



**COMMUNITY WATER AND
SANITATION AGENCY(CWSA)**

Framework For Assessing And Monitoring Rural And Small Town Water Supply Services In Ghana

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KOTOKA INTERNATIONAL AIRPORT - ACCRA

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LOCATION: off the Legon-Tetteh Quarshie Road
About 1km drive along the Standards Board-Gulf House Road
Adjacent to the Dept. of Rural Housing
Okponglo.



**MINISTRY OF WATER RESOURCES,
WORKS AND HOUSING**



REPUBLIC OF GHANA

NATIONAL ADDRESS & LOCATION OF CWSA HEAD OFFICE

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Support from CWSA	
25. Has CWSA regional office provided technical support over the last year?	Yes
	No
<i>Only answer if you responded Yes to Q25</i>	
26. How often?	Once a year
	Twice a year
	Quarterly
Support to WSMTs	
27. Do you monitor operation and maintenance of water facilities in terms of financial, technical and administrative performance of WSMTs?	Yes
	No
<i>Only answer if you responded Yes to Q27</i>	
28. What proportion of WSMT do you monitor within one year?	100% of WSMTs, more often than once a year
	100%, at least once a year
	75% or more
	50% or more
	25% or more
	Less than 25%
29. Do you provide direct support when needed?	Yes
	No
30. Do you audit WSMTs?	Yes
	No
31. What proportion of WSMT do you audit within one year?	100% of WSMTs, more often than once a year
	100%, at least once a year
	75% or more
	50% or more
	25% or more
	Less than 25%
Support in case of major breakdown	
32. Does MMDA support communities with replacement of hand pumps and redevelopment of boreholes?	Yes
	No
	There has not been a need
<i>Only answer if you responded Yes to Q32</i>	
33. Has the MMDA fully supported the community when they needed support with replacement of hand pumps or redevelopment of boreholes?	Yes
	No
34. Do MMDAs plan and budget for replacement of hand pumps and redevelopment of boreholes?	Yes
	No



**Community Water and Sanitation
Agency (CWSA)**

NATIONAL COMMUNITY WATER AND SANITATION PROGRAMME

**Framework For Assessing
And Monitoring
Rural And Small Town
Water Supply Services In Ghana**

March 2014

Executive Summary

This document has been developed by the Community Water and Sanitation Agency (CWSA) to guide monitoring of water services in the rural and small town water sub-sector of Ghana. It provides a set of indicators for monitoring service levels, tracking functionality and performance of service providers.

The indicators in the framework are based on the following sub-sector operational documents:

1. Community Water and Sanitation Sector Strategy
2. Community Water and Sanitation Regulations, 2011 LI 2007
3. CWSA standards and guidelines, 2010
4. CWSA Project Implementation Manual (PIM)
5. District Operational Manual (DOM)
6. Model bye-law for the establishment and operation of Water and Sanitation Development Boards, 2008

This includes indicators on:

- Functionality of hand pumps and stand pipes
- Service level provided by the facility (based on reliability, accessibility, water quantity and quality)
- Community-based water service provider indicators, related to governance; operations and financial management
- Service authority indicators, related to support to community-based water service providers and other service authority functions (like planning, budgeting, coordination etc)

In the period October 2011 to January 2012, baseline data was collected in order to score and benchmark facilities, service providers and service authorities against these indicators. Data was collected by district level staff, using mobile phone technology, in three districts: Akatsi district in Volta Region, East Gonja in Northern Region and Sunyani West in Brong Ahafo Region.

This document presents a set of indicators developed to assess and monitor rural and small town water supply services in Ghana. The annex presents the data collection sheets, which can be used to collect the data required in order to score the indicators.

13. How many NGOs inform the DA about their implementation activities through providing facility data on new systems?	
14. How many NGOs align their implementation to DWSPs?	
15. How many NGOs comply with CWSA standards, norms and guidelines (in terms of facilities and management arrangements)?	
DWSP	
16. Is there a District Water and Sanitation Plan?	
	Yes
	No
<i>Only answer if you responded Yes to Q16</i>	
17. Was the DWSP developed with intensive participation of the relevant departments of the MMDA?	
	Yes
	No
<i>Only answer if you responded Yes to Q16</i>	
18. Was the DWSP prepared in line with the NDPC / CWSA planning guidelines?	
	Yes
	No
<i>Only answer if you responded Yes to Q16</i>	
19. Has the DWSP been incorporated in the district MTDP?	
	Yes
	No
<i>Only answer if you responded Yes to Q16</i>	
20. Is the DWSP used to guide implementation?	
	Yes
	No
Monitoring and data flows	
21. Is data on operation and maintenance collected?	
	Yes
	Some
22. Does the DWD send data on operation and maintenance to the CWSA regional office?	
	Yes
	No
<i>Only answer if you responded Yes to Q22</i>	
23. On a quarterly basis?	
	Yes
	Occasionally
24. Is data used for district and regional planning?	
	Yes
	No

Support and service authority functions

Source of information: Interview with MMDA and members of the WASH unit of the DWD + observations (of budgets and expenditure overviews)

Question	Response
General	
1. Region	
2. District	
DWD composition	
3. Is there a unit within the DWD responsible for WASH activities?	Yes No
<i>Only answer if you responded Yes to Q3</i>	
4. How many people are in the WASH unit of the DWD?	
<i>Only answer if you responded Yes to Q3</i>	
5. Are there clear lines or coordination and collaboration between the unit and other relevant departments for WASH activities?	Yes No
<i>Only answer if you responded Yes to Q3</i>	
6. Is the DWST sufficiently resourced to perform its functions? (in terms of transport, travel allowances, logistical facilities, like computers, etc)?	Yes No
<i>Only answer if you responded Yes to Q3</i>	
7. Does the unit receive adequate support from CWSA regional office?	Yes No
Budget allocation and utilisation	
8. Is there evidence of budget allocation for WASH activities?	Yes No
9. What was the budget ALLOCATED to WASH activities for last year? (GHC)	
10. Is there evidence of budget disbursement for WASH activities over the last year?	Yes No
11. What was the budget disbursed on WASH activities for last year? (GHC)	
Coordination between CSOs & MMDA	
12. How many NGOs are active in implementing Water and sanitation in the district?	

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Abbreviations and acronyms

COM	Community Ownership and Management
CWSA	Community Water and Sanitation Agency
DAs	District Assemblies
DiMES	District Monitoring and Evaluation System
DWD	District Works Department
DWSP	District Water and Sanitation Plan
DWST	District Water and Sanitation Team
EHA	Environmental Health Assistant
EHO	Environmental Health Officer
GHC	Ghana Cedis
GSA	Ghana Standards Authority
GWCL	Ghana Water Company Limited
HDW	Hand Dug well
HND	Higher National Diploma
HQ	Head Quarters
KNUST	Kwame Nkrumah University of Science and Technology
M & E	Monitoring and Evaluation
MMDAs	Metropolitan, Municipal and District Assemblies
MOM	Monitoring of Operation and Maintenance
MTDP	Medium Term Development Plan
NDPC	National Development Planning Commission
NGO	Non-Governmental Organisation
NLLAP	National Level Learning Alliance Platform
NVTI	National Vocational Training Institute
O & M	Operation and Maintenance
PIM	Project Implementation Manual
SSSCE	Senior Secondary School Certificate Examination
T & T	Travel and Transportation
Triple-S	Sustainable Services at Scale
WASH	Water, Sanitation and Hygiene
WATSAN	Water and Sanitation Committee
WRI	Water Research Institute
WSDB	Water and Sanitation Development Board
WSMT	Water and Sanitation Management Team

