

## **A REPORT ON THE KINTAMPO SOUTH DISTRICT LEARNING ALLIANCE PLATFORM**

Activity: District Learning Alliance Meeting (6<sup>th</sup> in series)

Venue: District Chief Executive's Office, Jema

Date: September 08, 2016

### Meeting agenda

- Sharing and validation of water user satisfaction data
- Any other business
- Closing

The meeting commenced at 10:28am with an opening prayer from Mr. Daniel Nnebini, Planning Officer of the Kintampo South District Assembly. This was followed by self-introduction by participants. Mr. Nnebini, who was also the Focal Person for the DLAP welcomed participants and reminded members about the purpose of the day's meeting. He introduced Mr. Benjamin Agbemor of the Community Water and Sanitation Agency (CWSA) Brong Ahafo Region as the officer who would take members through the day's presentation.

In his opening comments, Mr. Agbemor noted that, CWSA, with financial support from the Conrad N. Hilton Foundation undertook a study to measure the extent to which water users were satisfied with the levels of services they received. He indicated that, the study was the first of its kind in the Kintampo South District. Mr. Agbemor gave a background of how enumerators were selected from the District Assembly, the training on data collection protocols, pre-testing of questionnaires, as well as the data collection, cleaning and analyses processes. Mr. Agbemor presented findings from the data under seven sub-headings as follows:

#### *Water supply*

It was indicated that, a total of 435 households were interviewed in 49 communities which had potable water facilities in all Area Councils of the District. Females constituted 59% of the respondents. The water user satisfaction data revealed that, handpumps constituted the major source of water for domestic use among the respondents: drinking (87%); cooking – wet season (76%); washing and bathing – wet season (70%).

#### *Reliability*

About 36% of the respondents mentioned that their water facilities had never broken down, and 35% of them stated that they experienced breakdown of their water facilities within past six months. 40% of the respondents indicated that their water facilities were repaired within 3 days after experiencing breakdown while for 56% of the interviewees, repair works were done after 3 days. The other 4% could

not give an indication of how long it took for their water facilities to be repaired. A very significant number of water users attributed the breakdown of their water facilities to broken and worn out parts. Almost half of the respondents indicated that they were aware of the availability of Area Mechanics who was responsible for fixing the water facilities. More than three-quarters (76%) of the interviewees indicated that in their previous visits, the Area Mechanics reported on time to fix the non-functional water facilities after reports were made to them.

### *Quality*

Almost all respondents (98%) indicated that they were satisfied with the overall quality of their water. Their assessments were based on parameters such as the colour, taste, odour, and the absence of particles in the potable water sources they depended on.

### *Quantity*

Almost all water users were satisfied with the quantity of water they got from their facilities in both the wet and dry seasons. 79% of the respondents stated that their households got between 2-10 buckets of water per day in the dry season.

### *Accessibility*

The data revealed that 79% of households had access to water within 30 minutes in the dry season, compared with 97% in the wet season. It was indicated by 69% of the interviewees that long queues were common features around water facilities during the dry season, unlike the wet season. Overall, about 60% of respondents were satisfied with the time spent to fetch water in the dry season, compared with 95% of satisfied interviewees in the dry season.

### *Funds mobilisation*

About 85% of the respondents indicated that they paid for water, and the mode of payment is as follows: pay-as-you-fetch 40%; monthly contribution, 41%; and breakdown maintenance, 19%. For those who practiced pay-as-you-fetch, majority (60%) paid 5 pesewas while 56% of those who practiced monthly contribution paid 1 cedis. Almost half (49%) of the respondents who paid for water indicated that the tariff was cheap because most of them could afford it. More than half (55%) of the respondents noted that their water tariffs had never been reviewed. About 90% of those who paid for water mentioned that they were not willing to pay more for water.

### *Performance of WSMTs*

About 71% of the respondents were aware of the existence of WSMTs, and majority did indicate that these WSMTs were elected by the entire community. 64% of the respondents also indicated their satisfaction with the performance of the various WSMTs, and premised their response on the extent to which governance, technical/operational and financial functions were carried out. Most of the respondents (71%) however mentioned that the various WSMTs performed governance and management functions more than they did technical/operational and financial functions (66% respectively).

