

## Monitoring WASH Service Delivery in Kamwenge District: Progress

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### Background

Water For People has been working with Kamwenge District Local Government (DLG) since 2013 to support the DLG to deliver Water, Sanitation, and Hygiene (WASH) services to every community, family, school, and Health Care Facility (HCF) in the district. Water For People works with the following partners to implement the Everyone Forever programme in Kamwenge:

- **Service Authority:** Kamwenge DLG is located in South Western Uganda. It is constituted of 14 rural Sub Counties and 6 urban Town Councils. The 2014 census results indicate a population of 421,470 with a population density of 177 per square km. It has a total land area of approximately 2,439.4 km<sup>2</sup> (Uganda Bureau of Statistics, 2016).
- **Governmental deconcentrated structures and Non-governmental Organization (NGO) partners:** A number of NGOs work in the WASH sector in Kamwenge, including Water For People, PROTOS, Lutheran World Federation, and World Vision. Partner government agencies include the Ministry of Water and Environment Regional Structures, known as Technical Support Units, Umbrella Organisation, Water and Sanitation Development facility and the Albert Water Management Zones.
- **Service Providers:** National Water and Sewerage Cooperation, Midwestern Umbrella of Water and Sanitation, Hand Pump Mechanics Association (HPMA) and Water and Sanitation Committees are the main service providers in Kamwenge District.

With funding from Hilton Family Foundation, Water For People has supported annual monitoring in the district for 3 years. District-wide community, water point and household-level monitoring is undertaken at least once per year.

Monitoring empowers the partners and the local government staff to identify strengths of the programme and areas of weakness. Today, data is typically collected by teams consisting of Water For People staff and local government officials. The results are used to inform the partners and DLG on their own investments and annual operating plans. A key component of Forever is our commitment to embedding monitoring systems within the local government, so users and those responsible for service provision have the information necessary to ensure water flows indefinitely.

### 2019 Monitoring Data

In 2019, we collected and scored four types of core water and sanitation data in Kamwenge:

- 1) Water Point data to calculate the **Water Service Level** score for water points
- 2) Service Provider data to calculate a **Water Service Provider** score for the those responsible for the long-term sustainability of water points/systems in a community
- 3) Household data to calculate a **Household Sanitation** score and **Customer Satisfaction** scores for water and sanitation
- 4) Public institution data to calculate a **Public Institution** score in schools and clinics

The surveys were undertaken at 557 water points, 187 Public Institutions, and 1,890 households during the month of March 2019.

