

REDUCTION IN DOWNTIME OF WATER POINTS

Outcome indicator

Indicator Phrasing

INDICATOR PHRASING: average number of days in the past 6 months when the targeted water points did not work

What is its purpose?

The indicator assesses the average time during which the targeted water points did not work. This data is an important determiner of the water points' functionality and the quality of their operation and maintenance.

How to Collect and Analyse the Required Data

Collect the following data by conducting key informant interviews with the persons responsible for the operation and maintenance of the targeted water points.

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: In the past 6 months, has [specify the water point] stopped working?

A1: yes / no / does not remember

(ask the following question only if the previous answer is YES)

Q2: In the past 6 months, what was the total time during which [specify the water point] did not work?

A2:

1) days

2) does not remember

To **calculate the indicator's value**, sum up the number of days (in the past six months) when all the surveyed water points did not work and divide the total by the number of surveyed water points (exclude those where the respondents did not remember whether the water points stopped working and if so, for how many days).

Important Comments

1) It is very likely that even people responsible for the operation and maintenance of the water points might not correctly remember the total number of days in which the water point did not work in the past 6 months. Therefore, **encourage and support them to keep simple written records of when the water points did not work and why** – if well recorded, this data will be much more precise than relying on what people recall. The only time this approach might not be suitable is when collecting baseline data, as the written records might not be available (as no one asked for them sufficiently in advance).

2) For programming purposes, it is recommended that you also **assess how many times the water point did not work** in the past 6 months. This is important because the solutions for a series of varied breakdowns (e.g. each breakdown lasting just a few days) are likely to be different from if water points were dysfunctional for a single reason over the entire length of time quoted (e.g. no spare parts, no fuel, access hampered, etc.).

3) For programming purposes, consider assessing why the water point did not work. You can do so by asking the following questions:

Q3: What were the main technical reasons why the water point did not provide water in the past 6 months?

A3: (multiple answers possible)

- 1) lifting apparatus did not work
- 2) a part of the pump or tap was damaged or stolen
- 3) power source (generator, electricity grid) stopped working
- 4) water management committee did not work properly (specify:)
- 5) the pipeline was broken
- 6) the source dried up for good
- 7) the source dried up seasonally
- 8) other – specify:
- 9) does not know

Q4: What were the main reasons why this problem was not addressed?

A4: (multiple answers possible)

- 1) the person / group responsible for repairs did not have the required spare parts
- 2) the shops in the area did not sell (or could not order) the required spare parts

2) lack of money to buy spare parts

3) lack of skills / knowledge for the required repairs

4) the breakdown could not be fixed by the community members and we had to wait for the agency responsible to come and repair it

5) other – specify: