



# Sustainability of WASH services Kebridehar, Somali

## Town audit statement

In June-July 2015, a sustainability check of WASH services was undertaken in Kebridehar town, Somali Region under the ONEWASH Plus Programme. This factsheet presents a summary of the key findings relating to sustainability challenges in town water supply, rural water supply, urban and rural sanitation and institutional WASH. As this first sustainability check has been undertaken at the start of the programme implementation, the results reflect that WASH services are not improved and capacity building interventions have not been implemented yet. Based on the findings, sustainability plans with details of suggested actions to overcome the sustainability challenges will be prepared.

### Key findings

**Town water supply:** the utility is very weak, lacking skilled staff and no operational guidelines. The financial situation is very weak with operating deficit. Technical sustainability is a challenge due to poor infrastructure and social aspects are also inadequately addressed.

**Urban sanitation:** institutional coordination is weak and there is an absence of service provider for liquid waste management. Social sustainability is also a challenge because of absence of pro-poor interventions.

**Institutional WASH:** the institutional WASH situation in Kebridehar is very bad. Roles and responsibilities both at service provider and woreda level are not clear to the responsible stakeholders. This needs to be addressed urgently.

### Overview of water supply and sanitation in Kebridehar

The water supply system of Kebridehar town is managed by a utility with an operator overseen by a town water board. The town has a severe water supply shortage and can serve the population with only a 1liter per capita per day. This implies that the population depends on alternative sources, which was confirmed by the 2014 baseline study, which found that 12% of the population depends on secondary sources and 54% use birkas. According to the utility (based on water connection and sales data 2% of the households are served with private yard connections while the remaining use shared systems.

Urban sanitation coverage in the town is high, with 91% of people accessing improved sanitation facilities

Of the eight school facilities, 57% have access to water supply. Only one of the three health facilities has water supply as well. None of the schools and health facilities in Kebridehar has improved sanitation facilities.

# Sustainability check overview

Within the ONEWASH Plus Programme, annual sustainability checks have been programmed to assess and monitor whether the degree to which conditions for sustainable WASH service provision are in place. Based on these sustainability checks, sustainability plans will be developed and implementation promoted to help ensure that the infrastructure and systems developed under the programme – within the programme towns, surrounding satellite villages and including institutional facilities at schools, health centres and other locations - do provide sustainable services to target populations without significant adverse environmental and socio-economic impacts.

The sustainability check considers the following five sustainability factors:

## **Institutional sustainability**

Are policies, strategies and management arrangements in place to ensure sustainable WASH service provision?

## **Technical sustainability**

Are WASH services technically viable and are mechanisms in place to ensure sustainable service provision (including spare part supply, the presence of technical support services etc.)?

## **Financial sustainability**

Are WASH services financially viable and can they be financially sustained over time?

## **Environmental sustainability**

Are measures in place to ensure that WASH services delivery does not have a negative impact on the environment?

## **Social sustainability**

Are measures in place to ensure that everyone can benefit from the provided WASH services?

**A scoring system has been developed describing incremental steps related to the performance on the indicator, to which scores are attached from 0 (worst case) to 100 (best case). The benchmark of the minimum acceptable level on each indicator has been determined and is typically set at the 50 score (100 in care of binomial (on-off) indicators).**

## Urban water supply

**Table 1 Urban water supply sustainability scores – service provision level**

Indicator		Score	
I	Effective Utility Management	50	25
	Staff Efficiency	25	
	Effective Water Board (WB)	25	
	Town Water Utility staffing	0	
T	Quality of infrastructure	75	35
	Non-revenue water	0	
	Adequate supply of spare parts for minor maintenance (pipes, fittings etc.)	25	
	Effective maintenance system in place	75	
	Water quality management and disinfections	25	
F	Cost Recovery	50	19
	Effective financial management	0	
	Effective asset management	0	
	Effective billing and collection	75	
E	Sanitary inspection of sources	100	62.5
	Sanitary inspection public fountains	25	
S	Urban poor get affordable water	25	25

**Table 2 Urban water supply sustainability scores – service authority level**

Indicator		Score	
I	Sufficient capacity at regional and zonal level to provide support to TWUs	25	25
T	Effective provision of technical support to the TWU	25	37.5
	Checks on construction quality	50	
E	Catchment management system in place	0	0

As shown in table 1 urban water supply in Kebridehar Town fails to meet the benchmark on 10 of the 16 indicators, resulting in low sustainability scores.

**Institutional sustainability:** The utility has serious institutional constraints. Although there is a utility with three core department (Operation, Finance, Customer), the number and qualification of staff is inadequate. The efficiency of the staff is also low due. The oversight board is also poorly organized, not trained do not have guidelines.