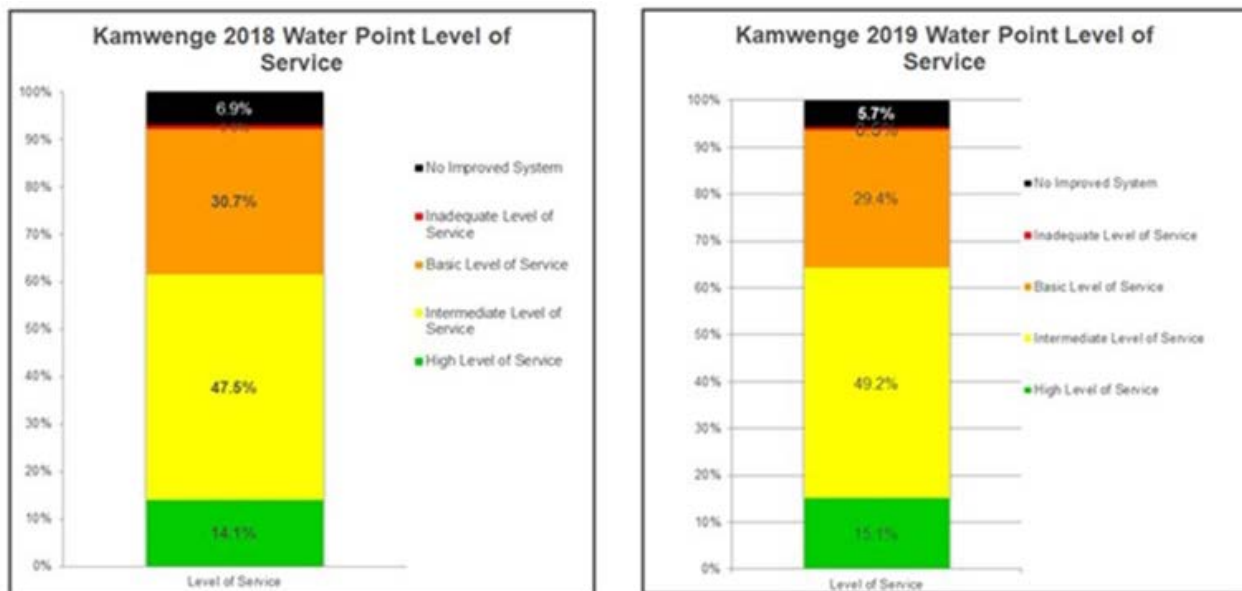


## Results

### Water Point Level of Service

The Water Point metrics are aggregated for each water point/system and based on a 10-point scale which is given a classification and color code ranging from no improved system (black) to a high level of service (green). Figure 1 shows that the Water Point Level of Service in Kamwenge has increased from 61.6% in 2018 to 64.3% in 2019.

Figure 1: Kamwenge Water Point Level of Service, 2018 and 2019



This improvement in the water point level of service can be attributed to:

1. Investment from partners and service providers in infrastructure, hence the reduction in the communities with no improved system
2. Improvements in functionality, turning orange water points to yellow

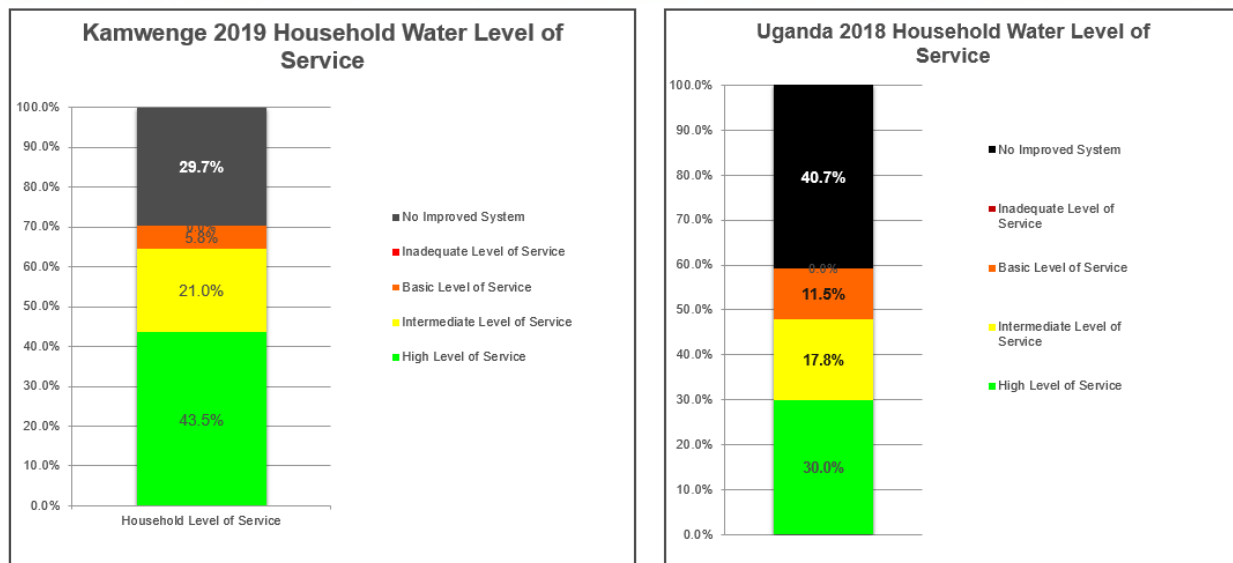
The data still indicates the following challenges:

- Poor water quality (11% of points tested positive for E. coli), especially among shallow wells
- 6% of the villages had no improved system
- Poor physical condition and functionality in Kicheche, Kanara, Busiriba and Nkoma Sub Counties. It was noted that these are the same Sub Counties with no designated Handpump Mechanic (HPM).