<i>Only answer if you responded Yes to Q83</i>	
88. Has the community and the DWST/MMDA accepted the ideal tariff calculated based on projected costs?	Yes
	No
<i>Only answer if you responded Yes to Q83</i>	
89. Is there a difference between the approved tariff and the ideal calculated tariff?	Yes
	No
<i>Only answer if you responded Yes to Q89</i>	
90. Does the MMDA pay the difference in revenue into the WSDB account in case of a reduction in expected tariff revenue as a result of action by the MMDA?	All
	More than half
	Less than half
	None
Support from MMDA	
91. Over the course of last year, has the DWST monitored operation and maintenance of the scheme and monitored and supported the WSMT related to financial, technical and administrative performance on a regular basis?	Yes
	On an ad hoc basis
	No
92. Did the DWST provide the direct support when needed or requested (monitoring performance, giving technical assistance, audit etc)?	Yes
	No
93. Did the MMDA / DWST do a financial audit during the last year?	Yes
	No

76. Is financial auditing carried out at least once a year?	
	Yes
77. Has a tariff been set?	No
	Yes
No	
<i>Only answer if you responded Yes to Q77</i>	
78. Is the standpipe tariff pay as you fetch or a monthly levy?	
	Pay as you fetch
	Monthly levy
	No tariff
Unknown. Return visit required.	
<i>Only answer if you responded Yes to Q77</i>	
79. What is the standpipe tariff (GHp / m3)?	
80. How much is the standpipe tariff in Ghana pesewas for 18 litres (size 34 bucket)?	
81. How much is the standpipe tariff per month per household (in Ghana pesewas / household)?	
82. What is the household connection tariff (Ghana pesewas / m3)?	
<i>Only answer if you responded Yes to Q77</i>	
83. Were costs taken into account in the tariffs?	
	Yes
No	
<i>Only answer if you responded Yes to Q83</i>	
84. Were all water production and distribution costs (including the costs of the vendors) and maintenance and repair costs considered in the budget and establishment of the tariff?	
	Yes
No	
85. Were water quality monitoring costs at plant level considered in the budget and establishment of the tariff?	
	Yes
No	
<i>Only answer if you responded Yes to Q83</i>	
86. Were replacement costs and rehabilitation and expansion costs taken into consideration into the budget and establishment of the tariff?	
	Yes
No	
<i>Only answer if you responded Yes to Q83</i>	
87. Was allocation to the sanitation fund included in the budget and tariff?	
	Yes
No	

Acknowledgements

The Community Water and Sanitation Agency (CWSA) is grateful to IRC within the framework of the Triple-S project, for supporting to develop the framework for assessing and monitoring rural and small town water supply in Ghana.

CWSA is also grateful to all members of the CWSA Technical Committee, the staff of the CWSA Regional Offices (Northern, Brong Ahafo and Volta) and the selected pilot districts (East Gonja, Sunyani West and Akatsi) and the members of the functionality sub-committee whose support and feedback have been invaluable throughout the process. The working group on the document include:

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CWSA acknowledges the contribution of the wider WASH sector via the National Level Learning Alliance Platform (NLLAP), which helped to refine this framework.



Introduction to the indicators

The indicators presented in this document focus specifically on two (2) service delivery models under Community Ownership and Management:

- Service delivery managed by Water and Sanitation Management Team (WSMT) for rural communities.
- Service delivery managed by Water and Sanitation Management Team (WSMT) for small towns.

The indicators include:

- Functionality indicator – assesses the functionality status of a water facility at a given point in time
- Service level indicator – gives an indication of the degree to which service provided by the water facility is in line with the minimum standards for rural and small town water service delivery.
- Service provider indicators – assesses the compliance of community-based service providers to national norms, standards and guidelines for water supply as set by CWSA.
- Service provider indicator relating to Water and Sanitation Management Teams (WSMTs) for rural communities and small towns, are grouped in 3 sub-sets:
 - governance indicators;
 - operational indicators;
 - financial management indicators;
- Service authority and support indicators - Service authority and support function indicators related to support from Metropolitan, Municipal and District Assemblies (MMDAs) and regional level CWSA.

For each indicator, a scoring system has been developed, going from 0 (worst case) to 100 (best case). Each indicator is scored based on a number of sub-indicators, derived from CWSA standards, guidelines and regulations.

Only answer if you responded Yes to Q50

51. January revenues	
52. February revenues	
53. March revenues	
54. April revenues	
55. May revenues	
56. June revenues	
57. July revenues	
58. August revenues	
58. August revenues	
59. September revenues	
60. October revenues	
61. November revenues	
62. December revenues	
63. What was the amount billed for standpipe water sales last year (in GHC)?	
64. What was the amount billed for household connection water sales last year (in GHC)?	
65. What was the amount billed for institutional water sales last year (in GHC)?	
66. What was last year's annual revenues from standpipe water sales (in GHC)? (check from records)	
67. What was last year's annual revenues from household connection sales (in GHC)? (check from records)	
68. What was last year's annual revenues from institutional water sales (in GHC)? (check from records)	
69. What was last year's total annual revenue (in GHC)? (check from records)	
70. What was last year's annual expenditure (in GHC)? (check from records)	
71. Does the WSMT/WSDB have an operational account?	Yes
	No
72. Does the WSMT/WSDB have a capital account?	Yes
	No
73. How much money was deposited into the capital account last year (GHC)? (check)	
74. Does the WSMT/WSDB have a sanitation account?	Yes
	No
75. Are financial statements prepared?	Yes
	No

39. Were minutes kept from the meetings? (check)	Yes / No
Operation	
40. Are spare parts available?	
	Yes
	Some
41. Within what timeframe are spare parts available?	No
	Within 24 hours
	Within 1-3 days
	More than 3 days
42. Is support from the private sector for maintenance available?	Never
	Yes
	Some
	No
43. Within what timeframe are technical services from the private sector available?	
	Within 24 hours
	Within 1-3 days
	More than 3 days
<i>Only answer if you responded WSMT / WSDB to Q16</i>	
44. Does the WSMT / WSDB prepare maintenance schedules?	
	Yes
<i>Only answer if you responded Yes to Q44</i>	
45. Does the WSMT/WSDB undertake routine maintenance according to the maintenance schedule?	No
	Yes
46. Did the construction consultant prepare system specific O&M manuals, which has been submitted to the community / WSDB?	
	No
<i>Only answer if you responded Yes to Q46</i>	
47. Has relevant staff been trained in the effective use of the manuals?	
	Yes
48. How often is water quality sampling and analysis services done by certified institutions (GWCL, WRI, SGS or KNUST laboratories)?	No
	Less than once a year
	At least once a year
	Every 6 months or more often
49. Is water quality testing paid with money from collected tariffs?	Yes / No
Financial Management	
50. Were monthly revenue records kept last year?	
	Yes
	No

The Process Of Development, Verification And Refinement Of The Indicators

The draft of the indicators and scoring systems developed based on the national guidelines, manuals and model by-laws, were reviewed by the CWSA Technical Committee (Wednesday 10 November 2010) and the National Level Learning Alliance Platform meeting (Thursday 11 November 2010). Based on the suggestions and comments received, the indicators and scoring systems were refined. The resulting indicators and scoring systems were used as framework for analysis of a “looking back in order to inform the way forward” study in Volta region and Northern Region, which led to minor adjustments to the indicators.

Furthermore, following the experience with these case studies, it was decided to develop standard 'assessment questions' to collect the required data to easily and unambiguously score the indicators on a larger scale. These questions were field tested in the second half of 2011 with support from the regional level CWSA and the District Assemblies, for the assessment of the current levels of services provided and performance of service providers and support functions in the 3 Triple-S focus districts: Sunyani-West, in Brong Ahafo Region, East Gonja, in Northern region and Akatsi, in Volta region. This led to a further refinement of some of the indicators, the questions and the scoring systems, which were used for the collection of baseline data in the 3 Triple-S focus districts (Akatsi in Volta Region, East Gonja in Northern Region and Sunyani West in Brong Ahafo region) from November 2011 till January 2012.

