

Draft sustainability indicators

for discussion with the

National Level Learning Alliance Platform

NLLAP meeting

11 November

Sustainability indicators - COM

Starting point: PIM,CWSA guidelines (2010) and model WSDB bye-laws

6 groups of indicators on different areas:

- Service delivery indicators
- Community mobilisation indicators
- Management and governance indicators
- Financial Management indicators
- Operational Indicators
- Enabling environment indicators

For:

- hand pump water services
- small town piped water services

Service delivery indicators

Indicator: Water services provided are in line with the CWSA standards (general guidelines, p 17) :

	Hand pump	Pipe system
Quantity (lpcd)	20	Standpipe: 20 HH connection: 60 lpcd
Number of people per water point	Borehole: < 300 hand dug well : < 150	Standpipe: < 300 per spout
Distance to water point	< 500m	Standpipe: < 500m
Quality	GSB water quality standards	
Reliability	Virtually uninterrupted water supply (at least 95% of the time) over the design period	

Community mobilisation

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

Sub-indicators:

Technical assistance for sub-project proposal formulation which 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;
- Assistance in mobilizing community contribution;
- Create awareness on the need to raise funds towards O&M of water and sanitation facilities (levies, harvests etc.);
- WATSAN/WSDB training in community management, operation and maintenance; hygiene education, establishment of participatory M&E, and other relevant training;
- Participation in monitoring of construction.

Scoring table

Options	Score
None of the critical issues in the PIM have been addressed	0
1-2 out of 5 critical issues in the PIM have been addressed	25
3 out of 5 critical issues in the PIM have been addressed	50
4 out of 5 critical issues in the PIM have been addressed	75
Community mobilisation for O&M has taken place in line with the PIM	100

Management and governance indicators – hand pump water services

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)
- They receive initial training and regular re-training.
- All WATSAN members have the requisite qualifications and experience to perform assigned functions.

Indicator: There is no political or chieftaincy influences in the selection of WATSAN members

Scoring

Options	Score
There is no WATSAN committee	0
There is a WATSAN, but its members do not have the requisite qualifications or have not received training and retraining.	25
Benchmark: There is a gender balanced WATSAN, which has received initial training. All WATSAN members have the requisite qualifications and experience to perform assigned functions.	50
There is a gender balanced WATSAN, 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

Management and Governance Indicators – small town piped water services

Indicator: There is a WSDB, whose composition, qualifications, experience and training of its members is in line with the CWSA Small town O&M guidelines

Sub-indicators:

- A WSDB is in place, consisting of (CWSA, small town O&M guidelines, p 13):
- The board consists of 10-15 members, of whom at least 1/3 are women and 1/3 are representatives of the MMDA or Town / Area council (WSDB model bye-laws, p 7)
- All WSDB members have the requisite qualifications and experience to perform assigned functions, as described above.
- WSDB members receive training and regular re-training (at least every 3-5 years) (CWSA, small town O&M guidelines, p 15).

Indicator: WSDB meetings are organised regularly and records are kept

Sub-indicators:

- The WSDB shall meet at least once every 3 months (WSDB model bye-laws, p 16)
- The Secretary of the WSDB shall keep correct records of decisions made each meeting. These records are posted on the community notice board

Indicator: There is no political or chieftaincy influences on the composition of the WSDB

Indicator: 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

Financial Management – handpump water services

Indicator: Annual income from water sales exceeds total annual expenditure

Indicator: There is sound financial management, accounting and auditing

Sub-indicators:

- Bank account is used for deposits and payments
- Books are kept
- Auditing is carried out at least once every year

Indicator: Tariff setting is in line with CWSA guidelines

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

Financial Management – small town piped water services

Indicator: Annual income from water sales exceeds total annual expenditure

Indicator: There is sound financial management, accounting and auditing

Sub-indicators:

- The WSDB has opened and manages 3 bank accounts are in place and managed according to the model bye-laws (p14-15):
- Books are kept (Model bye-laws. P 16)
- Auditing is carried out at least once every year (model bye-laws, p 16)

Indicator: Tariff setting is in line with CWSA guidelines

Sub-indicators:

- Tariff has been set in accordance with CWSA Small Town O&M / tariff setting guidelines and should be sufficient to cover all costs mentioned in the guidelines (Small town, O&M, p16):
- Tariff has been approved by the MMDA (Small town, O&M, p16).

