

Fact sheet

Water services in Akatsi District

Water service monitoring

2012-2013-2014

WATER SERVICES
that last

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

Counting water supply facilities

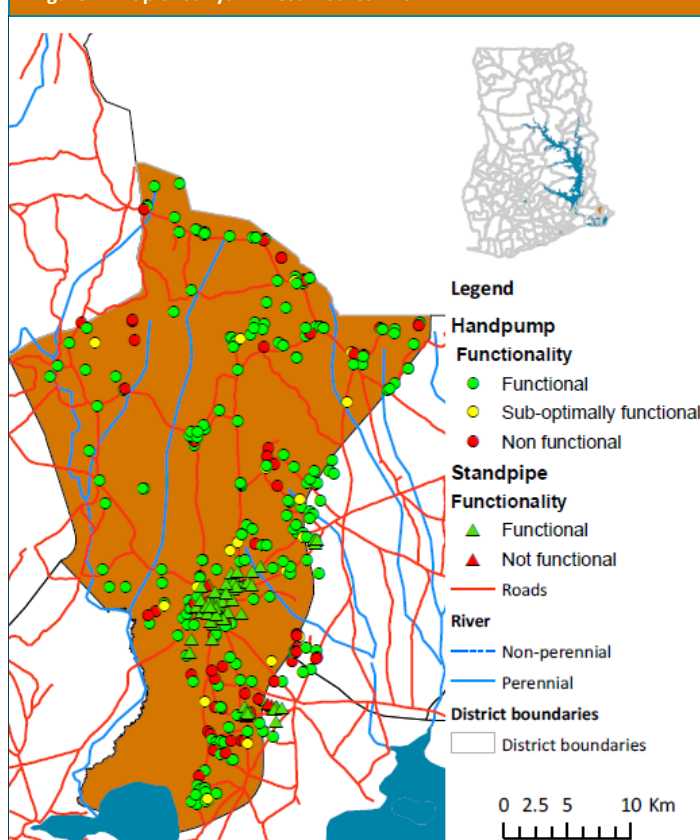
Table 1: Overview of number of water facilities in Akatsi Districts

Type of scheme	Number of facilities		
	2012	2013	2014
Handpumps	249	294	286
Piped schemes	6	7	5
Total number of public standpipes	85	82	74
Total number of household connections	455	463	511
Type of piped schemes:			
Limited mechanized boreholes	0	1	0
Small community piped schemes	5	5	4
Small town piped schemes	1	1	1

In 2014, data could only be retrieved for 286 hand pumps and 5 piped schemes. Data from the few remaining facilities could not be retrieved due to technical difficulties.

The number of household connections for the piped schemes have increased from 463 to 511. All the new household connections were in Akatsi town.

Figure 1: Map of Sunyani West District—2014



Functionality

The proportion of non-functional handpumps has fluctuated between 17% and 26% over the three years of service monitoring. The proportion of fully functioning handpumps has remained reasonably stable over these three years.

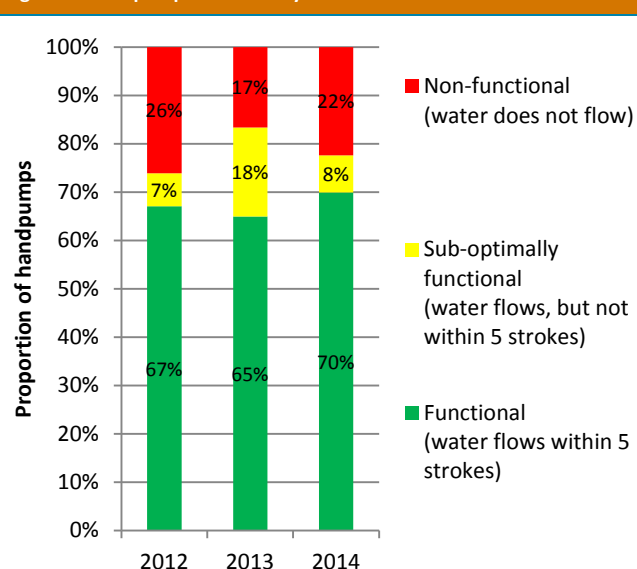
In all three years, all piped schemes were found to be functional at the time of assessment. However, at the 2014 assessment the Small Town Piped Scheme supplying Akatsi town was found to be functioning sub-optimally, as several boreholes supplying the Akatsi small town system were not functional at the time of visit.

Nevertheless, standpipe functionality was found to be consistently high with around 94% to 98% of the standpipes in Akatsi North and South Districts functioning.