Based on the reflection and feedback from the three districts and the regional level CWSA from the baseline data collection process, the service level and sustainability indicators and scoring system have been further refined by the CWSA M&E committee.

These refined indicators have been discussed and approved in the CWSA Technical Committee, before publication.

Outline of this document

Part 1 presents the functionality indicators, while part 2 presents service level indicators. Part 3 and 4 presents the service provider indicators for WSMTs managing point sources and piped schemes. Finally, the indicators related to support functions, are in part 5.

The annex presents the data collection sheets, which can be used to collect the data required in order to score the indicators.

¹ The NLLAP is a WASH sector multi stakeholder platform with the overall goal of improving sector learning and dialogue. It is organised on a monthly basis by the Ghana WASH Resource Centre Network (RCN).

² This resulted in the first draft of the indicator set, which can be found at <http://www.waterservicesthatlast.org/Countries/Ghana-Triple-S-initiative/News-events/CWSA-and-IRC-develop-indicators-to-evaluate-sustainable-rural-water-services-in-Ghana>.

Part 1

Functionality

The functionality of a water facility is determined by an on-site assessment of the status of the facility.

1.1 Hand pump functionality ³

The functionality of a hand pump is assessed based on the following:

- Functioning: water flows out of the spout within 5 strokes
- Partially functioning: water flows out of the spout after more than 5 strokes
- Non functioning: no water flows out of the spout or cannot pump at all (i.e. broken down)

1.2 Standpipe functionality

The functionality of a standpipe is assessed by whether or not water flows at the designed rate when the tap is opened.

- Functioning: water flows at least 85% of the designed rate (a given quantity /unit time) when the tap is opened
- Partially functioning: water flows at a rate of less than 85% of the designed rate when the tap is opened
- Non-functioning: no water flows when the tap is opened

³ The focus of the assessment is the hand pump and not the borehole

29. Are the account books up to date?	Yes
	No (More than a month behind)
<i>Only answer if you responded Yes to Q28</i>	
30. Did you see the account books?	Yes
	No
31. Are water meter reading records kept? (check)	Yes
	No
32. Are operational (maintenance) records kept? (check)	Yes
	No
33. Last year, were records posted on the community notice board (or communicated in another way to all communities covered by the system)?	Every 6 months or more
	Less than every 6 months
	Once a year
	No
34. Has there been change in the management (such as WSMT/WSDB members) over the last year?	Yes
	No
<i>Only answer if you responded Yes to Q34</i>	
35. Was the change political or related to chieftaincy?	Yes
	No
<i>Only answer if you responded Yes to Q34</i>	
36. Has the change been influenced by performance considerations (or re-election)?	Yes
	No
37. Has there been interference in the operational issues i.e. tariff setting?	Yes
	No
	Do not know
38. How often did the WSMT/WSDB meet in last year?	Never
	Less than every 6 months
	Every 6 months
	Every 3 months or more often
	Monthly

16. Is there a system manager?	
	Yes
	No
<i>Only answer if you responded Yes to Q16</i>	
17. Does the system manager have at least HND or equivalent academic qualification?	
	Yes
	No
18. Is there a system operator?	
	Yes
	No
<i>Only answer if you responded Yes to Q18</i>	
19. Does the operator have technical (NVTI) qualification – electrical or mechanical?	
	Yes
	No
20. Is there an administrative/financial clerk?	
	Yes
	No
<i>Only answer if you responded Yes to Q20</i>	
21. Does the administrative / financial clerk have at least RSA stage II or equivalent?	
	Yes
	No
22. Is there a revenue collector?	
	Yes
	No
<i>Only answer if you responded Yes to Q22</i>	
23. Does the revenue collector have at least SSSCE?	
	Yes
	No
24. Does each standpipe have a vendor?	
	Yes
	No
25. Have the WSMT received initial training?	
	Yes
	No
<i>Only answer if you responded Yes to Q25</i>	
26. Have the WSMT received re-training?	Yes / No / New management structure
<i>Only answer if you responded No Q25</i>	
27. Is there a planned re-training within tenure of office?	
	Yes
	No
28. Are account books kept? (check)	
	Yes
	No
<i>Only answer if you responded Yes to Q28</i>	

Part 2

Service Level Indicator

2.1 Service level indicator: Water services provided are in line with the rural and small towns water supply standards, as set by CWSA

2.1.1 Sub-indicators and their benchmarks

Table 1 below presents the service level sub-indicators and the benchmark value for each sub-indicator.

Table 1: Service Level Sub-indicators And Standards, As Set By CWSA

Service Level-Sub Indicators	Benchmark
Quantity	Hand pump/standpipe: 20 litres per capita per day House connection: 60 litres per capita per day
Quality	Ghana Standards Authority water quality standards for drinking water
Coverage	Hand dug well: maximum 150 people per facility Hand pump/standpipe: maximum 300 people per facility
Distance to water point	Up to 500 metres
Reliability	The facility is providing water for at least 95% of the year, interpreted as at least 345 days of regular service, without interruption.

In addition to the service level sub-indicators, piped schemes are also assessed and monitored against the design criteria for different population categories. See table below.

Table 2: Piped scheme design criteria, as set by CWSA

Piped Scheme Design Criteria	Benchmark
Physical losses	New scheme: 10 - 15 % To be rehabilitated scheme: 15 - 20%
Share of population having access to standpipes to house connections	Population 2,000 – 5,000: 10 – 20% Population 5,001 – 15,000: 15 – 25% Population 15,001 – 30,000: 20 – 30% Population 30,001 – 50,000: 25 – 40%

2.1.2 Service level scoring

For each facility, the level of service that is provided can be determined, based on whether or not the benchmarks on the sub-indicators are met. Table 3a below describes the level of service for hand pumps:

Table 3a: Water Service Levels for Hand Pumps

Service Level	Description of Service Level
III	The hand pump provides water services and satisfies all the sub-indicators
II	The hand pump provides water services but fails to meet one or more of the sub-indicators.
I	The hand pump not functioning

Table 3b below describes the level of service for piped schemes:

Table 3b: Water Service Levels for Piped Schemes

Service Level	Description of Service Level
IV	The piped scheme provides service as per design standards for population category and meets all the sub-indicators
III	The piped scheme provides service as per design standards for population category but does not meet one of the sub-indicators
II	The piped scheme provides service below design standards per population category and fails to meet one or more of the sub-indicators
I	Facility is non-functioning

WSMT (WSDB) – piped scheme

Source of information: Interview with WSMT members + observations (checking records)

Question	Response
General	
1. Region	
2. District	
3. Area Council	
4. Community	
5. Type of piped scheme	limited mechanised borehole small town piped scheme- community management small town scheme- GWCL small community scheme cluster of standpipes with bulk supply from GWCL
6. Type of connections	standpipes only standpipes and others (e.g. household- institutional etc)
7. Management ID	
8. Instance number of previous entry	
9. Remarks	
10. New management structure or change in contact details?	Yes No
11. Name of lead management member (contact)	
12. Phone number	
Governance & Management	
13. Management type?	GWCL WSMT / WSDB private person Assembly
14. How many men does the WSMT / WSDB have?	
15. How many women are in the WSMT / WSDB?	

Part 3:

Water And Sanitation Management Team Indicators (for Rural Communities)

A total of 11 indicators have been developed in order to assess the performance of Water and Sanitation Management Teams (hand pumps): 3 governance indicators, 5 operational indicators and 3 financial management indicators. Most of these indicators are composite indicators consisting of a number of sub-indicators. For each of the indicators, the sub-indicators and the scoring tables are presented below.

