

# Going from counting systems to monitoring services in Ghana

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# RETHINKING MONITORING

From	To
<ul style="list-style-type: none"><li>From counting pumps and pipes only</li></ul>	<ul style="list-style-type: none"><li>To monitoring services and the conditions for ensuring sustainability</li></ul>
<ul style="list-style-type: none"><li>From unstructured, ad-hoc data collection and analysis</li></ul>	<ul style="list-style-type: none"><li>To continuous data collection and structured analysis</li></ul>
<ul style="list-style-type: none"><li>From restricted accessibility of monitoring data</li></ul>	<ul style="list-style-type: none"><li>To easy access to real-time monitoring data</li></ul>
<ul style="list-style-type: none"><li>From monitoring as an end in itself</li></ul>	<ul style="list-style-type: none"><li>To monitoring as a means to address the needs and provision of sustainable services</li></ul>

**What**

**How**

**Why**

# Monitoring what? Development of framework for monitoring

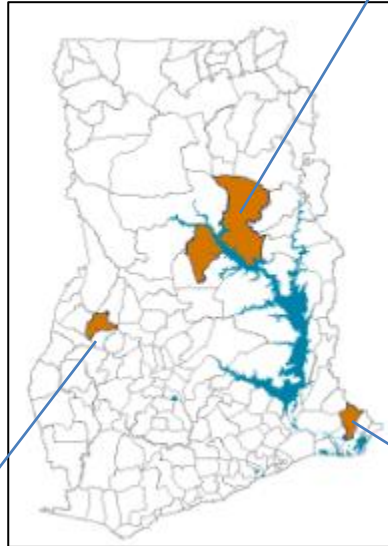
- Collaborative process of indicator development
- Based on national norms, standards and guidelines
- Indicators field tested in 3 districts, refined for replication with stakeholders

# Monitoring what? Functionality

- **Functionality:** Not just counting systems, but also considering whether they are functioning or not

- However:

- Only focused on output, not underlying factors
- Does not show level of service
- Functionality on one day does not give indication of functionality over time



## East Gonja District, Northern Region

Number of handpumps:	137
Handpump functionality:	69%

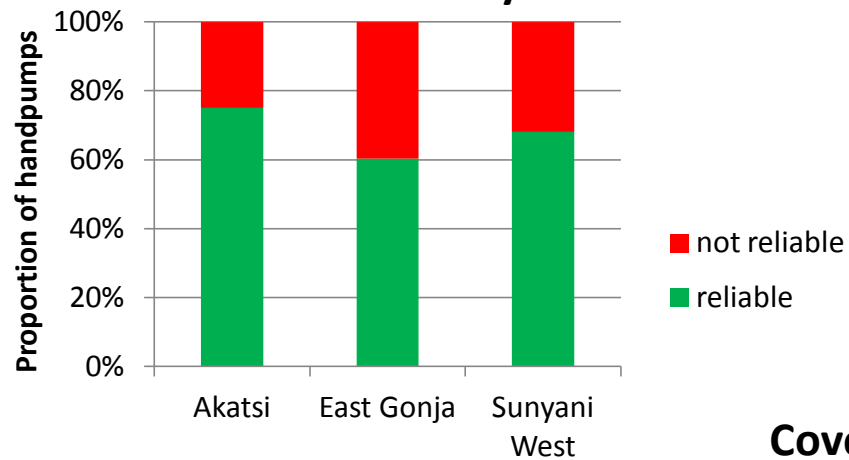
## Sunyani West District , Brong Ahafo Region