Key facts — Functionality

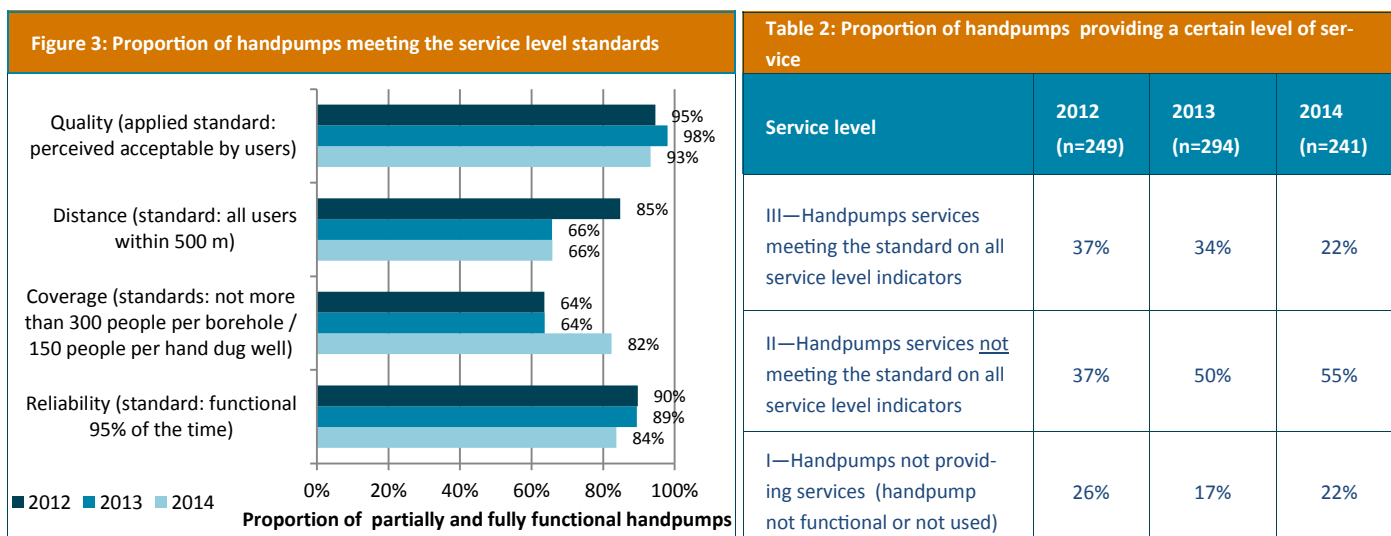
- The proportion of non functioning handpumps has fluctuated between 17% and 26% over the last three years.
- All piped schemes were found to be functioning at time of assessment. However, in 2014 the Small Town Piped Scheme in Akatsi town was functioning sub-optimally.
- Standpipes connected to piped schemes had high functionality rates, with 94% or more found to be functioning at the time of assessment over the last three years.

Figure 2: Handpump functionality



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.



While the proportion of functional and partially functional handpumps meeting reliability and quality standards have almost remained the same, the proportion meeting benchmarks for distance and coverage have changed over time.

In 2014, less than a quarter of the functional handpumps met the standard for all service level indicators, which is a decrease from the

proportions in 2012 and 2013, when more than a third of the handpumps met all service level standards. More than half of the handpumps were functional and providing some levels of services, but did not meet the standard on some of the service level indicators.

Obtaining reliable data on water quantity was a challenge. Based on the estimated quantity

of water collected in the dry season, only 22% of the handpumps were believed to provide at least 20 lpcd.

Key facts — Handpump service levels

Less than a quarter of handpumps provide water services which meet the standards set for water service provision.

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.