3.1 Management and Governance indicators

3.1.1 Composition of WSMT indicator

A well-composed, trained and gender balanced WSMT is in place

Sub-indicators

- A gender balanced (minimum 30% women) WSMT is in place, consisting of 5-9 members
- The WSMT consists of members dealing with technical/operational and financial/accounting aspects.
- Vendors are engaged at each hand pump
- WSMT members have received initial and re-fresher trainings.

Table 4: Scoring for Composition of WSMT (hand Pumps):

Score	Narrative Description
100	There is a well- trained WSMT. Its composition is in line with the CWSA guideline and its members have received refresher training
75	There is a WSMT. Its composition is in line with the CWSA guidelines and its members have received initial training. There is evidence of planned retraining during its tenure
50	There is a WSMT, which has been composed in line with the CWSA guidelines, and has received initial training
25	The re is a WSMT but its composition is not in line with the CWSA guidelines or has not received any training
0	There is no WSMT in place.

3.1.2 Record keeping and accountability indicator: Operational records, minutes of meetings and financial records are kept and presented to the community at least once every six months

Sub-indicators:

- Operational, minutes of meetings and financial records are kept
- Operational, minutes of meetings and financial records are presented to the Community at least once every six months

NB. Operational records include maintenance records

Support from MMDA	
71. Over the course of last year, has the MMDA monitored operation and maintenance of the water facilities managed by the WSMT/WATSAN and checked financial, technical and administrative performance?	Yes
	No
<i>Only answer if you responded Yes to Q71</i>	
72. Did they monitor on a regular basis?	Quarterly
	Half yearly
	Irregular
73. Did the MMDA provide the direct support when needed (giving technical assistance where needed)?	Yes
	No
<i>Only answer if you responded Yes to Q61</i>	
74. Did the MMDA check the financial records during the last year?	Yes
	No
75. Has there been a need for major repairs or rehabilitation of facilities over last year?	Yes
	No
<i>Only answer if you responded Yes to Q75</i>	
76. Did the community / WSMT/WATSAN request for support from the MMDA for rehabilitation or major repairs over the last year?	Yes
	No
<i>Only answer if you responded Yes to Q75</i>	
77. Did the MMDA support the community with replacement of hand pumps and/or redevelopment of boreholes last year?	Yes
	No

Table 5: Scoring for Record Keeping And Accountability:

Score	Narrative description
100	All records are kept and are up -to-date, and have been presented to the community, at least every six months
75	All records are kept and are up- to-date, and have been presented to the community, but less frequent than every six months
50	All records are kept and up -to-date, but have not been presented to the community
25	Some records are kept, or all records are kept, but these are more than a month behind schedule
0	No records are kept

3.1.3 Non- interference indicator: There is no political or chieftaincy influences in the activities (composition, operations (tariffs etc), and tenure) of the WSMT

Table 6: Scoring for Freedom from Political Interference:

Score	Narrative Description
100	Any change that had occurred in the WSMT was not due to political or chieftaincy interference
0	A change in the WSMT was due to political or chieftaincy interference

3.2 Operational Indicators

3.2.1 Spare parts supply indicator: Spare parts are available to enable maintenance of hand pumps to take place

Sub-indicators:

- Spare parts for hand pump maintenance and repair are available at all levels at all times.

Table 7: Scoring for Spare Parts Supply:

Score	Narrative Description
NA	Never had the need to acquired spare parts
100	It takes less than 24 hours to acquire spare parts
50	It takes between 1 to 3 days to acquire spare parts
0	It takes longer than 3 days to acquire spare parts

59. Is there a dedicated bank account for the system management?	Yes
	No
	Unknown. Return visit required.
60. What is the amount in bank account (GHC)? (check)	
61. Do you have a cash book?	Yes, up to date
	No
	Yes but cash book not up to date
62. Is there a dedicated bank account for the system management?	Yes
	No
	Unknown. Return visit required.
<i>Only answer if you responded Yes to Q62</i>	
63. What is the amount in bank account (GHC)? (check)	
64. Has a tariff been set?	Yes
	No
<i>Only answer if you responded Yes to Q64</i>	
65. Is it pay as you fetch or a monthly levy?	Pay as you fetch
	Monthly levy
	No tariff
	Unknown. Return visit required.
66.	
67. How much is the tariff in Ghana pesewas for 18 litres (size 34 bucket)?	
68. How much is the tariff per month per household (in Ghana pesewas / household)?	
<i>Only answer if you responded Yes to Q64</i>	
69. Has the tariff been based CWSA guidelines (cost of spare part, water quality testing, vendor, area mechanic services, sanitation fund allowance for caretakers and allowance for WSMTs)?	
	Yes
	No
<i>Only answer if you responded Yes to Q64</i>	
70. Has the community accepted the ideal tariff calculated based on CWSA guidelines?	
	Yes
	No

38. How long does it normally take?	Longer than 3 days
	Within 3 days
	Less than 24 hours
	Not applicable
39. Is routine maintenance normally carried out?	Yes
	No
<i>Only answer if you responded Yes to Q39</i>	
40. Was routine maintenance carried out last year?	Yes
	No
41. Has water quality sampling and analysis been done by certified institutions (GWCL, WRI, GSA, SGS or KNUST laboratories)?	Yes
	No
<i>Only answer if you responded Yes to Q41</i>	
42. How often is this water quality sampling and analysis carried out?	
	Less than once a year
	Once a year
<i>Only answer if you responded Yes to Q41</i>	
43. Is water quality testing paid for by the community?	Yes
	No
Financial Management	
44. Are revenues recorded on at least a monthly basis?	yes
	no
45. January revenues	
46. February revenues	
47. March revenues	
48. April revenues	
49. May revenues	
50. June revenues	
51. July revenues	
52. August revenues	
53. September revenues	
54. October revenues	
55. November revenues	
56. December revenues	
57. What was last year's annual revenue (in GHC)? (check from records)	
58. What was last year's annual expenditure (in GHC)? (check from records)	

3.2.2 Area mechanic services indicator: Area mechanics are available to enable maintenance of hand pumps to take place

Table 8: Scoring for Area Mechanic Services:

Score	Narrative Description
NA	Never acquired services of area mechanic
100	It normally takes less than 24 hours to acquire the services of an area mechanic
50	It takes between 1 to 3 days to acquire the services of an area mechanic
0	It takes longer than 3 days to acquire the services of an area mechanic

3.2.3 Breakdown repair indicator: Breakdown repair is executed in an effective way

Table 9: Scoring for Breakdown Repairs:

Score	Narrative Description
100	Corrective maintenance is carried out within 24 hours
50	Breakdown repair is carried out between 1 to 3 days
0	Breakdown repair takes longer than 3 days

3.2.4 Routine maintenance indicator: Routine maintenance is executed in an effective way

Sub-indicators:

- Routine maintenance is carried out by the caretaker, at least twice yearly or as per the caretaker training manual. This will include general inspection, greasing, replacement of fast wearing parts, minor repairs and functionality assessment

Table 10: Scoring for Routine Maintenance:

Score	Narrative Description
100	Routine maintenance is carried out twice a year
50	Routine maintenance is carried out but less often than twice a year
0	Routine maintenance is not carried out

3.2.5 Water quality testing indicator: Water quality sampling and analysis (bacteriological) are performed on yearly basis by recognised institutions and paid for by each community.

Sub-indicators:

- Water quality testing of small communities' water supply systems shall be performed at least once a year after commissioning.
- Water quality sampling and analysis services shall be performed by certified institutions.

- Water quality sampling and analysis shall be paid for by each community.

