Developing a

Water & Sanitation Safety Plan

in a Rural Community

How to accomplish a water and sanitation safety plan?

Compendium – Part A

Second revised edition

Supported by:

Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety

based on a decision of the German Bundestag

Building Partnerships for a Sustainable Infrastructure – ENVIRONMENTAL PROTECTION made in Germany

wecf International

Compendium – Part A

Publication Data
© 2016, WECF e.V., Germany

1. Edition 2014: ISBN: 9 783 981 31 70 60
2. Edition 2016: ISBN: 9 783 981 31 70 77

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All figures and tables are developed by the authors, unless mentioned
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Foreword from Germany

Water is our most important food source. As of July 2010, the United Nations (UN) declared that the right to safe water and sanitation service are universal human rights. Providing safe drinking water and efficient sanitation is one of our greatest medical achievements. A well-functioning, modern public water supply and wastewater system are key public service tasks and also a prerequisite for good living conditions and securing livelihoods. Therefore, water and sanitation are major tasks for the environmental policy agenda.

We want to achieve good water quality for all. The EU focuses on strengthening local actors and active public participation through competent authorities. Well-functioning water supplies and sanitation systems need the active involvement of local actors: environmental organisations and other interest groups as well as every single citizen.

This compendium provides an excellent basis for all stakeholders to raise awareness on the nexus of water, sanitation, environment and health. As follow up, the compendium gives also advice to jointly improve local hygienic conditions and to support the water protection policies.

In the frame of the "Export Initiative Environmental Technologies", the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety supports a WECF project in Romania and Macedonia for the first time.

The objective of the project is to strengthen and improve the capacity of authorities and civil society and their ability to act, particularly in rural areas, in the field of environmental protection, water quality and public health. Targeted are in particular also young people, and women and girls who are more disproportionately by unsafe water and inadequate sanitation.

I would like to express my greatest gratitude to WECF for the commitment and support. I wish that many people in as many locations as possible will get access to and work with this Compendium. Of particular importance is the fact that children and youth are being involved so that they learn in practice how to make a difference through their engagement and change the world for the better. Environmental policy stands for social progress.

Rita Schwarzelühr-Sutter
State Secretary
Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety, Germany

Foreword from the Former Yugoslav Republic of Macedonia

In the pan-European region some 200 million people rely on small-scale water supplies (SSWS), mainly in rural and remote areas. In the European Union are water supplies serving up to 5000 people or having a daily production of up to 1000 m^3 in general considered as SSWS. Other countries may consider public non-piped supplies or individual supplies as SSWS.

Across the Pan European region is in many countries the quality of small-scale water supplies and sanitation systems subject of concern. In the EU the level of non-compliance for microbiological parameter of drinking water is estimated on 40% for SSWS. Moreover in several Pan European countries the database for the quality of SSWS and in particular for individual wells or supplies serving less than 50 people is poor.

Public health, safe water supply and safe sanitation are very much interrelated and are neglected or in their relevance underestimated, particularly in rural communities. Better protection and management of drinking water sources and sanitation facilities are possible, if weaknesses and strengths are identified. For the identification of possible sources of hazards and risks, the knowledge about an adequate quality of water and sanitation, the pathways of contamination and the associated risks, as well as the prevention of risks are essential.

A water and sanitation safety plan (WSSP) can be one way to obtain and maintain safe drinking water and sanitation systems and to minimise related diseases. The approach of Water Safety Plans was laid down by the World Health Organisation (WHO) in the WHO Guidelines for Drinking Water Quality. The approach of risk assessment and risk management of water (and sanitation) systems are internationally recognised principles on which the production, distribution, monitoring and analysis of parameters in drinking water is based. In 2015 the EU adapted this approach in Annex ll of the EU Drinking water Directive (2015/1787). The revised directive has to be transposed in October 2017 into national legislation by the Member States.

The presented Compendium aims to enable communities to develop a WSSP for small-scale water supplies, e.g. dug wells, boreholes, springs and piped centralised water supply systems, and as well as to assess the quality of sanitation facilities such as school toilets. This compendium gives guidance and background information for managing and planning safe drinking water and safe sanitation for small rural communities in the pan-European countries.

The management of a safe drinking water supply and sanitation system, whether it is on a small or large scale, concerns many stakeholders. On community level, the concerned stakeholders, public health institutions, water operators, local authorities, schools, citizens and NGOs can play together an important role in improving the management of the local drinking water supplies and sanitation facilities. The users of this WSSP compendium should facilitate them to develop step-by-step a WSSP for their community in a multi stakeholder process and in cooperation with water operators, authorities, schools, citizens and other stakeholders.

I hope, that water operators, local authorities, and schools will widely use this compendium as a practical tool to improve the public health situation in the pan-European Region!

Professor Mihail Kochubovski
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Acknowledgements

This compendium is the result of the work of many contributors from the pan-European Region who have become enthusiastic about the WSP approach. Initiator was WECF senior water professional Margriet Samwel who understood the rich potential of WSP which had been developed by WHO. During the last 10 years, WECF has been working with their local partners on improving water and sanitation in small communities. In this frame, the compendium has been consistently further developed adopting the WSP approach to the local needs in the pan-European Region.

The invaluable contribution of the following people towards the writing of this compendium is gratefully acknowledged:

- Natasha Dokovska Spirovska, Journalists for Human Rights
- Hanna Gunnarsson, WECF
- Monica Isacu, Aquademica
- Diana Iskreva, Earth Forever
- Friedemann Klimek, WECF
- Bistra Mihaylova, WECF
- Doris Möller, WECF
- Margriet Samwel, WECF
- Raluca Vaduva, WEE
- Claudia Wendland, WECF
- Aglika Yordanova, Ecoworld 2007

Great thanks go to the language editors:
Pamela Lawson, Susan Paardekam, Yolande Samwel, Alexandra Wormald

And a special thank you goes to content editors Mihaela Vasilescu, Romania, Andrea Rechenburg, Germany und Cock Mudde, the Netherlands.

We are very grateful for the financial support from the German Federal Environment Foundation (DBU) and the Federal Ministry for the Environment, Nature Conservation, Building and Nuclear Safety (BMUB) Germany.

Module A1

Introducing Water and Sanitation Safety Plans

Authors: Margriet Samwel, Doris Möller

Summary

The World Health Organisation (WHO) initiated the Water Safety Plans (WSP), which is to be considered as part of the WHO or other guidelines or directives on drinking water quality. The WSP addresses the identification of risks, which could affect water safety and human health in every stage of the water supply. The approach of implementing WSP for water supplies serving small communities has been expanded by integrating the sanitation system to a Water and Sanitation Safety Plan (WSSP), as sanitation is another important pillar of public health and closely linked to water. This module introduces the most important steps and basic elements for developing a community based WSSP.

Objectives

In this module, the reader should gain knowledge and an understanding about the aim and the approaches of developing a WSSP.

Key words and terms

Small-scale water supplies, sanitation, hygiene, safety, risk assessment, control and eliminating hazards and risks, minimising health risks.

Introducing Water and Sanitation Safety Plans

Background

In many rural areas citizens depend for their drinking water on small-scale water supplies (SSWS). The definition of a small-scale water supply can vary from country to country. It is often based on the type of management and/or on the number of persons served and/or on the amount of the daily produced water. A small-scale water supply system can consist of non-piped decentralised (local) water system providing water via a dug well, borehole or a spring, or a centralised system serving the people via a public standpipe or in-house or in-yard connections. A SSWS can be public or individual managed. In some countries the small-scale water supplies are defined as non-piped or decentralised or local supplies. In general supplies producing daily up to 1000 cubic meter or serving up to 5000 people are in the European Union considered as small-scale supplies. Some times the term very small-scale water supplies is used for supplies producing a daily volume up to 10 cubic meter or serving up to 50 persons, individual wells or public springs or bore holes. Thus, neither on an international nor on a pan-European level, there is no clear definition for (very) small-scale water supplies. However due to several reasons, many of these small scale water supply have in common that the supplies are not adequately managed, hence the drinking water quality does not fulfil the requirements.

