

# Fact sheet

## Water service monitoring in Akatsi North and South Districts

2nd monitoring round  
2013

WATER SERVICES  
**that last**

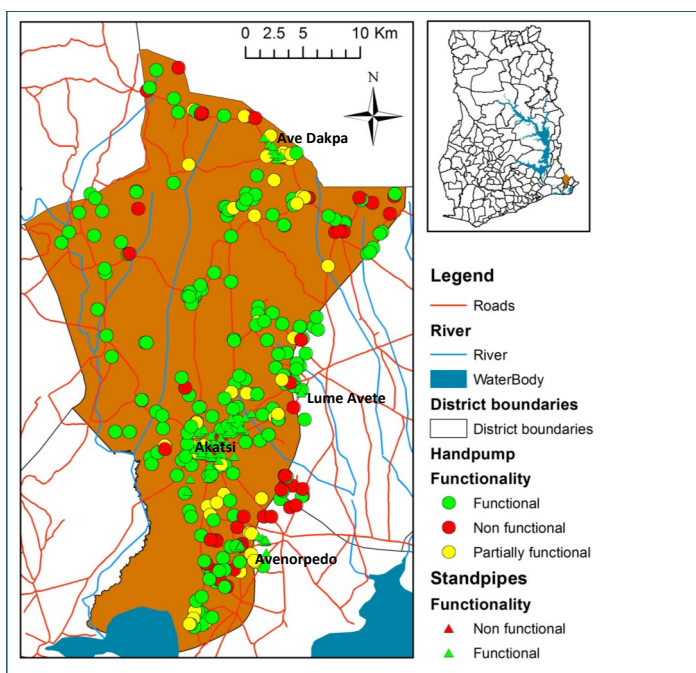
This fact sheet presents the main findings from the second round of water service delivery monitoring in the Akatsi District (now North and South Districts), Volta Region. It presents findings on **functionality** of water facilities, the **level of service** provided, and compliance of **community-based service providers** and **service authorities** with national norms, standards and guidelines for community water supply, 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

Type of scheme	Number of facilities	
	Baseline	2nd round
<b>Handpumps</b>	<b>249</b>	<b>294</b>
<b>Piped schemes</b>	<b>6</b>	<b>7</b>
Total number of public standpipes	85	82
Total number of household connections	455	463
<b>Type of piped schemes:</b>		
Limited mechanized boreholes	0	1
Small community piped schemes	5	5
Small town piped schemes	1	1

Table 1 gives an overview of the number of water facilities mapped in the baseline and the second monitoring round. Since the baseline, 76 handpumps have been removed from the monitoring system due to salinity and low yields. A total of 121 handpumps have been added, 72 of which were newly constructed facilities. A limited mechanized borehole has also been constructed since the baseline. Overall, there has been a slight reduction in the number of stand pipes in the district. This is because several standpipes in Akatsi town and Ave Dakpa have been locked for non-availability of vendors.

Map 1: Akatsi North and South District



### Functionality

While the number of functional handpumps has increased, as shown in figure 2, the proportion of functional handpumps in the second monitoring round is almost the same as in the baseline, as shown in figure 1. The proportion of non-functional handpumps has reduced. This is (at least partly) due to a recent efforts by the two District Assemblies and the communities to repair broken down facilities, the decommissioning of others and to the construction of new handpumps. Of the 72 newly constructed handpumps, almost 10% were found to be not functioning optimally (five partially functioning, and two non functioning).

Like in the baseline, all piped systems were found to be functional, with 100% standpipe functionality, with the exception of Ave Dakpa, where standpipe functionality was 70%.

