Development Boards (WSDBs)** (for piped systems)].

WSMTs – Point Sources (WATSAN Committees)

All but three point sources in the East Gonja District are managed by a WATSAN committee. In total, 51 WATSANs were identified.

Governance: 69% of the WATSANs do not have a gender balanced membership, a separate technical and administrative positions and water vendors. None of the WATSANs however reported political and chieftaincy influences , 51% of WATSAN Committees kept technical, administrative and financial reports of their activities and shared these with the community.

Operational performance: 83% of WATSANs carried out preventative and 65 % corrective maintenance. More than half (65%) of WATSANs indicated that water quality analysis had been carried out. About 65% of WATSANs indicated that services from area mechanics could be acquired within 3 days. However, only 46% of WATSANs indicated the availability of spare parts within 3 days.

Financial management: 63% of WATSANs reported annual revenue that exceed expenditure. However, only about 20% of WATSANs had opened a bank account and had petty cash available. Only 38% of WATSANs had set a tariff (26% based on projected costs).

Service provider indicators:

Governance indicators:
- Composition of WATSAN/WSDB
- Reporting and accountability
- Freedom from political and chieftaincy interference

Operational indicators:
- Spare part supply and technical services (WATSAN: 2 separate indicators: spare part supply; technical services)
- Maintenance (WATSAN: 2 separate indicators: corrective maintenance; preventive maintenance)
- Water quality testing

Financial management indicators
- Revenue/ expenditure balance
- Financial management
- Tariff setting

WSMTs—Piped Systems (WSDBs)

Each of the 8 piped schemes was found to be managed by a WSDB.

***Governance*:** None of the 8 WSDBs was composed of adequately qualified members in line with the CWSA guidelines. Political influences was only evident in the Salaga and Wulanyili WSDBs. 4 of the 8 WSDBs kept records, which they shared with the community.

***Operational performance*:** Only 1 of the 8 WSDBs was able to acquire spare parts and technical services while1 prepared a maintenance schedule and implemented this. Water quality sampling and analysis of water facilities had only been carried out in 2 out of the 8 piped systems i.e in Salaga and Kpalbe.

***Financial management*:** 5 out of 8 WSDBs managed to report annual revenues exceeded expenditure. But only 2 WSDBs met the benchmark on sound financial management, having both an operational as well as a capital account, in which at least 20% of net revenues are deposited. None of the WSDBs had set tariffs based on projected costs.

Service provider—key facts:

- **There is widespread non-compliance with national guidelines in the area of governance and management , financial management, and operations**
- **At least half of the WATSANs did not meet the benchmark on 4 out of 11 WATSAN indicators.**
- **At least half (4 of the 8) WSDBs did not meet the benchmark on 6 out of the 9 WSDB indicators.**

Performance of service authorities

The service authority in East Gonja was found to be performing poorly, not meeting any of the service authority benchmarks.

28% of WATSANs indicated that they receive monitoring support from the District Water and Sanitation Team while none of the WSDBs indicated that they received support. Monitoring data was not transferred from district to regional level on quarterly basis, as required by CWSA. The 3-member District Water and Sanitation Team was found to be insufficiently resourced to do its job. The district allocated a budget for operational costs, but not for investment costs. No facility management plans had been developed, spelling out the roles of WSMTs (WATSANs and WSDBs) and bye-laws had not been passed to legalize them. Most NGOs did not provide facility data on new facilities to the District Water and Sanitation Team (DWST).

Water service authority functions:

Service authority functions include planning, coordination and oversight in a specified geographical area of jurisdiction. Direct support functions, like monitoring and technical support to community-based service providers are also part of the service authority mandate. In Ghana, service authority functions lie mainly with the Metropolitan, Municipal and District Assemblies (MMDAs).

Service authority indicators:

- Monitoring support from DWST to service providers
- Data transfer from district to regional level
- Presence of District Water and Sanitation Team
- Budget allocation and utilization
- Facility management plans and by-laws
- NGO coordination in the district

Service authority—key facts:

The District Water and Sanitation Team/District Works Department in East Gonja did not meet any of the benchmarks on the six service authority indicators.

Main conclusions:

- More than a third (36%) of point sources are either broken down or not functioning properly.
- Only 2% of point sources in the district provide water services in line with the CWSA norms on reliability, accessibility, quantity and (perceived) quality.
- Most point sources in the district are managed by a WATSAN (now Water and Sanitation Management Teams).
- Performance of WSMT (WATSANs and WSDBs) is generally low, especially on financial management and tariff setting indicators.
- The service authority (MMDA) is not providing adequate support to WSMTs (WATSANs and WSDBs).

Main recommendations:

- Community Water and Sanitation Agency, in collaboration with the District Assembly should ensure compliance with the guidelines and standards for the provision of rural and small town water services.
- The District Assemblies, in collaboration with Community Water and Sanitation Agency and other like-minded organisations, should organise refresher trainings for service providers to improve their delivery capacity.
- The District Assembly should provide adequate resources to the DWST to enable them provide the necessary technical, administrative and financial backstopping to the service providers in the communities.
- Both Governmental and Non-Governmental Organisations working in the rural water sector should, as part of their provision of water infrastructure ,make adequate budgetary allocation for post construction support.

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 Fact Sheet
This summary is based on a 2012 baseline study on service level and sustainability of water supply in East Gonja District, Northern Region Ghana.
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