

Draft sustainable services indicators – hand pump water services

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Service delivery indicators

Indicator 1. Water services provided are in line with the CWSA standards for hand pumps

Sub-indicators:

CWSA service level criteria for hand pumps (CWSA small community design guidelines, p.1 / CWSA small town design guidelines, p. 2):

- Capacity: 20 lpcd for people using point sources / standpipes; 60 lpcd for people with household connections
- Number of people per water point: Borehole or standpipe spout \leq 300; hand dug well \leq 150
- Distance to water point: maximum distance \leq 500 m
- Quality: GSB water quality standards
- Reliability: Virtually uninterrupted water supply (at least 95% of the time), year round.

Data collection method:

- Design documents
- WATSAN / WSDB records
- Focus group discussion / interviews with users

Scoring:

Options	% of population
No service: People access water from insecure or unimproved sources, or sources that are too distant (> 500m), too time consuming, or are of poor quality (less than GSB standard)	
Sub standard service: People access service that is improvement on having no service at all, but that fails to meet the basic standards on one or more criteria (quantity, quality, reliability, distance, max number of people served)	
Basic service (Benchmark): People access a minimum of 20 lpcd of acceptable quality water (GSB) from an improved source, at a distance no more than 500 m. The number of people using the hand pump is 300 in the case of a bore hole and 150 in the case of a hand dug well and reliability is 95% (CWSA hand pump and standpipe standard)	
Intermediate service: people access a min of 40 lpcd of acceptable quality water from an improved source, at a distance less than 500m. The number of people using the hand pump is 300 in the case of a bore hole and 150 in the case of a hand dug well and reliability is 95%	
Ideal: People access a minimum of 60 lpcd of high quality water on demand. Reliability is 95% (CWSA hand pump household connection standard).	

Reason and evidence for scoring:

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Community mobilisation and planning

Indicator 2. Community mobilisation for O&M has taken place in line with the PIM

Sub-indicators:

Technical assistance for sub-project proposal formulation has to cover the following (PIM, p. 25-26):

- Technical, environmental and financial guidance to assist the community in making an informed choice about preferred service level;
- Community participation in monitoring of construction.
- Assistance in mobilizing community contribution towards capital investment;
- Awareness creation on the need to raise funds towards O & M of water and sanitation facilities (levies, harvests etc.);

Data collection method:

- Interview with project staff
- Interview with regional CWSA staff
- Interviews with WATSAN members
- Review of project reports

Scoring:

Options	Score
None of the critical issues in the PIM have been addressed	0
1 out of 4 critical issues in the PIM have been addressed	25
2 out of 4 critical issues in the PIM have been addressed	50
3 out of 4 critical issues in the PIM have been addressed	75
Community mobilisation for O&M has taken place in line with the PIM	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result?

Management and Governance Indicators

Indicator: A well qualified, trained and experienced gender balanced WATSAN is in place

Sub-indicators:

- A gender balanced WATSAN committee is in place, consisting of 5-9 members (CWSA, small comm., O&M, p 5)
- The WATSAN has been constituted in line with the guidelines (participatory process and selected members fulfil the selection criteria)
 - The WATSAN consists of people dealing with technical/operational aspects and financial/accounting aspects (there is a cashiering function and caretaking function separated) (CWSA, small comm., O&M, p 5)
 - Vendors are engaged at each water point (CWSA, small comm., O&M, p 5).
- WATSAN members have received initial training and regular re-training.

Data collection methods:

- Interview with WATSAN
- Interview with community members
- Review of training reports

Scoring

Options	Score
There is no WATSAN committee	0
There is a WATSAN, but it has not been constituted in line with the guidelines.	25
There is a WATSAN which has been constituted in line with the guidelines, but members have not received initial training	30
Benchmark: There is a gender balanced WATSAN, which has been constituted in line with the guidelines and members have received initial training.	50
There is a gender balanced WATSAN, which has been constituted in line with the guidelines, which has received initial training, and retaining regularly (CWSA standard)	75
Ideal: There is a gender balanced WATSAN, which has received initial training, and bi-annual retaining (or retaining every time a new member joins)	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not?)?

Indicator 3. Technical, Administrative and Financial Reports are kept and read out to the Community at least once every six months

Sub-indicator:

- Technical, Administrative and Financial Reports are kept
- Technical, Administrative and Financial Reports are read out to the Community at least once every six months

Scoring:

Options	Score
No technical, administrative and financial reports are kept	0
Some technical, administrative and financial Reports are kept	25
Technical, administrative and financial reports are kept by not shared with the community	50
Technical, administrative and financial reports are kept and irregularly shared with the community	75
Technical, administrative and financial reports are kept and read out to the community at least once every 6 months (CWSA standard)	100

Reason and evidence for scoring:

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If done differently, then how, and what has been the result?

