

## Fact sheet

## Water services in East Gonja District

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

## Counting water supply facilities

Type of scheme	Number of facilities		
	2012	2013	2014
<b>Handpumps</b>	122	137	135
<b>Piped Schemes</b>			
Total number of public standpipes	8	12	12
Total number of household connections	60	69	69
	560	560	560
<b>Type of piped schemes:</b>			
Ghana Water Company Ltd scheme	4	5	5
Limited mechanized borehole	3	4	4
Water Kiosk (Water Health Centre)	0	2	2
Small town piped scheme	1	1	1

Table 1 gives an overview of the number of water facilities in the district. It shows an increase in the number of handpumps between 2012 and 2013. It also shows a slight decrease in the number of handpumps in 2014, because 2 handpumps were decommissioned. The 2014 number of piped schemes remained the same as in 2013.

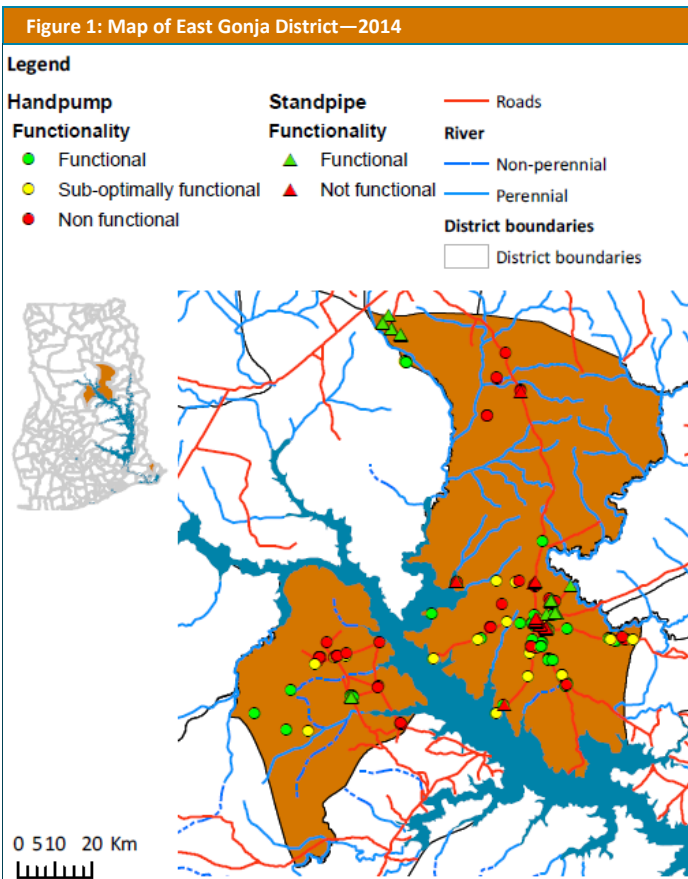
## Functionality

Handpump functionality reduced marginally over the three years of service monitoring. The decline in functionality is mainly a result of the breakdown of previously functional handpumps.

The Limited Mechanised Borehole in New Makango, which was not functioning at the time of assessment in 2012 and 2013, was found to be functional at the time of assessment in 2014.

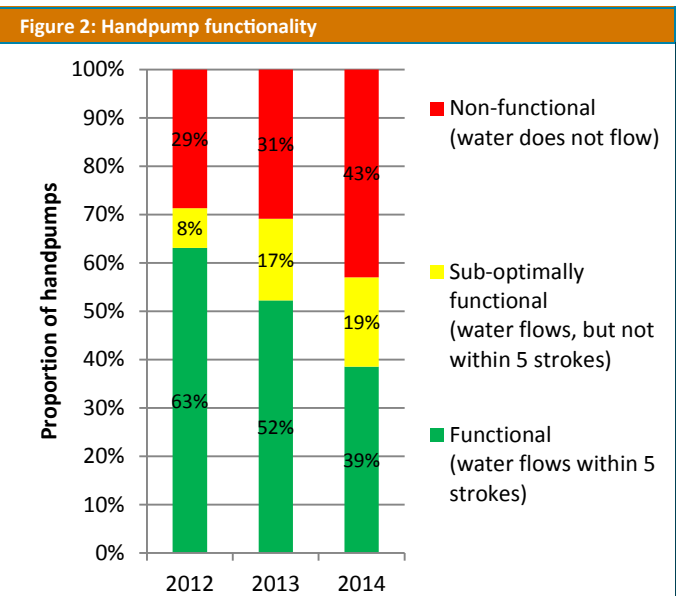
In 2013, the piped schemes of Dakpemyili and Dashie, both with bulk water supply from GWCL, were both functioning, but not optimally. The same was the case with the Limited mechanised borehole in Kpalbe in 2012. In 2014, all piped schemes were found to be fully functional.