Table 11: Scoring for Water Quality Testing:

Score	Narrative Description
100	Water Quality Sampling and Analysis done by certified institutions yearly and paid for by the community
75	Water quality sampling and analysis is done by a certified institution on an annual basis, but not paid for by the community
50	Water Quality Sampling and Analysis done by certified institutions but not on yearly basis
25	Water quality sampling and analysis is done, but not by a certified institution
0	Water Quality Sampling and Analysis not done

3.3 Financial management indicators

3.3.1 Revenue and expenditure balance indicator: There is a positive annual revenue / expenditure balance

It is prudent to have annual revenues exceeding annual expenditures to ensure the provision of sustainable services.

Table 12: Scoring for Revenue and Expenditure Balance:

Score	Narrative Description
0	No records of financial data available
	No generation of revenue
	Annual revenues were lower than annual expenditure
100	Annual revenues were higher than annual expenditure

3.3.2 Financial management indicator: There is sound financial management

Sub-indicators:

- The WSMT has a bank account
- The WSMT has an up-to-date cash book
- The WSMT renders account on annual basis to the community

29. Do meet on a regular basis?	yes
	no
30. Do you keep minutes of the meetings? (check)	yes
	no
<i>Only answer if you responded Yes to Q14</i>	
31. Has there been change in the WSMT / WATSAN members over the last year?	Yes
	No
<i>Only answer if you responded Yes to Q31</i>	
32. Was the change political or related to chieftaincy?	Yes
	No
	Do not know
<i>Only answer if you responded Yes to Q31</i>	
33. Has the change been influenced by performance considerations (or re-election)?	Yes
	No
	Do not know
34. Has there been interference in the operational issues i.e. tariff setting?	Yes
	No
	Do not know
Operation	
35. How long does it normally take to acquire spare parts?	Longer than 1 week
	Longer than 3 days
	Within 3 days
	Less than 24 hours
36. How long does it normally take to acquire the services of an area mechanic?	Never acquired the services of an area mechanic
	Longer than 3 days
	Within 3 days
	Less than 24 hours
37. Was break down repairs carried out over the last year?	Yes
	No
	There has not been a need yet
<i>Only answer if you responded Yes to Q37</i>	

18. Is there a treasurer?	Yes
	No
19. Is there a caretaker?	Yes
	No
20. How many vendors are there?	
21. Has an initial training taken place?	Yes
	No
<i>Only answer if you responded Yes to Q21</i>	
22. Has retraining taken place?	
	New WATSAN- so no re-training needed yet
	Yes
	No, but planned
	No
23. Are account books kept? (Check)	Yes
	No
<i>Only answer if you responded Yes to Q23</i>	
24. Are account books kept up to date?	
	Yes
	More than a month behind
<i>Only answer if you responded Yes to Q23</i>	
25. Did you see the account books?	
	yes
	no
<i>Only answer if you responded Yes to Q23</i>	
26. Are records shared with the community?	
	Yearly
	Half yearly
	Less frequently (more than a year)
	No
27. Are operational (including maintenance) records kept? (Check)	Yes
	No
	No maintenance done yet
<i>Only answer if you responded Yes to Q27</i>	
28. Did you see the operational (including maintenance) records?	yes
	no

Table 13: Scoring for Sound Financial Management and Auditing:

Score	Narrative Description
100	There is a bank account, up-to-date cash book and rendering of accounts to the community on an annual basis
75	There is a bank account, up-to-date cash book and rendering of accounts to the community, but not on an annual basis
50	There is a bank account and an up-to-date, cash book, but no rendering of account to community
25	There is a bank account or a cash book, or when there is both a bank account and cash book, the cash book is not up-to-date
0	There is no bank account and no cash book

3.3.3 Tariff setting indicator: For hand pumps tariffs shall be set to meet the requirements of the indicative cost items outlined below

- 1) Cost of spare parts
- 2) Cost of area mechanic services including transport
- 3) Water quality testing (bacteriological)
- 4) Tariff collection expenses (vendors) (up to 20% of total tariff).
- 5) Allowance for caretaker
- 6) Allowance for WSMT members

Table 14: Scoring Tariff Setting:

Score	Narrative Description
100	There is a tariff in place that takes account of all the indicative cost items
50	There is a tariff ⁴ in place, but not based on all the indicative cost items
0	There is no tariff in place

3.3.4 Facility management plans indicator: Facility management plans for the WSMTs exist and are enforced effectively.

Sub-indicator:

- There is a facility management plan in place that spells out the rules for the WSMT, which is updated annually

Table 15: Scoring Facility Management Plans:

Score	Narrative Description
100	There is a facility management plan that spells out the rules for the WSMT, which is updated annually
50	There is a facility management plan that spells out the rules for the WSMT
0	There is no facility management plan that spells out the rules for the WSMT

⁴The tariff can be set per unit water, e.g. per container, or per time unit, e.g. per household per month.

Part 4:

Water And Sanitation Management Team Indicators (for Small Towns)

A total of 9 indicators have been developed, in order to assess the performance of small town Water and Sanitation Management Teams: 3 governance indicators, 3 operational indicators and 3 financial management indicators. Most of these indicators are composite indicators consisting of a number of sub-indicators. For each of the indicators, the sub-indicators and the scoring tables are presented below.

4.1 Management and Governance indicators

4.1.1 Composition of small town WSMT indicator: There is a WSMT, consisting of a well-trained team in line with CWSA guidelines.

Sub-indicators:

- There is a WSMT, consisting of 10-15 members, of whom at least 1/3 are women and 1/3 are representatives of the MMDA or Town / Area council
- WSMT members receive training and re-training (at least once during their 4 year tenure)

Table 16: Scoring Composition of Small Town WSMT

Score	Narrative Description
100	There is a WSMT. Its composition is in line with the CWSA guidelines and its members have received both the initial and refresher training within its tenure
75	There is a WSMT. Its composition is in line with the CWSA guidelines and it members have received initial training and there is evidence planned retraining within its tenure
50	There is a WSMT . Its composition of the WSMT is in line with CWSA guidelines and has received initial training
25	There is a WSMT but its composition is not in line with the CWSA guidelines or has not received any training
0	There is no WSMT in place.

4.1.2 Qualification of Operational Staff: Well qualified staff required for the day-to-day operations and routine maintenance

Sub-indicators:

The following is minimum staffing level:

- System Manager, to be responsible for the overall management of Technical, Financial and Administrative Staff. The incumbent shall possess at least Higher National Diploma (HND) or equivalent academic qualification in a technical area and shall have good oral and communication skills. A technical background may be advantageous. The Manager shall be accountable to the WSMT, and shall prepare and present reports at WSMT meetings.

WSMT (WATSAN) - hand pump

Source of information: Interview with WSMT members + observations (checking records)

Question	Response
General	
1. Region	
2. District	
3. Area Council	
4. Community	
5. Type of management	WATSAN (Hand pump WSMT) Piped scheme WSMT / WSDB Private person (e.g. chief-assembly man- etc) no management structure
6. Management ID	
7. New management structure entry?	yes no
8. Previous instance number	
9. Remarks (if any)	
10. New management structure or change in contact details?	yes no
11. Name of lead WSMT/WATSAN member (contact)	
12. Phone number	
13. Number of hand pumps managed by the WSMT / WATSAN	
Governance & Management	
14. Is there a WSMT / WATSAN committee?	Yes No
15. Has the WSMT / WATSAN committee been active over the last year?	yes no
16. How many men does the WSMT / WATSAN have?	
17. How many women does the WSMT / WATSAN have?	