**Technically sustainability:** The utility has data on the quality of the infrastructure, which is generally qualified as poor. The utility does not have records of NRW, so its level is not known and no actions are planned. Spare parts for minor maintenance are not available within 3 days and water quality management system is inadequate, with disinfections of the reservoirs less than once a month.

**Financial sustainability:** There is no proper financial management. The utility does not even have a simple accounting system. There is no asset management. The only positive element is the adequate billing and collection system.

**Environmental sustainability:** Although the sources of the town water scheme pass the sanitary inspection, many of the public fountains do not.

**Social sustainability:** The utility has not done much to address equity issue. There are insufficient public taps and shared yard connections for providing water services to the poorest. .

At **service authority level**, the absence of catchment management and source protection presents a possible environmental sustainability risk. The region has dedicated department / section for supporting TWU with adequate staff. Technical support to the TSU is generally provided within a week and the building quality of urban water supply systems is checked by zone/region for all schemes.

## Urban sanitation

Table5 Urban sanitation sustainability scores - Service provision level			
Indicator		Score	
I	Waste water services	0	50
	Solid waste management services	50	
	Local private sector with capacity to construct and repair latrines	100	
T	Access to septic emptying services	0	13
	Public latrines built and effectively operational	25	
F	Economic viability of liquid waste service provider	0	8
	Economic viability of solid waste service provider	25	
	Access to fund for sanitation service providers	0	
E	Open defecation free environment	97	97
S	Affordability of liquid waste management services for households	0	25
	Affordability of solid waste management services for households	25	
	Availability of social inclusive public latrine facilities	50	

Table6 Urban sanitation sustainability scores - Service authority level			
Indicator		Score	
I	Clear roles and responsibilities related to town sanitation and hygiene	25	25
	Town council capacity to do sanitation and hygiene promotion	25	
	Town sanitation master plan	50	
	Formalisation of pit and septic pit emptiers	0	
T	Checks on construction quality	25	37.5
	Effective messaging related to sanitation and hygiene	50	
F	Town/ municipality annual recurrent budget	75	37.5
	Sufficient logistics for town staff to monitor and follow-up on sanitation and hygiene	0	
E	Safe disposal or reuse of sludge in an environmentally sound manner	0	12.5
	Safe disposal or recycling of solid waste in an environmentally sound manner	25	
S	Presence of strategy and service delivery models for reaching the poorest with sanitation facilities	25	25

At service provision level, the town fails to meet the benchmark on 8 of the 12 urban sanitation sustainability indicators.

**Institutional sustainability:** Solid waste management services in Kebridehar town are provided by a micro enterprise. Latrine artisans are also available within town. However, the town does not have liquid waste service providers and due to its remote location arranging service provider from neighbouring is difficult. This is a big institutional sustainability challenge, which also presents a technical sustainability challenge.

**Technical sustainability:** As mentioned above, there are no liquid waste services available in the town. Furthermore, there are insufficient public latrines available in the town.

**Financial sustainability:** Liquid waste providers are not financially viable, while solid waste collectors are only economically viable when subsidised. Sanitation service providers have no access to (micro) finance.

**Environmental sustainability:** 97% of households reported not practice open defecation.

**Social sustainability:** Liquid waste water services are not affordable to households, while solid waste services were considered only affordable with subsidies. Public latrine facilities have separate latrines for males and females, but no special facilities for disabled people.

At **service authority level**, the town scores low, not meeting the benchmark on 8 of the 11 indicators at this level. There is a town sanitation master plan in place. Furthermore, messaging on sanitation and hygiene takes place on continuous basis in at least 50% of the town. Although the town's recurrent urban sanitation budget exceeds 150.000 per year, there are insufficient logistical resources available to provide monitor and follow-up on urban sanitation and hygiene.

## Institutional WASH

**Table 9 Institutional WASH sustainability score – service provider level**

Indicators		Health facility		School	
I	Roles for cleaning and minor maintenance of institutional latrines	0	0	0	0
	Clear roles and responsibilities with regard to pit emptying/desludging /decommissioning	0		0	
T	Cleaning programme for sanitation facilities	0	0	0	0
	Availability of sufficient and appropriately equipped sanitation facilities including hand washing	0		0	
	Menstrual hygiene	0		0	
	Septic tank emptying practices	0		0	
F	Payment for water services	33	17	25	13
	Financing of capital maintenance of sanitation facilities	0		0	
E	Distance between latrines and water source (hand dug well / borehole / spring)	NA	0	NA	0
E	Open defecation free environment	0		0	
S	Social inclusion of latrine facilities	0	0	0	0

None of the three health facilities and the seven schools in Kerbridehar town had improved sanitation facilities. Hence the very low scores on the institutional WaSH indicators at service provision level. One of the health facilities and several of the schools did pay for water services.