In rural communities, sanitation ranges from individual sanitation solutions to collective and centralised collection and treatment. The individual systems range from pit latrines, which is common in areas without centralised water supply to flush toilets with wastewater discharged or infiltrated uncontrolled, with septic tanks or with individual treatment systems. The collective systems are provided with centralised or semi-centralised collection and treatment. Wastewater treatment and discharge or re-use is included in the sanitation system definition.

This WSSP compendium will target only small-scale systems and serves as guidance for a better management by implementing WSSP. Although the authors of this compendium aimed to present extended background information and guidance for implementing a WSSP, nevertheless the users are advised to look also at the provided further readings.

1. Water Safety Plan

The World Health Organisation (WHO) initiated the Water Safety Plan (WSP), which is to be considered as a part of the WHO or other guidelines or directives on drinking water quality. WSP asks for an identification of risks, which could affect water safety and human health in every stage of the water supply. It is also necessary to identify measures, which minimise and manage the risks. A WSP should be discussed, developed and implemented with the involvement of all stakeholders. The WSP focuses on the safety of all the different aspects of a water supply, which can vary from a large-scale supply providing water to several million consumers, to a very small-scale system, e.g. a bucket-well.

The WSP is a concept to develop a process-orientated observation of the water supply, and its goal is to identify and eliminate all the possible risks of the entire water supply system: from the potential risks of water pollution in the catchment area to the end users, the consumers.

1.1. Water and Sanitation Safety Plan (WSSP)

The issue of sanitation (which also includes hygiene) is part of a WSP and cannot be left out, but is often neglected because of the focus on drinking water. In many rural areas, water related diseases are based on unsafe sanitation facilities, unsafe management of wastewater and health risks are increased, due to the lack of water for hand washing or cleaning the sanitary facility.

In this compendium the assessment and planning of water, sanitation and hygiene safety are approached in an integrated manner. To emphasize those aspects are crucial for public health and therefore looked at jointly, we are talking in the following about Water and Sanitation Safety Plans (WSSP).

1.2. Basic elements for developing WSSP

Identification of the weaknesses, strengths of the water supply, the possible sources, risk of drinking water contamination and the status of the sanitation system is the basis for a WSSP. Therefore an understanding of the mechanisms of the water supply, of the sanitation system, identification of the existing and potential hazards and related diseases, are important requirements for developing a WSSP for a certain system. As well as the possible risks pertaining to the individual processes involved in the water supply and standard of water quality, the causes for the potential and real risks have to be identified. Moreover, all stakeholders involved in water and sanitation as well as “this is” and “the should-be“-situation have to be defined. In addition, the means and tools on how to monitor and assess the different stations, how to report and share the information and activities for improvement of the supply have to be identified. A well-managed WSSP is a continuing process and will not stop after carrying out some improvements.

The steps to be undertaken for the development of a WSSP can be:

- Setting up a team, discussing and deciding about the methodology, activities and tasks to develop a WSSP.
- Description of the water supply system: making a detailed description of the whole system from the water catchment area to the extraction, the water treatment, water storage, distribution and transport, until the consumers tap or storage place.
- Description of the sanitation system: mapping of the main areas in the municipality, type of sanitation systems implemented, collection and treatment, discharge and/or re-use of wastewater.
- Identifying stakeholders and responsibilities of the supply and sanitation systems.
- Collecting available documentation and carrying out water analyses and interviews.
- Hazard assessment: Identification of the hazards that can affect the safety of the water quality: e.g. water pollution by untreated wastewater, agriculture, by leaking pipes, unsafe pit latrines, cracked wells or by dirty buckets or containers, etc.
- Identification of local and regional water born diseases and WASH related diseases (for example blue baby diseases or helminth infections).
- Identification of existing regulations, control measures, surveillance and programs for water and sanitation.
- Reporting and sharing information on the findings: organising exhibitions, meetings/discussions with citizens, authorities and mass media.
- Developing actions for improvement and maintenance of the system, improvements and follow-ups of the WSSP.