Number of handpumps:	138
Handpump functionality:	88%

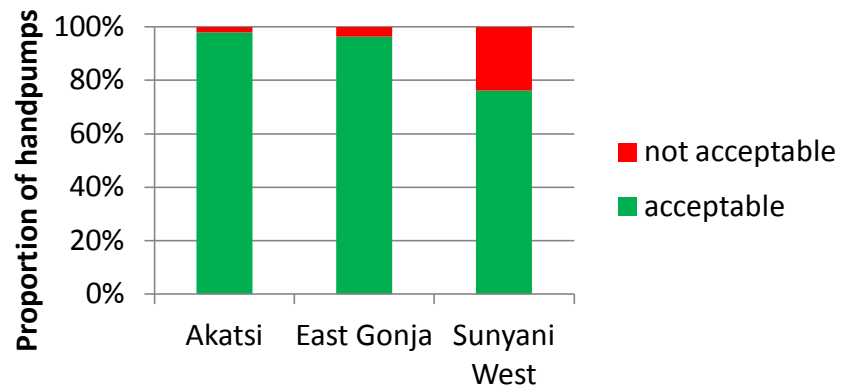
## Akatsi District, Volta Region

Number of handpumps:	294
Handpump functionality:	83%

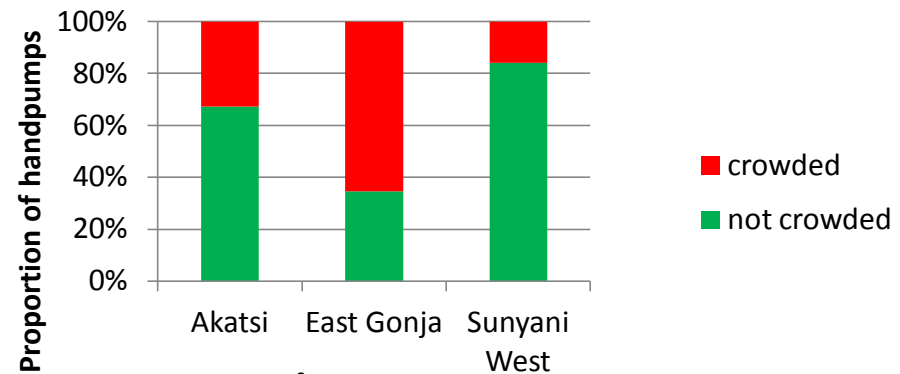
### Reliability



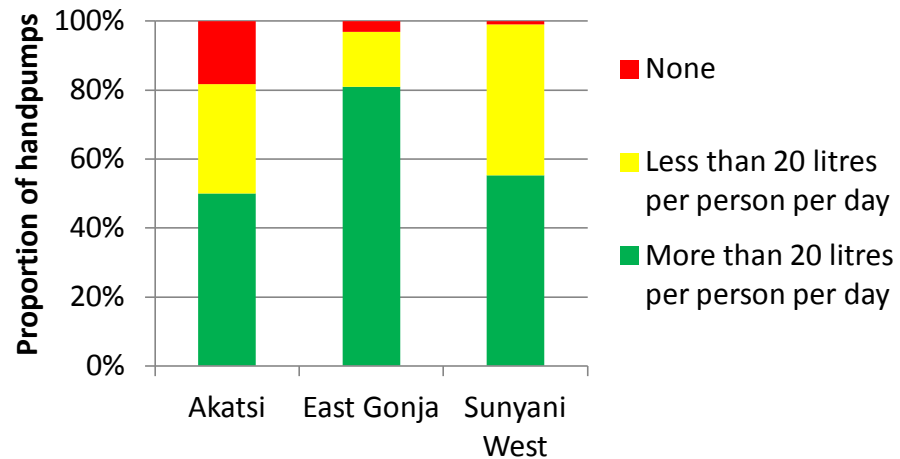
### Quality



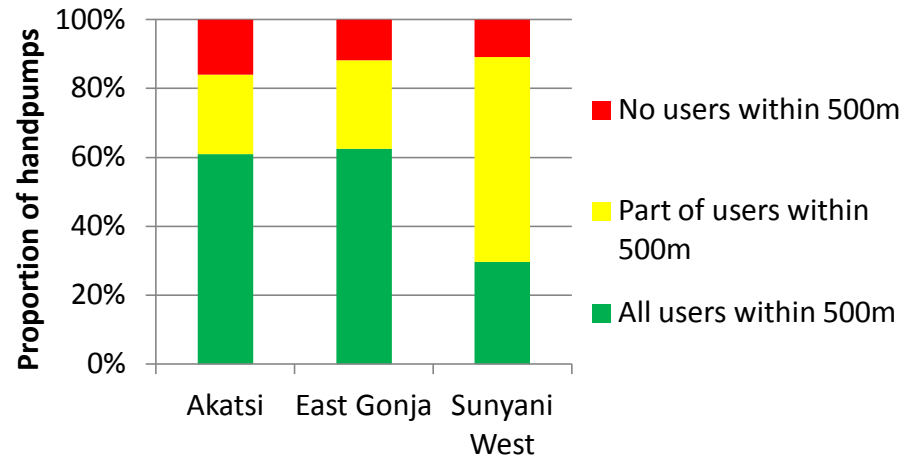