Figure 1: Handpump functionality in percentages

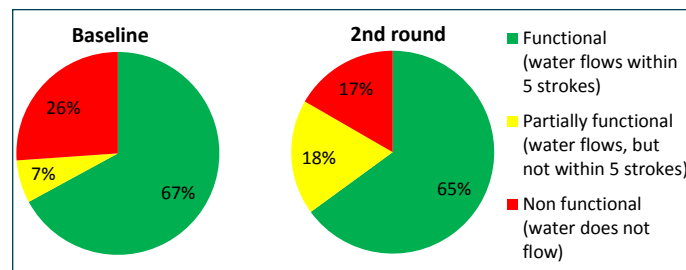
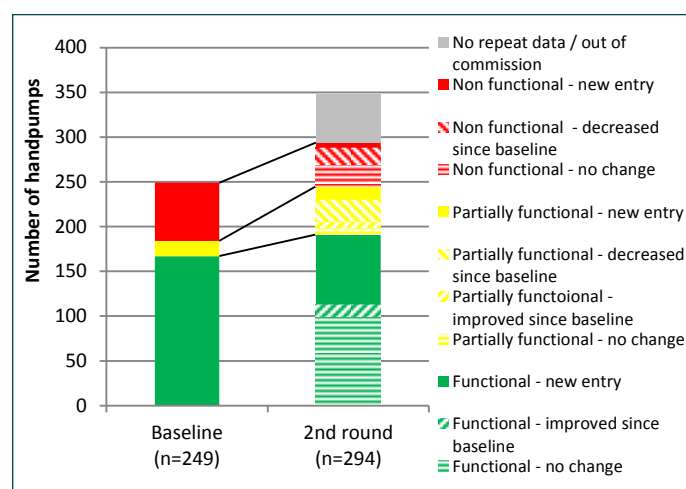


Figure 2: Handpump functionality in numbers



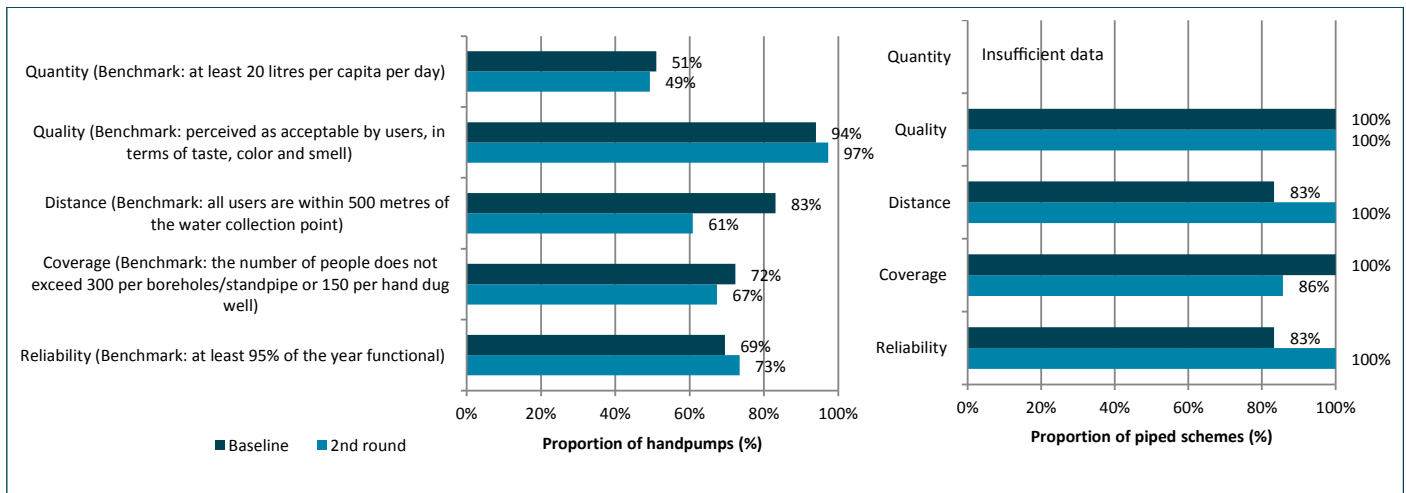
#### Key facts — Functionality

- The percentage of functional handpumps and piped schemes has remained more or less the same since the baseline.
- The percentage non-functional handpumps had reduced from 26% to 17%, with an increase in partially functional handpumps.

## 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 below 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 percentages of handpumps meeting the benchmark have not changed significantly since the baseline on most service level indicators, with the exception of the distance indicator. On this indicator, the percentage of handpumps meeting the benchmark has reduced significantly.

Table 2 shows a slight drop in the proportion of handpumps meeting the benchmark on all service level indicators from 34% in the baseline to 32% in the second monitoring round.