<i>Only answer if you responded No to Q16</i>	
17. If not currently functioning, what is the main reason for that?	
	Broken down
	No fuel available
	Under repair / maintenance
	Low water level
	No supply from GWCL
18. How many days was the source not providing water to the piped scheme over the last year?	
19. What was the main reason for non functionality during last year?	
	Source was broken down
	Under repair / maintenance
	No fuel available
	Low water level
	No supply from GWCL (e.g. because of rotation)
	Lights off (no electricity)
20. Is there a water meter?	
	Yes
	No
<i>Only answer if you responded Yes to Q20</i>	
21. Are meter records kept? (check)	
	Yes
	No
<i>Only answer if you responded Yes to Q20</i>	
22. What was the total amount of water produced by the source over last year (m3/year)? (check)	

- An Operator, to carry out technical operations and routine maintenance (shall possess technical National Vocational Training Institute (NVTI) qualification – civil, electrical or mechanical).
- An Administrative/Financial Clerk (shall possess at least RSA stage II or equivalent).
- A Revenue Collector (shall possess at least Senior High Secondary School Certificate Examination (SSSCE)).
- Vendors, to be responsible for sale of water at each standpipe.

Table 17: Scoring Qualification of Operational Staff

Score	Narrative Description
100	The following positions have been filled by adequately qualified staff: System Manager, System Operator, Administrative / Financial Clerk, Revenue Collector, Vendors for each standpipe
50	At least half of the following positions have been filled by adequately qualified staff: System Manager, System Operator, Administrative / Financial Clerk, Revenue Collector, Vendors for each standpipe
0	Less than half of the following positions have been filled: System Manager, System Operator, Administrative / Financial Clerk, Revenue Collector, Vendors for each standpipe.

4.1.3 Record keeping and accountability indicator: Technical, administrative and financial reports are kept and presented to the community at least once every six months

Sub-indicators:

- Technical, administrative and financial reports are kept on monthly basis
- Records of all maintenance activities are kept on monthly basis
- Technical, administrative and financial reports are presented to the Community at least once every six months

Table 18 Scoring Record Keeping and Accountability

Score	Narrative Description
100	All records are kept and are up-to-date, and are presented to the community, at least every six months
75	All records are kept and are up-to-date, and are presented to the community only once a year
50	All records are kept and up-to-date, but not presented to the community
25	All records are kept, but are more than a month behind.
0	No records are kept

4.1.4 Non- interference indicator: There is no political or chieftaincy influences in the activities [composition, operations (tariffs etc), and tenure] of the WSMT

Table 19: Scoring Non-interference

Score	Narrative Description
100	Benchmark: Any change that occurred in the WSMT was not due to political or chieftaincy interference
0	A change that occurred in the WSMT was due to political or chieftaincy interference

4.2 Operational Indicators

4.2.1 Spare parts supply and technical services indicator: the private sector provides the needed support to the WSMT

Table 20: Scoring Spare Parts Supply and Technical Services

Score	Narrative Description
100	There are spare parts and well-equipped private sector and within 24 hours to carry out maintenance or repairs
50	There are spare parts and well-equipped private sector, but it takes between 1 to 3 days to carry out maintenance or repairs
0	There are no spare parts and well-equipped private sector available to carry out maintenance or repairs or where available, it takes longer than 3 days to carry out maintenance or repairs

4.2.2 Maintenance indicator: The WSMT prepares a work plan and budget for O&M and executes maintenance accordingly

Sub-indicators

- The WSMT prepares and implements maintenance schedules.
- Routine maintenance is carried out in accordance with the O&M manuals.
- Operational staff has been trained in the effective use of the manuals.

Table 21: Scoring Maintenance

Score	Narrative Description
100	Routine maintenance is executed according to the maintenance schedule, and relevant staff have been trained in the use of the O&M manuals.
50	Routine maintenance is executed according to the maintenance schedule but relevant staff have not been trained in the use of the O&M manuals
0	No routine maintenance is carried out.

Piped scheme source

Source of information: Interview with WSMT members + observations + project documents

Note: 'Static data, location and photo' is only collected for new piped scheme source entries

Question	Response
General	
1. Region	
2. District	
3. Area Council	
4. Community	
5. System ID	
6. Remarks (if any)	
Static data, location and photo	
7. Location	
8. Photo	
9. Source type	Borehole
	surface water intake
	GWCL system- bulk water meter
	GWCL System- without bulk water meter
	spring
10. Treatment	Yes
	No
11. Disinfection	Chlorination
12. Filtration	None
	Slow Sand Filtration
13. Description (Location)	
14. Design capacity (m3/day)	
15. Type of power supply	Solar
	Generator
	National grid
	Mixed
	gravity
16. Is the source functioning?	
	Yes
	No

33. Actual total population depending on the system as their primary source	
34. Is there a bulk water meter?	Yes_____
	No_____
<i>Only answer if you responded Yes to Q34</i>	
35. Amount of water produced last year (in m3)	
36. Amount of water delivered to standpipes last year (m3)	
37. Amount of water delivered to household connections last year (m3)	
38. Average household size	
39. Amount of water delivered to institutions last year (m3)	

4.2.3 Water quality testing indicator: Water quality sampling and analysis (bacteriological and physico - chemical) are performed on half yearly basis by certified institutions and paid for by the community through tariffs

Sub-indicators:

- Water quality testing and analysis of small town water supply systems shall be performed at least twice a year after commissioning.
- Water quality sampling and analysis services shall be performed by certified institutions,
- Water quality testing and analysis shall be paid for by the community

Table 22: Scoring Water Quality Testing

Score	Narrative Description
100	Water quality testing and analysis done by certified laboratories twice a year and is paid for by the community through tariff
75	Water quality testing and analysis done by certified laboratories twice a year, but not paid for by the community
50	Water quality testing and analysis is done by certified laboratories but only once a year
25	Water quality testing and analysis is done, but less often than once a year, or not by certified laboratories
0	Water Quality testing and analysis not done at all

4.3 Financial Management indicators

4.3.1 Revenue and expenditure balance indicator: There is a positive annual revenue / expenditure balance

Table 23: Scoring Revenue and Expenditure Balance

Score	Narrative Description
0	No records of financial data available
	No generation of revenues
	Annual revenues lower than annual expenditure
100	Annual revenues higher than annual expenditure

4.3.2 Financial management indicator: There is sound financial management, accounting and auditing

Sub-indicators:

- The WSMT has opened and manages three bank accounts:
 - Operational account: weekly payments into this account from water sales and other receipts. Regular operation and maintenance costs are paid from this account.
 - Capital account: to be used for major repairs, extension and rehabilitation. Monthly payment, no less than 20% of the net monthly

- revenue (after regular O&M has been paid). MMDA may allocate funds annually through its regular budgetary allocation to the capital fund.
- Sanitation account: used to promote sound sanitation and hygiene practices, including household latrine construction. Monthly payment of at least 10% of the net monthly revenue. MMDA may allocate funds annually through regular budgetary allocation to the account.

- Account books are kept
- Financial statements are prepared
- Auditing is carried out once every year

Table 24: Scoring Financial Management

Score	Narrative Description
100	All three bank accounts have been opened, threshold amounts deposited and proper books of accounts are kept, have prepared financial statements and the accounts have been audited yearly
75	All three bank accounts have been opened, threshold amounts deposited and proper books of accounts are kept but financial statement not prepared and audited on yearly basis
50	All three bank accounts have been opened and proper accounts are kept, but amounts deposited less than thresholds
25	One or two bank accounts have been opened, but no proper accounts are kept or amounts deposited are less than thresholds
0	No bank account has been opened

4.3.3 Tariff setting indicator: Tariff setting takes into account projected costs using CWSA tariff setting guidelines as below:

- 1) All water production expenses.
- 2) All distribution expenses.
- 3) Routine maintenance and other contracts.
- 4) Repair work (by staff and private maintenance contracts).
- 5) Water quality monitoring at plant level.
- 6) Tariff collection expenses (vendors) (up to 20% of total tariff).
- 7) Replacement cost (20% of 1-6).
- 8) Rehabilitation and Expansion (5% of 1-6) total)
- 9) Sanitation Fund (8% of 1-6).
- 10) Contingency (2% of total (1) – (6)).