### Household Level of Service

Figure 2 shows Household Level of Service and demonstrates a different story than the Water Point Level of Service. It indicates that even though there may be a water point in the community, it might not be accessible to all families. Barriers to household access include no improved water source in the village, long distances from water points to homes, and high tariffs.

**Figure 2: Household Level of Service, 2018 and 2019**



Compared to 2018 (47.8%), in 2019 over 63.5% of families can now access water services in Kamwenge. This jump in figures can be attributed to the new infrastructure and repairs supported by partners. PROTOS constructed a 6km piped water system from Kayinja to Nyakwera, Water and Sanitation Development Facility (WSDF) constructed the Buhanda-Mahyoro system in Kayinja, Lutheran World Federation constructed 10 boreholes, World Vision constructed 3 boreholes, and Kamwenge DLG constructed 7 deep wells. The Midwestern Umbrella repaired the Bwera-Kigoto piped water system and the Nyabitooma piped system with over 250 taps, and the HPM Association repaired over 90 sources per quarter.

### Public Institution Level of Service

Data was collected at all 87 Health Care Facilities and schools in the district. There are 14 water and sanitation indicators that are considered, each assigned one point:

1. Public Institution Has Access to An Improved Water Point/System
2. There Are No Seasonal Shortages That Limit the Availability of Water Significantly
3. Water Point/System Has Adequate Water Quantity
4. Water Point/System Has Adequate Water Quality (bacteria, turbidity and other contaminants of concern)
5. Drinking Water Was Available on The Day of The Visit
6. Funds Are Available to The Public Institution for Operation and Maintenance of WASH Infrastructure
7. The Public Institution Has Access to Sanitation Facilities
8. No Long Lines at Latrines at Any Point in The Day
9. Sanitation Facility Sub-Structure Is in Good Physical Condition and Providing Barrier Between User and Feces
10. Sanitation Facility Super-Structure Is in Good Physical Condition
11. Sanitation Infrastructure Is in Hygienic Condition
12. Handwashing: Water Is Available on Day of Visit
13. Handwashing: Soap Is Available on Day of Visit
14. Disposal Facilities for Menstrual Hygiene Are Available for All Girls and Women