Data on piped scheme water quantity was only available for four schemes. In both the baseline as well as the second monitoring round, water use in the Avenorpedo small community scheme was found to exceed 20 litres per person per day. For the three other schemes, the quantity of water produced and sold was found to be lower than the bench-

mark of 20 litres per person per day. Water use at the standpipes was however estimated by users themselves to amount to be more than 20 litres per person per day for all functional standpipes.

Most piped schemes met the benchmarks on the other service level indicators in the second monitoring round, with the exception of the Ave Dakpa scheme, which did not meet the benchmark on the distance indicator.

The number of piped systems meeting benchmark on all service level indicators, not taking into account water quantity, has increased (see table 3), due to improved reliability of the Lume Avete scheme, and the construction of a new system in Wumeve Awlavikope, meeting all service level indicator benchmarks.

### Key facts — Service levels

- The proportion of handpumps meeting all service level indicator benchmarks has remained more or less the same.
- The proportion of handpumps meeting the benchmark on the distance indicator, has reduced.
- The proportion of handpumps that are not providing services has decreased. However, the proportion of handpumps that do not meet the benchmark on all service level indicators, has increased.
- The proportion of piped schemes meeting the benchmark on at least four service provider indicators, has increased.

Service level	Baseline (n=249)	2nd round (n=294)
Handpumps provide services meeting the benchmark on all service level indicators	34%	32%
Handpumps provide services <u>not</u> meeting the benchmark on all service level indicators	38%	51%
Handpumps do not provide services (handpump not functional or not used)	29%	17%

Service level	Baseline (n=6)	2nd round (n=7)
Piped schemes provide services meeting the benchmark on all service level indicators ( <b>not considering water quantity*</b> ):	67%	86%
Piped schemes provide services <u>not</u> meeting the benchmark on all service level indicators	33%	14%
Piped schemes do not provide services (Piped scheme broken down or not used)	0%	0%

\* 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

While in the baseline only 100 service providers had been identified, a total of 200 WSMTs-SC have been identified in the second monitoring round, managing the 294 handpumps. This increase has been a result of an increase in the number of facilities and the establishment of WSMTs-SC for some 71 previously 'orphaned handpumps'.

#### Governance:

The proportion of service providers meeting the benchmark on WSMT-SC composition is lower in the second monitoring round than in the baseline, as many of the new WSMTs-SC have not received any training yet. As in the baseline, no political interference in the constitution of WSMT-SC has been found. The proportion of service providers meeting the benchmark on records keeping has increased improved marginally.

#### Operational performance:

The proportion of handpump service providers meeting the benchmark for accessing spare parts and technical service has decreased. While breakdown maintenance has improved, there has been a drop in routine maintenance. Like in the baseline, almost none of the service providers met the benchmark on water quality sampling and testing.

#### Financial management:

The proportion of handpump service providers meeting the benchmark on the financial indicators, has not changed significantly as compared to the baseline.

### Piped scheme Water service providers

A total of 6 WSMTs-ST have been identified in Akatsi District in the second monitoring round, each managing one of the piped schemes in the district. The seventh piped scheme is a newly constructed limited mechanized borehole, managed by a WSMT-SC, which used to manage the handpump, before the borehole was mechanized.

#### Governance:

The decrease in the proportion of WSMT-ST meeting the benchmark for composition and

Indicators	Handpump water service provider		Piped scheme water service provider	
	Baseline (n=111)	2nd round (n=200)	Baseline (n=6)	2nd round (n=6)
<b>Governance indicators:</b>				
Composition of WSMT and Operating staff	52%	30%	83%	33%
Reporting and accountability	25%	29%	50%	50%
No political and chieftaincy interference	100%	99%	100%	100%
<b>Operational indicators:</b>				
Spare part supply and technical services	45%	36%	100%	83%
Corrective maintenance and Routine maintenance	61%	55%		
	32%	37%	0%	0%
	76%	58%		
Water quality testing	0%	1%	17%	17%
<b>Financial management indicators:</b>				
Revenue/ expenditure balance	58%	62%	83%	83%
Financial management	20%	18%	100%	83%
Tariff setting	88%	91%	100%	100%

operating staff as shown in table 4, can be explained by the fact that, during the baseline study, some of the individuals holding executive positions were also scored for operating staff. There has been no change in the proportions of WSMTs-ST meeting benchmark for political interference and records keeping and accountability.