Standpipes connected to the piped schemes experienced a steady rise in functionality over the three years. In 2014, 54% of the standpipes were found to be functional compared to the 34% and 42% in 2013 and 2012 respectively. The relatively low level of standpipe functionality was largely due to problems in the distribution system of the Salaga Small Town Piped Scheme, which has more than 40 standpipes.



## Key facts — Functionality

- The functionality of handpumps has decreased over time.
- Piped scheme and standpipe functionality has improved slightly over time.



## 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.

Figure 3: Proportion of handpumps meeting the service level standards

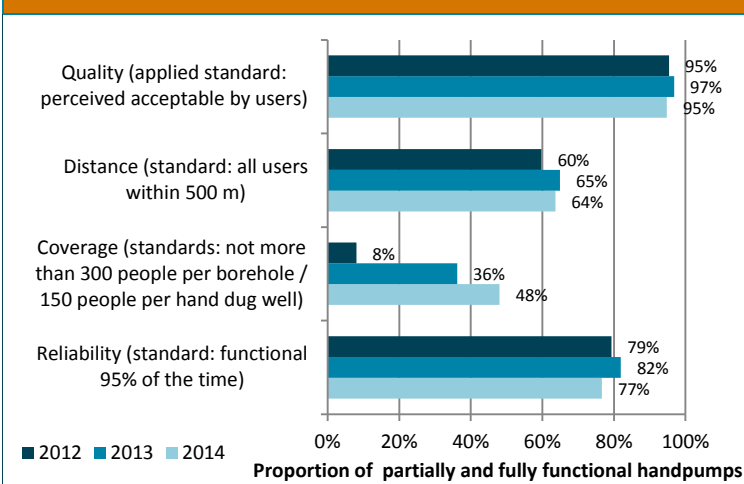


Table 2: Proportion of handpumps providing a certain level of service

Service level	2012	2013	2014
III—Handpumps services meeting the standard on all service level indicators	2%	12%	10%
II—Handpumps services <u>not</u> meeting the standard on all service level indicators	68%	57%	47%
I—Handpumps not providing services (handpump not functional or not used)	30%	31%	43%

Most handpumps in East Gonja are perceived to provide water of acceptable quality. About 80% of handpumps provided reliable services over the last three years. The proportion of handpumps meeting the distance and coverage standards was considerably lower. In 2012, the majority (92%) of handpumps were assessed to serve more people than the

standard 300 people per borehole / 150 people per hand dug well. In 2014, only 52% of the handpumps were assessed to do so. In 2013 and 2014 more accurate population figures were used to make this assessment, which might have contributed to this change over the years.

Based on the estimated quantity of water

collected from the handpumps on a daily basis, only 38% of functional handpumps were believed to provide at least 20 lpcd in the dry season in 2014.

### Key facts — Handpump service levels

In 2014, only one in ten handpumps in East Gonja provided services meeting the minimum standard for rural water supply in Ghana.

## 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.

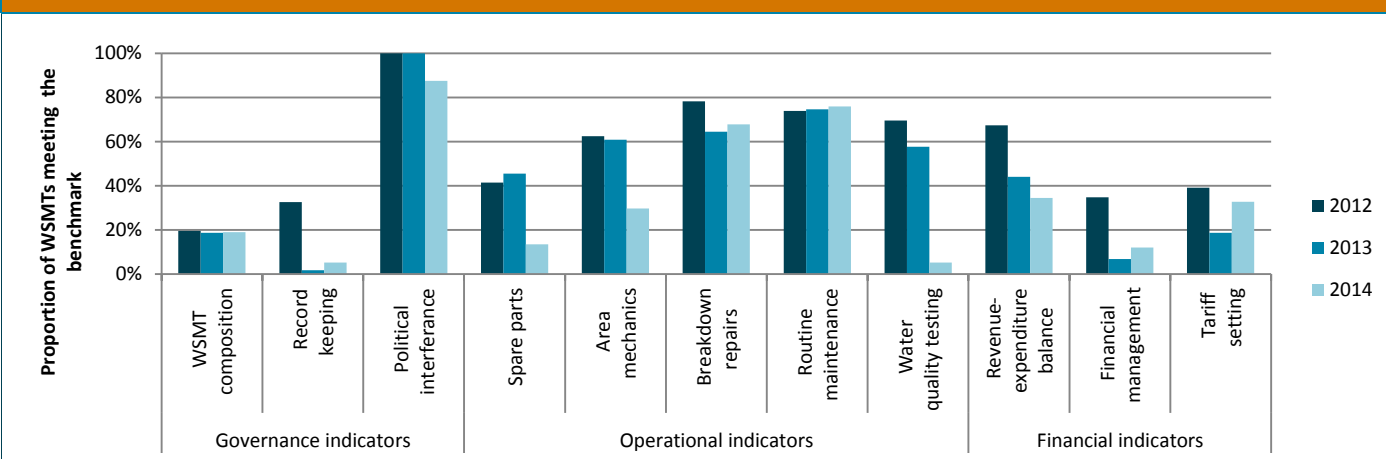
The majority of handpumps in East Gonja (91%) are managed by Small Community Water and Sanitation Management Teams (WSMT-SC). However, the performance of many of these WSMTs-SC is not fully in line with the norms and guidelines set for rural service provision. On only three of the 11 service provider indicators (political interference, breakdown repairs, and routine maintenance), at least half of the WSMTs-SC managed to consistently meet the benchmark over the three years of service monitoring. WSMT-SC performance seems to have deteriorated over the last three years, as in 2014 a much smaller proportion of WSMTs-SC managed to meet the benchmark on several in-