**Figure 3: Public Institution Level of Service 2018 and 2019**

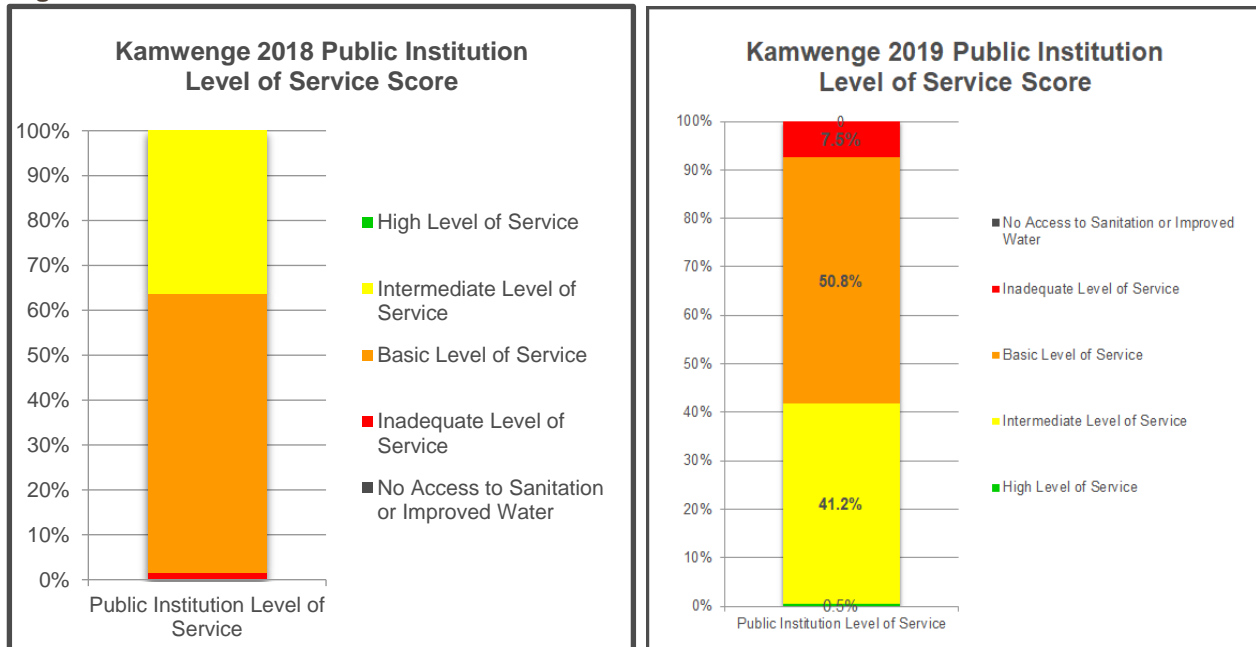


Figure 3 shows improvements in the levels of service, as schools and Health Care Facilities are now providing finances to the WASH services (94%), and sanitation facilities are in good condition. This has been possible with engagements in the Education and Health Departments. More work needs to be done to serve the unserved schools and Health Care Facilities (4.3%), along with providing handwashing soap (only 27% met this metric) and improving water quality.

## Sustainable Services Checklist

Three pillars of sustainable services are evaluated during interviews with district partners: service authority, service provider, and water resources management (WRM).

**Figure 4: Kamwenge Sustainable Services Checklist, 2019**

Service Authority (Regulate water and sanitation services)	Structure: High Level Sustainable Services
	Finance: Inadequate Sustainable Services
	Management: High Level Sustainable Services
	Monitoring: Basic Sustainable Services
Service Provider (Manage day-to-day operations of specific water systems)	Structure: Intermediate Sustainable Services
	Finance: Inadequate Sustainable Services
	O&M: Basic Sustainable Services
WRM (Ensure water quality and source protection)	WRM: Basic Sustainable Services

Kamwenge DLG human resources were boosted by the recruitment of a Borehole Maintenance Technician thus completing the human resource required for the DLG. This increased the number of staff in the Water Office to three. Surface Water monitoring, engagements with the Natural Resources Department and implementation of Mpaga catchment Management Plan have greatly improved the WRM.

Challenges remain within each pillar for sustainable services. Improvements need to be made in each of the following if the systems in Kamwenge should become sustainable.

### Service Authority

- WASH office has not estimated the level of funding needed to cover major repair and replacement cost

### Service Provider

- There were no service providers at some of the water points (59)
- Service providers did not have someone trained and responsible for O&M (210)
- O&M funds are not adequate for minor repairs
- Majority of point water sources are not saving for capital replacements (352)
- Service providers do not have sufficient revenue to cover 30% of Capital Maintenance Expenditure (431)
- Service providers have no spare parts and materials for operation and maintenance (98)

### Water Resources Management

- Catchment or Sub-Catchment Level Water Resource Management Plan specific for Kamwenge District is absent
- Inadequate water point source protection

## Conclusion

Water For People has been able to monitor the implementation of the District Investment Plans through monitoring at the local government and community level. There has been a positive impact over the years, but there is still work to be done before we finally exit the district.

We plan to eventually train and pass all of our monitoring systems on to the district government so they can handle monitoring in a sustainable and realistic fashion. We know that our monitoring is more cumbersome than most districts will take on, but our goal is to build the capacity of the local governments and assist them in the development and roll-out of a monitoring system that allows them to collect data and understand what is happening in their areas to plan for the future. This is a long-term goal but one that we work toward every year.

## References

Uganda Bureau of Statistics (2016). National Population and Housing Census 2014: Main Report.