#### Operational performance:

The proportion of WSMTs-ST meeting the benchmark on the water quality testing, has remained very low. Like in the baseline, none of the WSMTs-ST managed to meet the benchmark on the maintenance indicator. Access to spare parts and technical services reduced marginally in the second monitoring round.

#### Financial management:

Like in the baseline, the WSMTs-ST scored well on the financial management indicators in the second monitoring round. Over 80% of the WSMTs-ST met the benchmark for all three financial management indicators, both

in the baseline as well as in the second monitoring round.

#### Key facts — Water service provider performance

- At least half of WSMTs-SC met the benchmark on 6 indicators in the baseline and on 5 indicators in the second monitoring round.
- Even though WSMTs-SC are setting tariffs, and in most cases mobilizing more revenues than their expenditure, financial management is still an issue.
- The performance of service providers on the operational indicators has dropped.
- Like the baseline, the second monitoring round showed that WSMTs-ST in Akatsi performed well on the financial indicators.

## 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.

Unlike in the baseline, the Akatsi District Assembly has met the benchmark on the presence of District Works Department (DWD). The District has an engineer responsible for the water and sanitation unit of the DWD.

The Akatsi District Assembly has a District Water and Sanitation Plan spanning 2009 to 2013. However, the plan preparation process was not participatory. Thus the district's inability to meet the benchmark on water and sanitation plan indicator.

The District has made some allocation of funds in their budget for WASH, but less than 10% of the allocation has so far been disbursed or expended, hence the district's inability to meet the benchmark on this indicator in the second monitoring round. This is as a result of delays in the central Government releases of the District Assembly Common Fund (DACF).

The District assembly still does not have bylaws for coordination and regulation of water service delivery and thus has failed to meet the benchmark on existence of bylaws.

The Akatsi District Assembly has met the benchmark for NGO coordination, as it did in the baseline. Lifetime Wells, the only Water, Sanitation and Hygiene NGO in Akatsi, informs the Assembly of its operations and mostly aligns its programmes with the District Water and Sanitation Plan (DWSP). The district has also met the benchmark on

Water service authority indicators	Base-line	2nd round
• Presence of a District Works Department	X	✓
• District Water and Sanitation Plan	X	X
• Budget allocation and utilization	✓	X
• Facility management plans and by-laws	X	X
• NGO coordination	✓	✓
• Monitoring support	✓	✓
• Data transfer from district to regional level	X	X

(X = benchmark not met; ✓ = benchmark met)

the monitoring indicator, with the DWD and the Environmental Health Assistants (EHAs) monitoring water service delivery and performance of management teams. However, in both the baseline and the second monitoring round, the district failed to meet the benchmark on data transfer to the Region. The DWD and EHAs collect some Monitoring of Operation and Maintenance (MOM) data, but for the past one year, no such data has been transmitted to the Regional office of Community Water and Sanitation Agency (CWSA).

### Key fact — Service authority performance

The overall performance of the service authority has not changed significantly in the second monitoring round, as compared to the baseline. In both cases the service authority met the benchmark on 3 out of 7 indicators.

#### Main conclusions:

- The proportion of not functional handpumps has decreased since the baseline.
- The proportion of handpumps meeting all service level indicators has remained more or less the same as in the baseline.
- Less than a third of the handpump service providers have met the benchmark of financial management indicator, implying they still have challenges responding adequately to breakdown maintenance.
- The performance of the service authority has not changed significantly since the baseline.

#### Main recommendations:

- In order to ensure effective and efficient operation and management of the water facilities in the Akatsi Districts, there is the need for immediate capacity needs assessment and enhancement for the weaker or less capacitated WSMTs.
- In order to improve financial management, the Akatsi District Assemblies need to institute mechanisms to ensure proper management, transparency and accountability of system funds.
- The districts need to restructure their monitoring in such a way that it provides technical support to WSMTs and addresses operational challenges.

#### 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 for second monitoring round in Akatsi North and South Districts in the Volta Region, Ghana.

**Author:** Chimbar Tom Laari

**Reviewed by:** Marieke Adank, Tyhra Kumasi (PhD), Ibrahim Mohammed Adoku