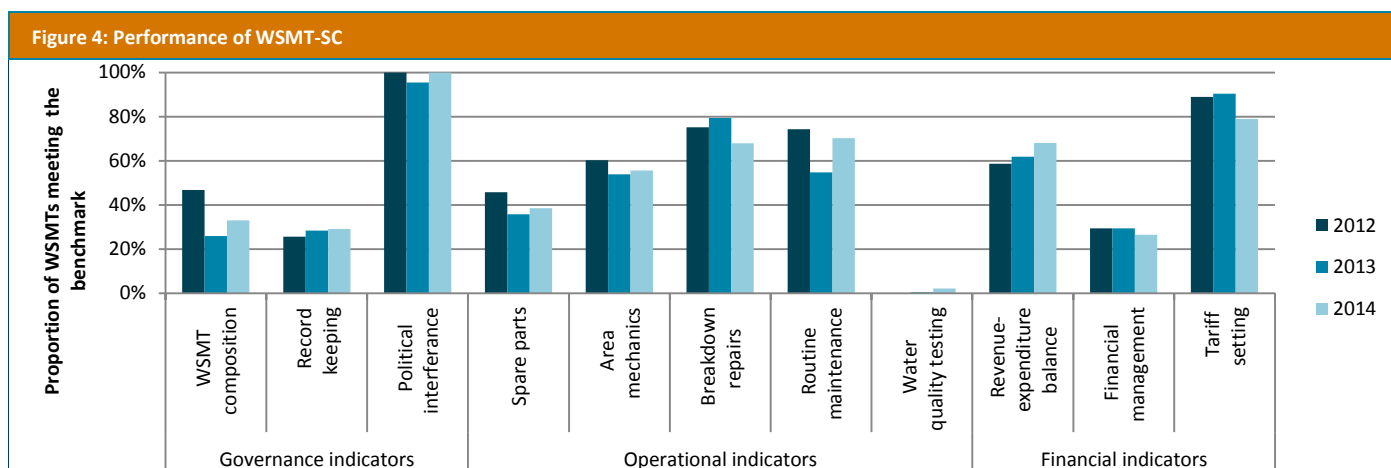
In 2014, 91% of handpumps were managed by Small Community Water and Sanitation Teams (WSMT-SC), while in 2012 only 66% of handpumps were managed by WSMT-SCs. As a result of the 2012 service monitoring findings, WSMTs-SC have been newly established. However, members of many of these newly established WSMTs-SC have not received training. Hence the low proportion of WSMTs

-SC meeting the benchmark on the “WSMT composition” indicator. On two of the governance indicators, two of the operational indicators and one of the finance indicators, less than half of the WSMTs-SC managed to meet the benchmark. Water quality testing has not taken place in 2012 and 2013 and was only undertaken by a limited number of WSMTs-SC in 2014. A relatively big propor-

tion of WSMT-SCs had set tariffs and around 60% had a positive revenue/expenditure balance.

Key facts — WSMT-SC performance

At least half of WSMTs-SC met the benchmark on 6 out of 11 indicators.



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.

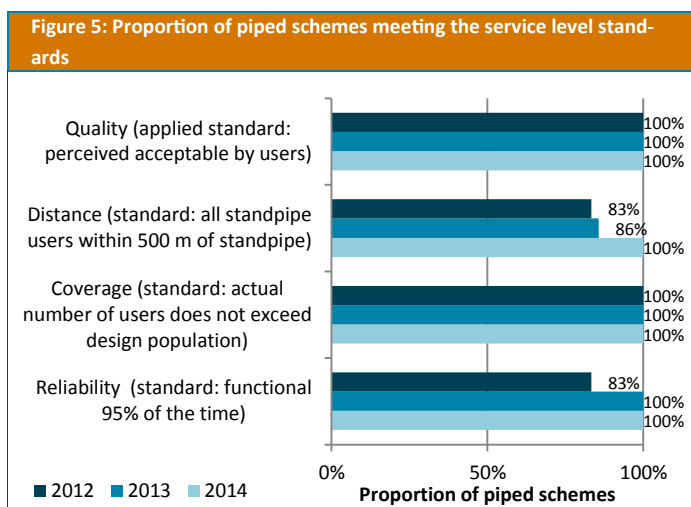


Table 3: Number of piped schemes providing a certain level of service

Service level	2012 (n=6)	2013 (n=7)	2014 (n=5)
Piped schemes provide services meeting the benchmark on all service level indicators (not considering water quantity*):	4	6	5
Piped schemes provide services <u>not</u> meeting the benchmark on all service level indicators	2	1	0
Piped schemes do not provide services (Piped scheme broken down or not used)	0	0	0

In 2012, the small community piped scheme in Lume Avete had broken down for about 90 days over the year, thereby providing unreliable services. The Small Community Piped Scheme in Ave Dakpa had many of its users traveling more than 500m to fetch water from public standpipes in 2012 and 2013, thereby not meeting the distance standard. Data was not available on for this scheme for

2014, but it is fair to assume no improvement on the distance indicator for this scheme. All other piped schemes performed well, meeting the standards on all service level indicators. Data on water quantity could only be obtained from half of the schemes. For these schemes, the amount of water used was higher than 20 lpcd for the household con-

nections, but lower than 20 lpcd for standpipes.

Key facts — Piped scheme service levels

In 2014, all piped schemes in the Akatsi North and South District were functional and had met standards on all service level indicators

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.