Figure 1: Framework for Safe Drinking Water.
Source: WHO 2004, http://www.who.int/water_sanitation_health/dwq/wsp170805.pdf

1.3. Planning safe water and sanitation

The results of the overall assessment of the system, the identified weak aspects and risks should be documented, shared and discussed with all stakeholders. Realistic targets to improve the system, to control the risks and hazards, and to minimise in particular the health risks, should be set. The public should be involved and have access to all information and be involved in participating in the decision-making. Due to several reasons, often the needed and wishes for improvements cannot be realised immediately, but step by step improvements could be planned. May be more expertise and/or trainings are requested. For the implementation of the planned actions also the needed budget, the financial and human resources, the time frame of implementation should be identified and documented. The planning and implementation of the actions with all its aspects should be transparent and understandable towards the broader public.

Summarizing, the main goals of WSSP programme are:

- Minimising the health risks caused by unsafe drinking water in every stage of the water supply system.
- Minimising the health risks caused by inadequate sanitation conditions.
- Monitoring, documenting and controlling the whole chain of the water supply system, as well water quality and sources of pollution.
- Monitoring, documenting and controlling the sanitation chain.
- Raising awareness and motivating relevant stakeholders and citizens to take local action for improving their environment, access to safe water and sanitation.

In the two following modules the main elements of small-scale water supply systems, boreholes, dug-wells, springs and for small-scale piped water distribution systems, are presented with the main steps for developing a WSSP for the respectively supplies. The aspects of sanitation and hygiene are addressed throughout the whole compendium.

2. Text Sources and Further Reading

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Module A2

WSSP for Small-Scale Water Supplies: Boreholes, Dug-Wells and Springs

Authors: Margriet Samwel, Doris Möller

Summary

So far and registered and monitored, the available data on water quality of decentralised small-scale water supplies give reasons to serious concerns. The main concern is the microbiological contamination and in addition in many regions the contamination with nitrates. Small-scale water supplies such as dug-wells, boreholes or springs are mostly locally managed by the community or by individuals. Due to lack of awareness often the water contamination has local sources, whereas water related diseases are not always recognised and/or registered. A WSSP developed with the involvement of the whole community can benefit greatly to the drinking water quality, hygienic behaviour of the people and reduce the water borne diseases. This module presents the basic elements of small-scale decentralised water supplies such as boreholes, dug wells and springs. The several steps and some guidance are delivered for implementing community based WSSP.

Objectives

In this module the reader should gain knowledge and understanding about the aim and the approaches of developing a community based WSSP.

Key words and terms

Small-scale water supplies, wells, boreholes, safety, risk assessment, control and eliminating hazards and risks, minimising health risks.

Remark: This module does not intend to provide a complete information and guidance packet related to decentralised small-scale supplies. In several other modules and in further readings a list with websites for more detailed information on specific issues is available.

WSSP for Small-Scale Water Supplies: Boreholes, Dug-Wells and Springs

Introduction

In many countries national regulations or laws on water quality, operation and maintenance do not apply to small non-piped, decentralised water supplies. Staff for which no educational background is specified or required usually manages these supplies. Based on estimations, in the pan-European region about 60 million persons receive water from non-piped supplies such as boreholes, dug wells and springs. In many countries small-scale decentralised supplies are not adequately managed and monitored. Diseases related to small-scale water supplies and hygienic living conditions in rural areas are often not well known.

So far as registered and monitored, the available data on water quality of the decentralised small-scale water supplies give reasons to serious concerns. The main concern is the microbiological contamination and in addition in many regions the contamination with nitrates. The small-scale water supplies are mostly locally managed by the community or by individuals, while often the contamination has local sources. Therefore a WSSP developed with the involvement of the whole community can be beneficial for the drinking water quality and hygienic behaviour of the people and can lead to a reduction in water related diseases.

1. Basic Elements of Decentralised Small Water Supplies

Non-centralised water supplies can be found in most countries of the world and depending on the local hydrological and geographical conditions, the people can be served by individual or public dug wells, boreholes or artesian wells, by natural springs where water is taken via a reservoir or by a simple pipe. Water extracted by a well can simply be done by a bucket or made available via a hand or electric driven pump. However, it is important that the wells and springs are adequately constructed and managed, that the water sources and catchments are protected against contamination, and water of those small supplies could be safe. Nevertheless, the occurrence of contaminated water is widely observed, especially in high-densely populated communities, where an adequate and safe collection and disposal of human and animal excreta is lacking, or in regions with intensive agriculture.