### Coverage



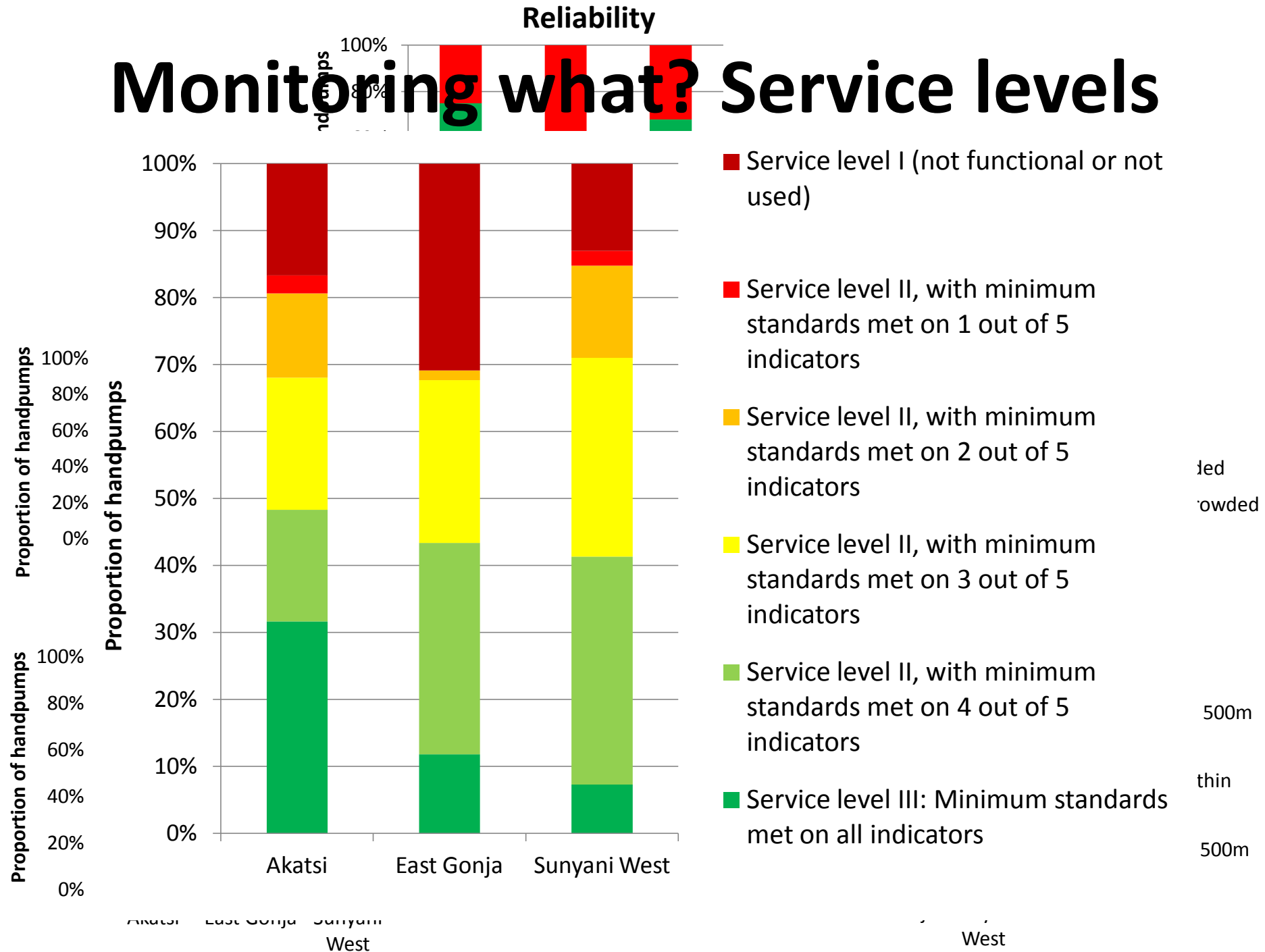
### Quantity



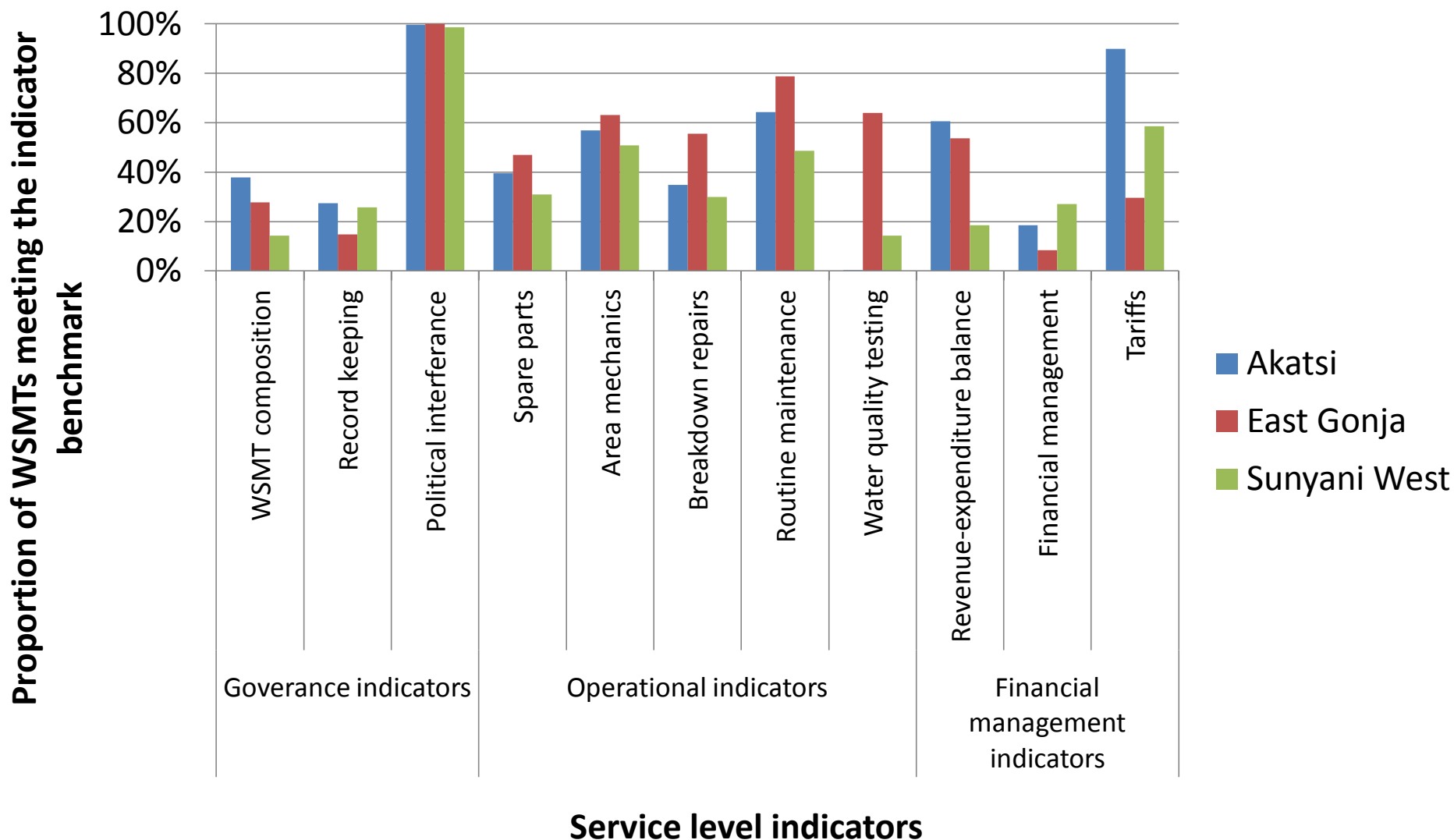
### Distance



# Monitoring what? Service levels



# Monitoring what? Service providers



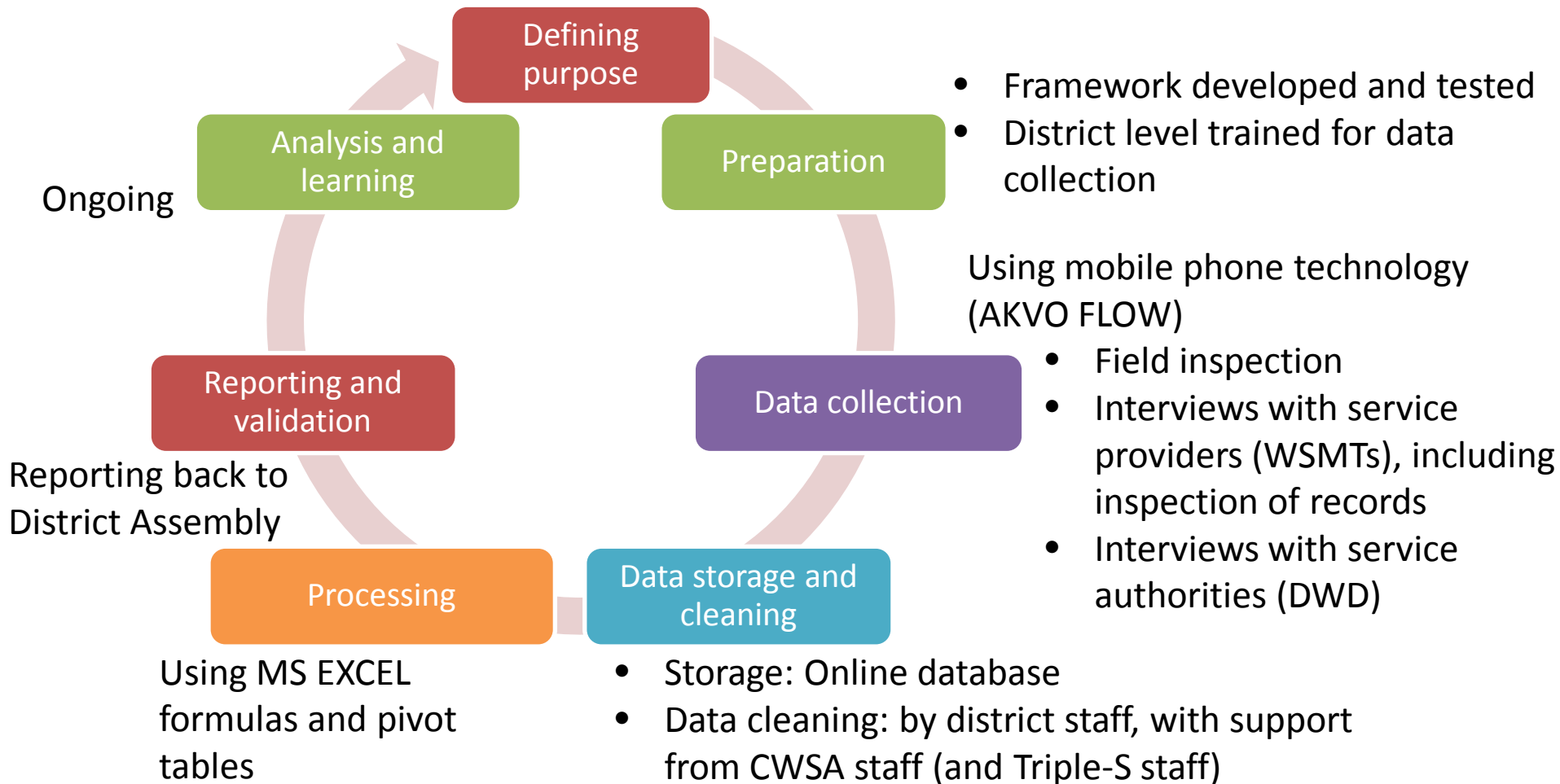
# Monitoring what? Service authority

Water service authority indicators	Akatsi	East Gonja	Sunyani West
• Presence of a District Works Department	✓	X	✓
• District Water and Sanitation Plan	X	✓	✓
• Budget allocation and utilization	X	✓	X
• Facility management plans and by-laws	X	X	X
• NGO coordination	✓	X	X
• Monitoring support	✓	X	X
• Data transfer from district to regional level	X	X	X
(X = benchmark not met; ✓ = benchmark met)			



# Monitoring how? The process & tools used

**Purpose:** monitor compliance with national norms and standards



# Role of local government & use of data

## ■ Use of monitoring data at district level:

- input for planning and resource allocation;
- setting targets and monitoring progress;
- regulation;
- advocacy towards policy makers;
- taking corrective action