In 2014, data could only be retrieved for 5 WSMTs-ST. For the three years of service monitoring, there have not been reports of any political interference in the composition or reconstitution of WSMTs-ST and tariffs have been in place for all schemes. Maintenance and water quality testing are

generally not done as per the guidelines. Access to spare parts and technical services has remained more or less the same as in 2013. All WSMTs-ST have set tariffs, but two WSMTs-ST had a negative revenue/expenditure balance. Only one of the 5 WSMTs-ST met the benchmark on financial

management in 2014. The remaining 4 are still not managing their finances as expected.

Key facts — WSMT-ST performance

Records keeping, water quality analysis, financial management and maintenance of water facilities is still a challenge for both WSMTs-SC and WSMTs-ST.

Table 4: Score card of performance of piped water service providers (WSMT-ST)

Indicator	Akatsi STPS			Ave Dakpa SCPS			Avenorpedo SCPS			Dagbameete SCPS			Lume Avete SCPS			Wlitye Alagbokope LMB		
	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014	2012	2013	2014
Composition of WSMT	X	X	X	√	X	X	X	X	X	√	√	X	X	X	X	X	X	X
Qualified operational staff	√	√	√	X	X	X	X	X	X	√	X	X	X	X	X	X	X	X
Record keeping	X	√	√	√	√	X	√	X	X	√	√	X	√	√	√	X	X	X
Political interference	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Spare parts and technical service	√	X	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	X
Maintenance	X	X	√	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Water quality testing	X	√	X	√	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Rev-exp balance	√	√	√	√	√	√	X	√	√	X	√	√	√	√	√	X	X	X
Financial management	X	No data	√	X	No data	X	X	No data	X	X	No data	X	X	No data	X	X	No data	X
Tariff setting	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Number of benchmarks met	5	6	8	7	4	No data	4	4	5	4	5	3	7	6	5	4	3	2

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 Akatsi District Assembly met the benchmark on the presence of District Works Department (DWD) in 2012 and 2013. The District has an engineer responsible for the water and sanitation unit of the DWD.

In 2014, the District met the benchmark on the availability of District Water and Sanitation Plan (DWSP) for the first time. The current DWSP has been developed with the active participation of relevant departments and support from CWSA.

The District made some allocation of funds for WASH activities in all the years, but disbursed less than 10% of the budgets in 2013 and 2014, hence the district's inability to meet the benchmark on this indicator for the two years.

In 2014, the District Assembly has bylaws for coordination and regulation of water service delivery and thus has met the benchmark for existence of bylaws.

The Akatsi District Assembly has met the benchmark for NGO coordination. The only WASH NGO (Lifetime Wells) in Akatsi, has always informed the District Assembly and aligned their operations with the District Water and Sanitation Plan (DWSP). Thus the district has been

Table 5: Service authority score card

Water service authority indicators	2012	2013	2014
Presence of a District Works Department	X	√	√
District Water and Sanitation Plan	X	X	√
Budget allocation and utilization	√	X	X
Facility management plans and by-laws	X	X	√
NGO coordination	√	√	√
Monitoring support	√	√	√
Data transfer from district to regional level	X	√	√
Number of benchmarks met	3	4	6
X = benchmark not met; √ = benchmark met)			

meeting the benchmark on NGO coordination.

The district has for all the three years been meeting the benchmark for the monitoring indicator. The DWD and the Environmental Health Assistants (EHAs) of the District have been monitoring water service delivery and providing technical support to WSMTs. However, monitoring reports have not always been submitted to the Regional office of Community Water and Sanitation Agency (CWSA).

Key fact — Service authority performance

There has been general improvement in performance of service authority functions. The District met benchmarks on 6 out of 7 service authority indicators in 2014.

Main conclusions:

- Non functionality of hand pumps remains significantly high.
- Significant proportion of hand pumps are not delivering services to required standards.
- Records keeping, water quality analysis, financial management and maintenance of water facilities is still a challenge for both WSMTs-SC and WSMTs-ST.
- Level of performance of service authority functions is improving, but budget allocation and utilization is still poor.

Main recommendations:

- Monitoring appears to be focusing largely on data collection and not providing technical support to WSMTs. Data collectors need to make time to provide technical support to WSMTs, especially in the area of records keeping.
- The District needs to intensify financial monitoring of WSMTs for small communities to improve financial management.
- Budgeting for WASH service delivery has improved but utilization is still a challenge. The District needs to improve spending on WASH, especially for monitoring and capital maintenance.

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 from three years of service monitoring in Akatsi North and South Districts in the Volta Region, Ghana.

Author: Chimbar Tom Laari

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