At **service authority level**, Kerbridehar does not score well either on the institutional WaSH sustainability indicators. Sustainability challenges are especially related to institutional issues, such as local government capacity and formalisation of pit and septic tank emptiers, the lack of logistic resources available to the woreda level staff to do their job in supporting institutional WaSH, and the lack of facilities for the safe disposal of liquid and solid waste.

**Table 10 Institutional WASH sustainability score – service authority level**

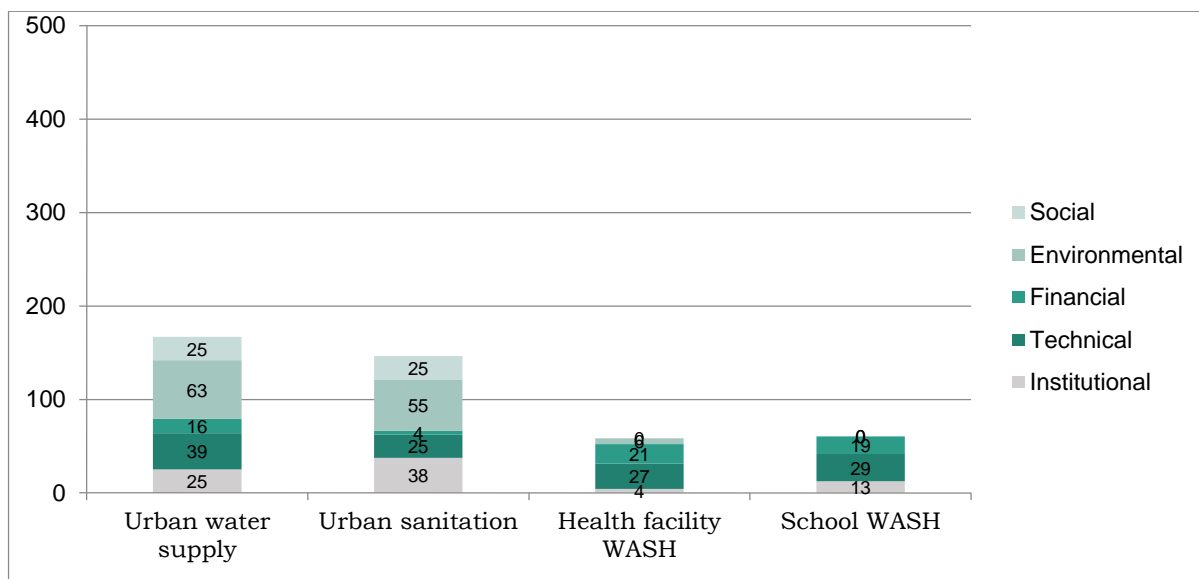
Indicators		Health facility		School	
I	Clarity on roles and responsibilities related to supporting institutional WASH	25	8	50	25
	Local government capacity to provide support to institutional sanitation	0		25	
	Formalization of pit and septic pit empties	0		0	
T	Monitoring of sanitation facility use and follow-up support	75	50	100	58
	Effective support to institutions related to their WASH facilities	75		75	
	Availability of septic tank emptiers	0		0	
F	Sufficient financing of staff to monitor and follow-up on institutional WASH service provision	50	25	50	25
	Sufficient logistics for staff to monitor and follow-up on institutional WASH service provision	0		0	
E	Safe disposal and / or reuse of sludge in an environmentally sound manner	0	13	0	13
	Safe disposal and / or recycling of solid waste in an environmentally sound manner	25		25	

# Conclusions and recommendations

Figure 1 gives an overview of the average WASH sustainability check scores from service provision and service authority level in Kebridehar. It shows very low scores on the sustainability indicators. As shown in the

figure, Kebridehar scores low on all sustainability factors related to urban water and sanitation. Average scores are especially low on the sustainability factors related to institutional WASH.

**Figure 1 Aggregated scores**



## Highlights of proposed actions

The institutional capacity of the town water utility needs to be strengthened and the staff needs to be trained. Operational guidelines need to be developed for the utility. The utility needs to improve its revenues through revising its tariffs and other appropriate measures, like installing new connections. Provision of shared yard connections in low income household compounds could contribute to overcoming social sustainability challenges.

Asset management needs to be introduced. To ensure environmental sustainability, catchment management should be introduced as well.

Related to urban sanitation, the town should encourage private companies to operate extraction services, introducing waste management technologies. There is also a need to introduce pro-poor strategies to support

vulnerable groups to access sanitation facilities. Improving public latrines management could be done through performance agreement with operators and improved monitoring.

There is an urgent need to improve WASH, especially sanitation and hygiene, in schools and health facilities in Kebridehar. To achieve this, the enabling environment at woreda level needs to be strengthened as well.

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