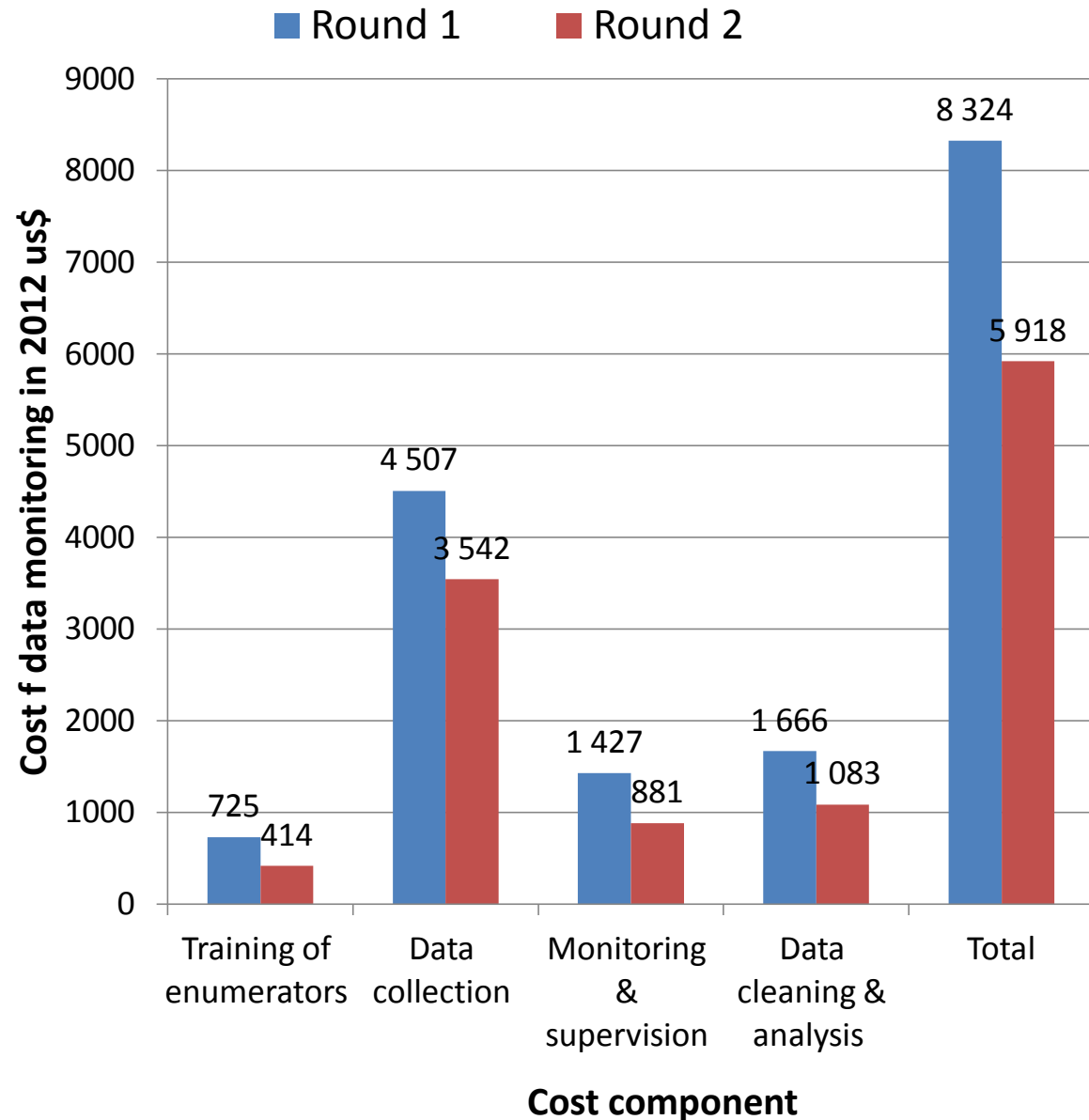
## Experience of water service monitoring data collection in Ghana:

- Highly valued by the District
- Has led to districts committing to providing better support to service providers



# Cost of monitoring

- Initial set up cost and the cost of the mobile phones
- Recurrent cost of service monitoring covering:
  - Training of the enumerator
  - Data collection
  - Monitoring and supervision of the field work
  - Data cleaning and analysis



# Lessons learnt

Going from counting systems to monitoring services means:

- Monitoring functionality, service levels, service provider and service authority performance
- Availability of information for better planning and decision making at district, regional and national level

Estimated service monitoring costs in Ghana:

- almost 8500 USD per districts (about 0.07 USD per person) for baseline data collection;
- almost 6000 USD per district (about 0.05 USD per person) for subsequent monitoring rounds

(Note: this excludes personnel costs)

Thank you all