Besides the infiltration of pollutants via the soil layers, the water can be contaminated due to dirty buckets, ropes and hands, or lacking cover, cracked walls of the well or basins, or via infiltration of wastewater and rainwater. The level of contamination will depend in particular on the type of soil, the depth of the groundwater, aquifer and the practice of human activities. Within the community, a great deal could be done to eliminate the local water contamination by raising awareness on the water quality and the sources of contamination and by improving the personal and environmental hygienic behaviour.

Furthermore, some regions depend on drinking water delivered by tanks or taken from surface waters or even irrigation channels. Unfortunately, those waters are without treatment never safe. Also for communities with persons using these unsafe water sources, the WSSP approach can be adapted with the aim to inform the users about the risks of the water and to develop a step-by-step action plan for making safe water accessible, which could include also lobbying on a national or international level for a safe water supply.

2. Developing WSSP with Public Participation and Access to Information

In general protecting and managing drinking water sources is not solely a task for the water provider or the responsible institution, but is also a concern for the public. For implementing a community based WSSP the public should be informed, consulted and persuaded to participate in the whole process. The views, experiences and concerns of the public should be heard and taken seriously, and since they are the main target group of a water supply, therefore their needs and behaviour, their accountability and capacity should be understood to create a reliable community based WSSP. Therefore public participation for understanding the significance of the local issue, identifying the hazards of a supply, and for setting targets and implementing actions is fundamental for achieving a long-term success. Public participation and sharing information will contribute to transparency, in understanding and acceptance of the planned actions, and a certain ownership of the supply and a sense for community development and mobilisation will therefore be achieved. For this process various tools can be used and schools could play a role, but also local or regional NGOs.

The tools could vary from public meetings to interviews, in establishing working groups and organising exhibitions where the WSSP program and results are presented and discussed, and by sharing information via local media and of course the involvement of representatives of the public in the WSSP team.

2.1. Organising a community based WSSP programme – setting up a team

A WSSP can be developed for large water supplies, but also for small-scale supplies such as dug wells or natural springs. The approach of identifying and controlling the hazards and the risks for small-scale water supplies are in general less complicated and better manageable than for the very large-scale supplies. However, in rural communities the availability of water and health related experts or documents and financial resources is often on a much lower level than in urban regions.

In many communities the local authorities, for instance the mayor and/or the local supplier are responsible for the public water supplies, such as street taps or wells, a water supply for a dispensary, a school or the town hall. By and large the owners themselves are responsible for the individual water supply. Nevertheless, representatives of the local public and individual suppliers, the responsible authorities, consumers, farmers, public institutions like schools and health organisations/clinics should be invited to participate in developing local WSPPs. A WSPP team representing the different stakeholders, men and women from the community, different cultures and religions should be set up, and tasks and responsibilities should be defined. A local leader for facilitating and coordinating the WSSP program should be selected/elected. He/she has to be a respectable and communicative person and motivated to work with and for the community.

In several countries the experiences has been that schools, pupils between the age of 12 to 18 years with the cooperation of the teachers and authorities, can play an important role. For example, by assisting in monitoring local water sources and raising awareness of the WSSP program and the results in the community. See part C of the compendium for activities suggested for schools.

2.2. Description of the water supply and water sources

This module targets only non-centralised water supplies. Therefore all the location and types of water supplies should be catalogued inventoried and described, e.g. wind wheels or pumps, dug wells or bore holes. The WSSP team should document not only the public supplies, but also private water sources. The description of the supplies should include at least the source of used water, if applicable the depth of the abstracted water layer, type of construction and the number of persons served by the water source (module B1).

For other activities and for planning it is very helpful to indicate the locations and the systems of the water sources on a village map (module A6).

2.3. Stakeholder analyses: responsibilities and management

The management of a public water supply is generally under the responsibility of an institutional body. However, in practice and for the general public it is not always defined what the requirements and obligations are in operating, maintaining and monitoring the water supplies, and which persons or institutions have to analyse the water quality. Which persons or institutions have to maintain or clean the water source, and who should report the analytical results to whom. In case of the drinking water supply which could cause a risk to health and to certain vulnerable groups who should intervene and in which way.