dicators than in 2012.

### Key facts — WSMT-SC performance

The majority of WSMTs did not consistently meet the benchmark on eight of the 11 indicators.

Figure 4: Performance of WSMT-SC



## 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.

Figure 5: Proportion of piped schemes meeting the service level standards

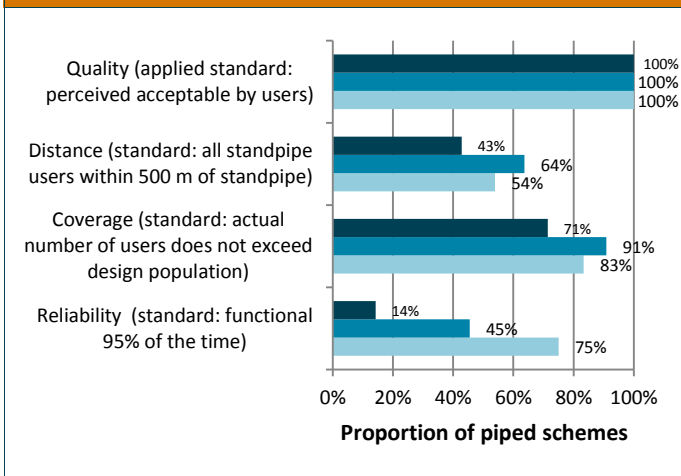


Table 3: Number of piped schemes providing a certain level of service

Service level	2012 (n=8)	2013 (n=12)	2014 (n=12)
Piped scheme services meeting the standard on all service level indicators:	0	2	2
Piped scheme services <u>not</u> meeting the standard on all service level indicators	7	9	10
Piped scheme not providing services (Piped scheme broken down or not used)	1	1	0

The quality of water from all piped schemes in East Gonja was considered acceptable. Piped scheme reliability in the district has improved over the course of the last three years. This is mainly as a result of improved supply of water by the Ghana Water Company to the schemes connected to it and the improvement in operations of the Salaga

Piped Scheme after some parts were procured to fix the system. The East Gonja District Assembly purchased submersible pumps and meters to aid the operations of the Salaga system. The distance between the standpipes connected to the piped schemes and the users seems to be the biggest challenge. No reliable data could be obtained about the

quantity of water use from the piped schemes in the district.

### Key facts — Piped scheme service levels

The proportion of piped schemes meeting the minimum standards on at least four service level indicators, has increased.

## 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.

Each of the piped schemes is managed by a Small Town Water and Sanitation Management Team (WSMT-ST).

On two indicators (political interference and tariff setting) at least half of the WSMTs-ST managed to consistently meet the benchmark.

The composition of an increasing number of WSMT-STs has been in line with the guidelines. However, only one WSMT-ST managed

to meet the prescribed composition and qualifications of operational staff.

The number of WSMTs setting a tariff has increased over the last year.

None of the WSMTs-ST met the benchmark on the record keeping indicator and only few met the benchmark on the maintenance, water quality and financial management indicators.