Tariff has been endorsed by CWSA and approved by the MMDA.

Table 25: Scoring Tariff Setting

Score	Narrative Description
100	Tariff in place fully in line with the guidelines
50	Tariff in place, but not fully in line with the guidelines
0	No tariff in place

16. Year of latest rehabilitation or extension	
<i>Only answer if you responded Yes to Q15</i>	
17. Financier or donor of latest rehabilitation or extension	
<i>Only answer if you responded Yes to Q15</i>	
18. Latest rehabilitation or extension project (name)	
19. Design population	
20. Design capacity (m3/day)	
21. Total storage capacity (m3)	
22. Number of household connections	
23. Number of standpipes	
24. Total number of spouts	
25. Number of institutional connections	
26. Source of water	
	Groundwater
	Surface water
	GWCL
	Combined surface and groundwater
27. Type of power supply	Combined GWCL and groundwater
	Solar
	Generator
	National grid
	Mixed
Functionality	
28. Is the intake and / or borehole(s) functioning satisfactorily?	
	Yes
	Partially
29. Is there leakage in the distribution network?	No
	Never
	Sometimes
	Permanent leakages
Service level	
30. How many days was the system not functioning over the last year?	
31. How many days was the system not functioning over the last quarter (last three months)?	
32. Is the water quality acceptable?	
	Yes
	No

Piped scheme

Source of information: Interview with WSMT members + observations + project documents

Note: 'Static data, location and photo' is only collected for new piped scheme entries

Question	Response
General	
1. Region	
2. District	
3. Area Council	
4. Community	
5. Community Code	
6. System ID	
7. Management type	Direct WSDB / WSMT
	WSDB /WSMT with private operator
	Private sector
	GWCL
	Other
8. Management ID	
9. Remarks	
Static data, location and photo	
10. Type of system	Limited mechanised borehole
	small community piped scheme
	small town piped scheme
	Piped scheme with bulk water supply from GWCL
	Cluster of GWCL standpipes
11. Description of location	
12. Financier or donor of initial construction	
13. Implementation project (name)	
14. Year of initial construction completion	
15. Rehabilitated and/or extended?	Yes
	No
<i>Only answer if you responded yes to Q15</i>	

Part 5

Service Authority And Support Function Indicators

This part presents 5 indicators which can be used to assess and monitor service authority functions, as well as 3 indicators related to support functions. Like the service provider indicators, there are composite indicators, consisting of a number of sub-indicators. The indicators were as much as possible based on existing guidelines. For each of the indicators, the sub-indicators and the scoring tables are presented below.

5.1 Service authority indicators

5.1.1 Presence of a service authority and support structure indicator: There is a unit for water and sanitation, with access to sufficient resources, receiving the needed support from CWSA and MMDA.

Sub-indicators:

- There is a unit of the DWD responsible for WASH activities
- There are clear lines of coordination and collaboration between the unit and other relevant departments for WASH activities
- The unit is sufficiently resourced by the DA to carry out its activities
- The unit receives adequate support from CWSA

Table 26: Scoring Presence of a Service Authority and Support Structure

Score	Narrative Description
100	There is a unit for WASH activities, well resourced, coordination and collaboration for WASH activities is good, and receives adequate support from CWSA
75	There is a full unit for WASH activities, well resourced, coordination and collaboration for WASH activities is good but does not receive adequate support from CWSA
50	There is a full unit for WASH activities, and coordination and collaboration for WASH activities is good but not well resourced
25	There is a unit for WASH activities, but staffing is not as per DWD organogram
0	There is no unit for WASH activities

5.1.2 District level budget allocation and utilisation indicator: Districts are able to allocate and utilise financial resources for water and sanitation services.

Table 27: Scoring District Level Budget Allocation and Utilisation

Score	Narrative Description
100	There is a budget allocation for WASH activities and between 75% and 100% of the total budget has been disbursed
75	There is a budget allocation for WASH activities and between 50 and 75% of the total budget has been disbursed
50	There is a budget allocation for WASH activities but less than 50% of the budget has been disbursed
25	There is a budget allocation for WASH activities, but no evidence of disbursement, or disbursement has been less than 50% of the budget allocated
0	There is no budget allocation for WASH activities

5.1.3 Coordination of NGOs indicator: NGOs and Civil Society Organisations (CSO) providing water facilities do so in collaboration with the MMDA

Sub indicators:

- NGOs inform the MMDA about implementation activities
- Align their implementation to the District Water and Sanitation Plan (DWSP)
- Comply with CWSA standards and guidelines

Table 28: Scoring Coordination of NGOs

Score	Narrative Description
100	More than 80% of NGOs inform the MMDA about implementation activities through providing facility data on new systems align their implementation to the DWSP and comply with CWSA standards and guidelines.
75	Between 50% and 80% of NGOs inform the MMDA about implementation activities and align their implementation to the DWSP
50	At least 50% of NGOs inform the MMDA about implementation activities and align their implementation to the DWSP
0	Less than 50% of NGOs inform the MMDA about implementation activities

⁵ The guidelines for rural and small town water supply prescribe that MMDAs are required to prepare District Water and Sanitation Plans (DWSPs) which shall be an integral part of the Medium Term Plan of the Assembly, detailing out the water and sanitation components of the plan.

19. What is the (estimated) number of people depending on the standpipe as their main source of water supply?	
20. How many of these people are within 500 m (or 10 minutes) of facility?	Almost everyone About three-quarters of the people About half of the people About one quarter of the people Almost no one Unknown. Return visit required.
Management	
21. Who manages the standpipe?	Private vendor Vendor from WATSAN committee
<i>Only answer if you responded Vendor from WATSAN committee to Q21</i>	
22. How many women are there in the committee?	
<i>Only answer if you responded Vendor from WATSAN committee to Q21</i>	
23. How many men are there in the committee?	
24. Are sales records kept for the standpipe? (check)	Yes No
<i>Only answer if you responded yes to Q24</i>	
25. What was last year's annual revenue (in GHC)? (check from records)	
26. Are meter records kept? (check)	Yes No
<i>Only answer if you responded yes to Q26</i>	
27. How much water (in litres) was used on average per day in the wet season?	
<i>Only answer if you responded yes to Q26</i>	
28. How much water (in litres) was used on average per day in the dry season?	
18. How many hours per day is the standpipe open?	

Standpipe

Source of information: Interview with WSMT members / vendor + observations

Question	Response
General	
1. Region	
2. District	
3. Standpipe area Council	
4. Standpipe community	
5. Standpipe ID	
6. Piped scheme ID	
7. Remarks (if any)	
Static data, location, & photo	
8. Location	
9. Description	
10. Photo	
11. Number of taps	
Functionality	
12. Is the standpipe functional?	
	Yes
	No
<i>Only answer if you responded Yes to Q12</i>	
13. What is the flow rate (in l/s)? Tooltip: measure the time it takes to fill a container with a known volume. Divide the volume (in litres) by the time it took (in seconds) to fill it, to get the discharge.	
<i>Only answer if you responded Yes to Q12</i>	
14. Is the standpipe meter working?	
	Yes
	No
	There is no meter
<i>Only answer if you responded Yes to Q12</i>	
15. Is the tap dripping?	
	Yes
	No
Service level	
16. In the last year, how many days was the standpipe not functioning?	
17. Is the water quality acceptable in terms of odour, colour, taste to the community?	
	Yes
	No

5.1.4 Planning indicator: District Water and Sanitation Plan is incorporated into Medium Term Development Plans and budget of the assembly, which is used to guide implementation.