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Indicator 4. There is no political or chieftaincy influences on the composition of the WATSAN

Data collection methods:

- Interview with WATSAN committee
- Interview with community members
- Interview with DWST
- Interview with CWSA

Scoring

Options	Score
There are major changes in WSDB / WATSAN members (more than 50% of members have been changed) as a result of political or chieftaincy influence	0
There are minor changes in WSDB / WATSAN members (less than 50% of members have been changed) as a result of political or chieftaincy influence, but these changes have not had a negative effect on the functioning of the WATSAN or WSDB	50
There are no changes in WSDB / WATSAN members as a result of political or chieftaincy influences	100

Reason and evidence for scoring:

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Financial Management

Indicator 5. Annual income from water sales exceeds total annual expenditure

Data collection method:

- Review of financial records of the WSDB

Scoring

Options	Score
Total annual expenditure exceeds annual income from water sales	0
Annual income from water sales exceeds total annual expenditure	100

Reason and evidence for scoring:

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Indicator 6. There is sound financial management, accounting and auditing

Hand pump sub-indicators:

- open and manage bank account
- Books are kept
- auditing is carried out at least once every year

Data collection method:

- Review of bank statement and records
- Interview with cashier
- Interview with DWST

Hand pump scoring:

Options	Score
There is no bank account and there is no record keeping	0
There is a bank account, but records are not kept, or, records are kept, but there is no bank account.	25
There is a bank account and records are well kept.	50
There is a bank account and records are well kept. Auditing is carried out irregularly (less than once a year).	75
There is a bank account and records are well kept. Auditing is carried out at least once a year. (CWSA standard)	100

Reason and evidence for scoring:

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If done differently, then how, and what has been the result (what works and what does not?)?

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Indicator 7. Tariff setting is in line with CWSA guidelines

Hand pump sub- indicators:

- tariff setting is done by WATSAN and approved by MMDA
- tariff is based on projected/ planned costs of operation (including payment of vendor, water quality tests), maintenance (payment of spare part and area mechanic and other services), replacement costs of hand pump

Data collection methods:

- Interviews with community members
- Interview with WATSAN
- Interview with regional CWSA
- Interview with DWST
- Project reports on tariff setting, if available

Hand pump scoring:

Options	Score
No tariff has been set	0
Tariff setting is done by WATSAN and approved by MMDA, but is not based on projected/ planned costs	25
Tariff setting is done by WATSAN and approved by MMDA and is based on projected/ planned costs of operation and maintenance (payment of vendor, payment of spare part and area mechanic)	50
Tariff setting is done by WATSAN and approved by MMDA and is based on projected/ planned costs of operation and maintenance (vendor, spare part for minor maintenance etc) and some additional costs, like replacement costs of hand pump and water quality tests	75
Tariff setting is done by WATSAN and approved by MMDA. Tariff is based on projected/ planned costs of operation and maintenance (vendor, spare part for minor maintenance etc), as well as capita maintenance expenditure costs (rehabilitation and replacement of the handpump) and support costs (water quality tests).	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not?)?

Operational Indicators

Indicator 8. Indicator *: Maintenance is executed in line with the CWSA O&M guidelines

Hand pump sub-indicators:

- Spare parts for hand pump maintenance and repair are available at all levels at all times (small comm., O&M, p2)
- Well trained area mechanics shall be available in every district (CWSA, small comm., O&M, p2 / general guidelines, p8)
- Records of all maintenance activities are kept (CWSA, small comm., O&M, p9)
- Preventive maintenance is carried out by the Area Mechanic, at least once yearly (CWSA, small comm., O&M, p2)
- Corrective maintenance is carried out within 24 hours

Data collection methods

- Interview WATSAN
- Interview vendors
- Interview community
- Review of technical, administrative and financial records

Hand pump scoring:

Options	Score
Spare parts are not readily available, there is no area mechanic in the district and no record of maintenance is kept.	0
Spare parts for hand pump maintenance and repair are available at all levels at all times but there is no area mechanic is available in the district. Corrective maintenance is carried out, but not within 24 hours.	25
Benchmark: Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 48 hours.	50
Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 24 hours. Preventive maintenance is carried out by the Area Mechanic occasionally.	75
Ideal: Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 24 hours. Preventive maintenance is carried out by the Area Mechanic, at least once yearly. Records of all maintenance activities are kept. (CWSA standard)	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not)??