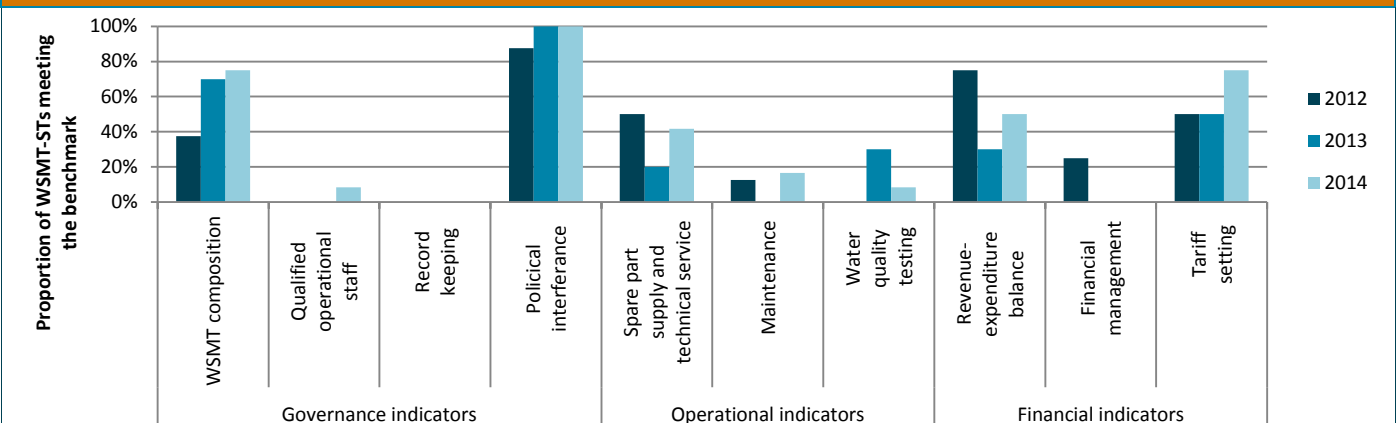
The lack of training for most of the WSMT-ST

is believed to have contributed to the poor performance of the WSMTs-ST in the areas of record keeping, maintenance and financial management.

### Key facts — WSMT-ST performance

Only on two indicators, at least 50% of the WSMTs-ST consistently met the benchmark over the last three years.

Figure 6: Performance of piped water service providers



## 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.

The performance of the service authority in East Gonja has improved over time. In 2014, the service authority met the benchmark on four out seven indicators, while it met only one benchmark in 2013 and none in 2012.

The Salaga Pipe Scheme has been improved and fully operational as a result of funds released by the Service Authority through the District Assemblies Common Fund and the District Development Facility for repair works. This has contributed to the meeting of the benchmark on the budget allocation and utilization indicator.

Coordination and alignment of various NGO activities with the Service Authority's District Water and Sanitation Plan, (DWSP) and Medium Term Development Plan MTDP has improved as well. The District Assembly has engaged most of the NGOs in the district through various platforms, where they present their WASH plans and encouraged them to align their respective plans.

Data transfer to the regional level also improved significantly with the transfer of service monitoring data on water facilities and service providers to the regional office of the Community Water and Sanitation Agency. Although the benchmark on the monitoring support to the WSMT-SCs was missed, the proportion of WSMTs that reported

Table 4: Service authority score card

Water service authority indicators	2012	2013	2014
Presence of a District Works Department	X	X	X
District Water and Sanitation Plan	X	√	√
Budget allocation and utilization	X	X	√
Facility management plans and by-laws	X	X	X
NGO coordination	X	X	√
Monitoring support	X	X	X
Data transfer from district to regional level	X	X	√
<b>Number of benchmarks met</b>	<b>0</b>	<b>2</b>	<b>4</b>

X = benchmark not met; √ = benchmark met)

that they received regular monitoring visits and subsequent technical support from the service authority increased from 24% in 2012 to 45% in 2014.

The service authority continues to face some hurdles in streamlining the roles and responsibilities of the District Works Department, gazetting and enforcing bye-laws and providing technical support to the various Water and Sanitation Management Teams.

### Key fact — Service authority performance

The overall performance of the service authority in the East Gonja District improved significantly only missing out on 3 benchmarks out of the 7 indicators.

#### Main conclusions:

- Handpump functionality has been decreasing over the three years of service monitoring (2012-2014).
- Many of the functioning handpumps are used by more than the prescribed number of people, leading to long queuing times.
- In 2014, only one in ten handpumps provided water services that meet the minimum standard on water quality, accessibility and reliability.
- The performance of WSMTs, especially those managing piped schemes, was poor. Record keeping and financial management are major issues.
- The performance of the service authority has improved over time. In 2014, the Service Authority missed out on only three of the seven indicators.

#### Main recommendations:

- CWSA should provide capacity support to the District Assembly to help them carry out their mandate effectively and support WSMTs to better assume their roles and responsibilities.
- The District Assemblies and CWSA must work to ensure total compliance to national norms and guidelines by all service providers.
- The Service Authority must put in adequate measures to ensure service providers receive the needed support to aid their performance.

#### 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 East Gonja District in the Northern Region, Ghana.

**Author:** Godwin Kotoku

**Reviewed by:** Marieke Adank, Tyhra Carolyn Kumasi, Mohammed Ibrahim Adokor