Sub-indicators:

- Participatory nature of the development of the District Water and Sanitation Plan.
- 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.

Table 29: Scoring Planning

Score	Narrative Description
100	There is a District Water and Sanitation Plan, which has been developed with active participation of the relevant departments, and has been incorporated in the Medium Term Development Plan (MTDP) of the district. Implementation is guided by this.
75	There is a District Water and Sanitation Plan, which has been developed with active participation of relevant departments, and has been incorporated in the MTDP. However, implementation is not guided by this.
50	There is a District Water and Sanitation Plan, which has been developed with active participation of relevant departments, but this has not been included in the MTDP
25	There is a District Water and Sanitation Plan, but it has not been developed with active participation of relevant departments
0	There is no District Water and Sanitation Plan

5.1.5 Monitoring and data flow indicator: There are efficient monitoring and data flows

Sub-indicators:

- CWSA regional level collects from MMDA's and compiles data and feeds it into DiMES on quarterly basis
- DWD 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.

Table 30: Scoring Monitoring and Data Flow

Score	Narrative description
100	DWD submits quarterly MOM reports to the regional CWSA office. The data is used for district and regional level planning.
75	DWD submits MOM reports to the regional CWSA office on a quarterly basis.
50	DWD submits MOM reports to the regional CWSA office but not on quarterly basis.
25	Some data is collected by the DWD or when all data are collected, these are not submitted to the regional CWSA office
0	No monitoring of operation and maintenance data is collected.

5.1.6 Bye-laws indicator: Bye-laws for the WSMTs exist and are enforced effectively.

Sub-indicator:

- Each MMDA is responsible for providing legal backing for WSMTs and approve bye-laws proposed by WSMTs in the district

Table 31: Scoring Bye-laws:

Score	Narrative Description
100	There are bye-laws for WSMTs which are published and gazetted and enforced effectively.
50	There are bye-laws for WSMTs which are published and gazetted
0	There are no bye-laws for WSMTs which are published and gazetted

5.2 Support function indicators

5.2.1 O&M monitoring indicator: MMDA monitors O&M of water facilities in terms of financial, technical and administrative performance, including periodic audits, and provides support where needed.

For each WSMT, a score is determined to indicate the level of monitoring support they receive from the MMDA.

Sub-indicators:

- Periodic audit of WSMTs accounts
- District Works Department (DWD) provides technical support to WSMTs

21. Is the water quality acceptable to the community?	Yes
	No
22. What is the (estimated) number of people depending on the facilities as their main source of water supply?	
23. How many of these people are within 500 m (or 10 minutes) of facility?	Almost everyone
	About three-quarters of the people
	About half of the people
	About one quarter of the people
	Almost no one
	Unknown. Return visit required.
24. What is the estimated use of water per person per day (in litres per person per day)?	None
	Less than 20 litres per person per day
	More than 20 litres per person per day
25. Are water sale records kept from the facility?	yes
	no
26. How many buckets (size 34) are sold in total on average per day in the wet season?	
27. How many buckets (size 34) are sold in total on average per day in the dry season?	
28. Is water from the facility used for watering gardens, fields or farms?	Yes
29. Is water from the facility used for watering livestock?	Yes
	No
30. Is water from the facility used for small commercial uses (brick making, pito making etc)?	

9. Type of hand pump	
	Nira AF-85
	Nira AF-85D
	Ghana modified India Mark II
	AfriDev_ Vergnet
10. Has the water point been rehabilitated?	Yes
	No
11. Year of rehabilitation	
<i>Only answer if you responded Yes to Q20</i>	
12. Financier or donor of rehabilitation	
13. Rehabilitation project (name)	
Functionality	
14. Is the facility functional?	yes
	no
15. Number of strokes for water to flow from the spout?	
<i>16. Only answer if you responded yes to Q24</i>	
17. What is the reason for the non-functioning of the system?	
	No hand pump
	Hand pump broken
	facility under repair
	Water table too low (borehole dry)
Unknown	
Service level	
18. In the last year, how many days was the facility not functioning?	
19. In the last quarter (last 3 months), how many days was the facility not functioning?	
20. If the system was down for more than 18 days in the last year, what was the reason for non-reliability?	
	Not applicable (down for less than 18 days)
	No funds
	Time to raise or access funds
	Time to get spare parts
Time to get area mechanic	
Unknown	

Table 32: Scoring O&M Monitoring

Score	Narrative Description
100	The MMDA monitors O&M of water facilities in terms of financial, technical and administrative performance on a quarterly basis, provides the direct support when needed and does periodic auditing of WSMT accounts
75	The MMDA monitors O&M of water facilities in terms of financial, technical and administrative performance on a quarterly basis and provides the direct support when needed but no auditing of WSMT accounts
50	The MMDA monitors O&M of water facilities in terms of financial, technical and administrative performance on a regular basis (but less than quarterly) and provides the direct support when needed but no auditing of WSMT accounts
25	The MMDA monitors O&M of water facilities in terms of financial, technical and administrative performance on a regular basis but does not provide the direct support when needed and no auditing of WSMT accounts
0	The MMDA does not monitor O&M of water facilities in terms of financial, technical and administrative performance on a regular basis

5.2.2 Support in case of major breakdown indicator: MMDA assists the community in case of major repairs and borehole rehabilitation.

Sub-indicator:

- Major repairs or borehole rehabilitation outside the technical and financial capability of the communities are undertaken with the assistance of the MMDA. This includes borehole flushing and re-development.

Table 33: Scoring Support in Case of Major Breakdown

Score	Narrative Description
NA	There has been no need for replacement or hand pumps and re-development of boreholes
100	MMDA has fully supported the community when they needed support with replacement of hand pumps or re-development of boreholes
50	MMDA has provided some support to the community when they needed support with replacement of hand pumps or re-development of boreholes
0	MMDA has not supported communities with replacement of hand pumps or re-development of boreholes

5.2.3 CWSA regional office provides technical support to MMDAs

For each MMDA, a score is determined to indicate the level of technical support they receive from the CWSA regional office.

Sub-indicators: CWSA regional office provides technical support to each MMDA on quarterly basis.

Table 34: Scoring CWSA Regional Office Technical Support

Score	Narrative Description
100	CWSA regional office has provides technical support to the MMDA at least twice a year
50	CWSA regional office has provided technical support to the MMDA at least once last year
0	CWSA regional office has not provided technical support to each MMDA over the last year

Annex: data collection forms

Scoring of the above mentioned indicators can be done using the tables presented above. In order to have objective scoring, scoring should (ideally) be based on data. This annex presents the data collection forms that can be used for collecting the required data from:

- Hand pumps (functionality and service level of hand pumps)
- Piped schemes, piped scheme sources and standpipes (functionality and service level of piped schemes)
- WSMTs for managing hand pumps and piped schemes (water service provider performance and received support from MMDAs/DWDs)
- MMDAs and DWDs (performance of support and service authority functions)

Hand pump⁸

Question	Response
General	
1. Region	
2. District	
3. Area Council	
4. Community	
5. Facility ID	
6. Type of management	Private person
	small community WSMT
	small town WSMT
	No management structure
7. Management ID	
8. Remarks (if any)	
Static data, location and photo	
1. Location	
2. Photo of hand pump	
3. Description	
4. Financier or donor of implementation	
5. Implementation project (name)	
6. Construction completion year	
7. Type of source	Borehole
	Hand dug well
8. Threshold population	300
	150

⁸ Source of information: Interview with WSMT members + observations + project documents Note: 'Static data, location and photo' is only collected for new hand pump entries