Key findings which were validated:

1. Handpumps were the major source of water among respondents for domestic use (washing and bathing, cooking and drinking) in both the dry and wet seasons;
2. Households with access to piped water in their homes (compound) in the district was low; only two piped schemes in the district had house connections;
3. Handpump reliability was considered high by more than 90% of the respondents. This could be attributed to the fact that most of these facilities were fairly new (provided under the AFD/IDA Projects and by World Vision Ghana);
4. The overall water quality was highly rated by the water users interviewed. This is because, water quality analyses were done before the facilities were handed over to the various communities;
5. The long queues experienced during the dry season was attributed to periodic drop in the yield of some boreholes, leading to increase in the amount of time required to fetch water. Again, during the dry season, handpumps become the main source of water for almost all water users and this leads to long queues at the facilities.
6. For majority of the respondents, repair works on broken down hand pump took more than three days. This was attributed to the poor accessibility of some communities by Area Mechanics.
7. There was high awareness about the existence of WSMTs with responsibility for managing the various water facilities. Most of the respondents did indicate that WSMT members were elected by the entire community;

Discussions and other business:

Participants at the DLAP expressed delight at the level of patronage, and the overall satisfaction of water users with the potable water facilities provided by the District Assembly and its Development Partners. The central role of the WSMTs in sustaining existing water facilities, and in ensuring that water users are continuously satisfied with the services they derive was emphasized by participants.

It was noted that, even though majority of the respondents had indicated that their water tariff was cheap, the rate of payment has not been satisfactory. This was attributed to the fact that accountability to the community by most of the WSMTs had not been effective.

The DLAP entreated the Kintampo South District to take steps to constitute and/or strengthen WSMTs, and monitor their management practices. The Planning Officer was tasked to capture this activity in the District's Water and Sanitation Plans so that it could receive the needed attention from management.

It was also observed that, some communities had not fully embraced the concept of Community Ownership and Management, and this explains non-payment for water.

Members of the platform proposed that, the Kintampo South District staff who would be responsible for providing the needed technical support to WSMTs should be given some refresher training by CWSA Regional office. This request is to be made by management of the district to CWSA.

The District Planning Officer and the Water Engineer indicated that they would engage management of the district for some support towards the training of selected WSMTs. World Vision Ghana pledged to support the district's effort in undertaking the WSMT formation/training, and asked that the final plan and budget for the activity be shared with them. The DLAP requested the District Planning Officer to provide periodic updates on the outcome of their intended partnership with World Vision Ghana towards the WSMT formation/training. Copies of the water user satisfaction data was shared with the Kintampo South District Assembly as well as other interested participants.

The meeting ended at 1:00pm with a closing prayer from Mr. Manfred Appiah, the District Budget Analyst.

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### **Attendance**

1. Baba Iddi, District Coordinating Director, KSDA
2. Donkor Busi, Community Development Officer, KSDA
3. Amoah George, SHEP Coordinator, GES, Jema
4. Samuel Gyamena, Assistant Director, KSDA
5. Samuel Abisgo, Assistant Planning Officer, KSDA
6. Kumi Yeboah, Systems Manager, Jema piped scheme
7. Eric Azar, Human Resource Manager, KSDA
8. Daniel Laryea Adjei, Internal Auditor, KSDA
9. Zoyaar Turkson, District Environmental Health Officer, KSDA
10. Manfred Appiah, District Budget Analyst, KSDA
11. Thomas Korsah, Head, Works Department, KSDA
12. Yaw Ansu Adomah, District Finance Officer, KSDA
13. Wireko Kwabena, Technican Engineer, KSDA
14. Edson Amu, Technican Engineer, KSDA
15. Kabore Seidu, Accountant, KSDA
16. Gifty Kudiabor, Non-Formal Education, GES
17. Kwakye Patrick, Engineer, Water Section, KSDA
18. Farida Rauph, District Water and Sanitation Team member, KSDA
19. Evelyn Ataa Kyeremaa, Assistant Director IIB, KSDA
20. Babalangna Francisca, District Water and Sanitation Team member, KSDA
21. Paul Kofi Twene, ADP Manager, World Vision Ghana, Jema
22. Daniel Nnebini, Assistant Development Planning Officer, KSDA
23. Mohammed A.C, Assistant Director IIB, KSDA
24. Augusta Yeboah, NSP, CWSA BAR
25. Benjamin Agbemor, Regional Learning Facilitator, CWSA BAR