Indicator 9. Maintenance is executed in line with the CWSA O&M guidelines

Sub-indicators:

- Spare parts for hand pump maintenance and repair are available at all levels at all times (small comm., O&M, p2)
- Well trained area mechanics shall be available in every district (CWSA, small comm., O&M, p2 / general guidelines, p8)
- Records of all maintenance activities are kept (CWSA, small comm., O&M, p9)
- Preventive maintenance is carried out by the Area Mechanic, at least once yearly (CWSA, small comm., O&M, p2)
- Corrective maintenance is carried out within 24 hours

Data collection methods:

- Occurrence of training and retraining of area mechanic (dates, issues addressed, etc)
- Interview with WATSAN /WSDB
- Interview with Area Mechanic
- Interview with DA
- Interview with CWSA Regional
- Reports of trainings
- Yearly preventive maintenance
- Maintenance records are kept

Scoring:

Options	Score
Spare parts are not readily available, there is no area mechanic in the district and no record of maintenance is kept.	0
Spare parts for hand pump maintenance and repair are available at all levels at all times but there is no area mechanic is available in the district. Corrective maintenance is carried out, but not within 24 hours.	25
Benchmark: Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 48 hours.	50
Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 24 hours. Preventive maintenance is carried out by the Area Mechanic occasionally.	75
Ideal: Spare parts for hand pump maintenance and repair are available at all levels at all times and there is an area mechanic is available in the district. Corrective maintenance is carried out within 24 hours. Preventive maintenance is carried out by the Area Mechanic, at least once yearly. Records of all maintenance activities are kept. (CWSA standard)	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not?)?

Indicator 10. Water Quality Sampling and Analysis services are performed on half yearly basis by recognised institutions (GWCL, WRI, SGS or KNUST laboratories) and paid for by each community through tariffs

(CWSA small comm. O&M guidelines, p 8)

Data collection methods:

- Review of financial records
- Review of water quality reports
- Interview with WATSAN
- Interview with regional CWSA

Scoring:

Options	Score
No quality sampling has taken place since installation	0
Water Quality Sampling and Analysis services are performed irregularly (less than once a year) by recognised institutions (GWCL, WRI, SGS or KNUST laboratories) and paid for by each community through tariffs (CWSA small comm., O&M, p 8)	25
Water Quality Sampling and Analysis services are performed on yearly basis by recognised institutions (GWCL, WRI, SGS or KNUST laboratories)	50
Water Quality Sampling and Analysis services are performed on half yearly basis by recognised institutions (GWCL, WRI, SGS or KNUST laboratories)	75
Water Quality Sampling and Analysis services are performed on half yearly basis by recognised institutions (GWCL, WRI, SGS or KNUST laboratories) and paid for by each community through tariffs (CWSA standard: CWSA small comm., O&M, p 8)	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not?)?

Enabling Environment

Indicator 11. DWST monitors O&M of water facilities in terms of financial, technical and administrative performance, including periodic audits, and provides support where needed.

(general CWSA guidelines, p 9)

Data collection methods:

- Interview with DWST
- Interview with WATSAN

Scoring:

Options	Score
DWST does not monitor O&M of water facilities in terms of financial, technical and administrative performance.	0
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance, to some extent, but not on a regular basis.	25
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance on a regular basis, but does not (immediately) provide the direct support where needed when challenges are identified.	50
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance on a regular basis, and provides direct support where needed when challenges are identified.	75
DWST monitors O&M of water facilities in terms of financial, technical and administrative performance on a regular basis, including periodic audits, and provides direct support where needed. (CWSA standard)	100

Reason and evidence for scoring:

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If done differently, then how, and what has been the result (what works and what does not?)?

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Indicator 12. Bye-laws for the WATSAN exist and are enforced effectively

(general guidelines, p 9 / small comm. ,O&M, p 4)

Data collection methods:

- Interview with DWST
- Interview with CWSA

Options	Score
Bye-laws do not exist	0
Bye-laws exist but are not enforced	50
Bye-laws exist and are enforced effectively (CWSA standard)	100

Reason and evidence for scoring:

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Indicator 13. MMDA assists the community in case of major repairs and borehole rehabilitation

(CWSA, small comm., O&M, p 2)

Data collection methods:

- Interview with DWST
- Interview with WATSAN

Scoring:

Options	Score
MMDA does not assist the community in case of major repairs and borehole rehabilitation	0
MMDA is willing to assist the community in case of major repairs and borehole rehabilitation and has done so in the past	100

Reason and evidence for scoring:

If done differently, then how, and what has been the result (what works and what does not?)?