Indicator: Interference of the MMDA in the setting of the tariff does not effect the revenues

- In case of a reduction in expected tariff revenue as a result of action by the MMDA, e.g. reducing tariff, the MMDA pays the difference in revenue into the WSDB account. CWSA and RCC ensure compliance (general guidelines, p 7-8)

Operational Indicators – handpump water services

Indicator: The WATSAN performs its tasks in accordance with the CWSA guidelines

Sub-indicators

- 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 guidelines, p 5)
- Vendors are engaged at each water point (CWSA small comm. O&M guidelines, p 5).
- Technical, Administrative and Financial Reports are kept and read out to the Community at least once every six months (general CWSA guidelines, p 10)

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

Indicator: 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)

Operational Indicators – small town piped water services

Indicator: The WSDB prepares a work plan and budget for O&M and provides a copy of this to the MMDA and the Towns / Area Council (WSDB model bye-laws, p 16)

Indicator: Maintenance is executed in line with the CWSA O&M guidelines and system O&M manual

Sub-indicators:

- O&M tools are obtainable from the CWSA regional office and shall be used in monitoring small town water supply schemes (small town O&M guidelines, p.10)
- System specific O&M maintenance manuals have been prepared and submitted by the consultant (based on the generic manual available from CWSA) to the community (small town O&M guidelines, p.15)
- Relevant personnel has been trained in the effective use of the manuals (small town O&M guidelines, p.15)
- Regular maintenance is carried out in accordance with the O&M manuals

Indicator: The private sector provides the needed support to the WSDB

Sub-indicators:

- Spare parts are available for purchase (CWSA guidelines not clear)
- WSDB can access the services of the private sector in case of breakdown (CWSA guidelines not clear)

Indicator: 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

Enabling environment

Indicator: There is a well resourced DWST, consisting of 3 well qualified and experienced staff members, receiving the needed support by CWSA and MMDA

Sub-indicators:

- There is a DWST consisting of 3 staff members (EHA, Engineer, community mobilisation officer)
- MMDA ensures that DWST members have access to facilities like computers, transport facilities, fuel, allowances (T&T) needed in order to do their job
- Back stopping support from CWSA, including training and retraining

Indicator: DWST monitors O&M of water facilities in terms of financial, technical and administrative performance (general CWSA, p 9), including periodic audits, and provides support where needed.

Indicator: Efficient monitoring and data flows

Sub-indicators:

- MOM unit exists at CWSA regional level, which collects and compiles data and feeds it into DiMES on quarterly basis (small comm., O&M, p 6)
- DWST submits quarterly MOM reports to the regional CWSA office. Regional CWSA office compiles quarterly MOM reports and feeds it into DiMES and submits it to CWSA HQ. (CWSA small comm., O&M, p 6)

Enabling environment, cont

Indicator: MMDA assists the community in case of major repairs and borehole rehabilitation (CWSA, small comm., O&M, p 2)

Indicator: Bye-laws for the WATSANs and WSDBs exist and are enforced effectively (general guidelines, p 9 / small comm. ,O&M, p 4)

Indicator: MMDA District Water and Sanitation Plan is incorporated into medium term development plans and budget of the assembly, which is used to guide implementation

(general CWSA guidelines, p 9)

- Sub-indicators:
- Presence of a District Water and Sanitation Plan in line with NDPC/CWSA planning guidelines
- Plan incorporated into District Medium term development plan and budget
- District Water and Sanitation Plan guides annual planning and implementation
- Participatory nature of the development of the District Water and Sanitation Plan

Indicator: NGOs and CSOs providing water facilities do so in coordination with the MMDA

Group work

4 groups:

- Group 1: Community mobilisation / Management and governance indicators
- Group 2: Operational indicators
- Group 3: Financial indicators
- Group 4: Enabling environment

Group work

Have a look at the proposed indicators, sub-indicators and scoring

- Give feedback on the indicators, sub-indicators and scoring
- Is there anything missing?
- Come up with the **top 3** indicators: prioritise the 3 most important indicators