It is very useful to review the national and local regulations with regards to the decentralised small-scale water supplies. Which regulations or laws do apply to the water supply within the community? Are the needs and safety of the community sufficiently reflected? What are the requirements for the water quality, and the frequency of monitoring the supplies and which parameter should be monitored. Are there any norms and restrictions for sanitary zones within the catchment and how often should sanitary inspections be conducted? Finally which regulations or laws are not or only partly implemented, but what are the barriers and where are improvements required (module B8).

2.4. Experiences/problems/perception analyses of supply owner and consumer

The users of a water system often focus on other problems or have different perceptions about e.g. water quality or about access to water compared to that of the water supplier. By using questionnaires or by participatory approaches, like group works or ranking, and an insight can be obtained about the problems and experiences of the supplier and the user are experiencing (module A8). The facilitator or interviewer should keep in mind that closed questions could easily give unreliable answers. For example the question: 'Do you get ill from the water' might give another answer than 'How do you perceive the drinking water quality? And why? And what are the consequences of drinking this water? What is the daily /monthly water consumption and for which purposes is the water used?' Information can also be gathered by interviews from citizens, doctors or other key-informants. Be aware that if you gather information from people, they often want to know the results and the subsequent concrete actions. You can therefore organise a village meeting and inform the people of the findings.

Without involving the people Water Safety Plans will not work. Participation and access to information is a key to the success of Water and Sanitation Safety Plans

2.5. Inventory of the water quality

The quality of drinking water has to comply with the minimal requirements to be safe for humans and to cause no diseases after a lifetime of consumption. To a certain extend all pan-European countries specified national requirements on the microbiological (bacteria), chemical (e.g. nitrate, fluoride etc.) and organoleptic (e.g. odour, turbidity) quality of drinking water and the frequency of monitoring of the water quality (module B4).

In so far as drinking water analyses are carried out all the results, including those from previous years, should be gathered, reviewed and assessed to find out if there is a trend on decreased water quality and whether to decide if additional parameters or water sources should be analysed. Primarily water can be contaminated either by natural substances or by human activities, and the contamination can be chemically (e.g. by nitrates, metals or pesticides), or biologically by microorganisms or pathogens (bacteria or viruses which cause diseases). For most substances, only laboratory analyses can give adequate information about the quality of the water.

It should be mentioned that microorganisms are world wide the main cause of water related diseases (module B4). Unfortunately, it is not easy to identify and quantify water pollution. In case analytical results are lacking, a reliable and preferably an independent laboratory could be contacted to carry out the required analyses. In intensive agricultural used regions, also pesticides could be a significant source of water pollution and should be measured in a laboratory. There are many kinds of pesticides and it should be known in advance which pesticides could be found in the drinking water, because each pesticide requires a different analysis. For some parameters, such as acidity or nitrate and nitrite quick tests are available (see module A5).

Observations and secondary data

Still it is quite possible to gather some indications about the quality of drinking water without using laboratory analyses.

- First of all doctors, teachers and other key-informants in the village or in the region can be asked about the occurrence of water-related diseases and a survey can be done among villagers about their perceptions of drinking water quality (see module A8).
- Secondly, the WSP team can search for secondary data: what kind of research on water quality has been done in the past and what were the results? The authorities should be asked for the data of water analyses and if there are any possible natural elements of concern in the water such as fluoride or arsenic. Copies of the analyses reports should be obtained. Experts can be contacted and interviewed. Probably there is some information available about the geo-hydrological situation (groundwater depth, soil, and direction of the flow). This could be very useful for the planning phase.
- Thirdly, all through the seasons and weather events, observations can be made concerning the colour, taste, smell, turbidity, sediments, etc. Observations can also include potential pollution risks. It always has to be kept in mind that this method only gives an indication. Even if all the (organoleptic) results are within the norm, the water can still be highly polluted.

Nitrate test strips are cheap and water samples are quick to analyse

Bacteria – the most important parameter

As most water related diseases are caused by microorganisms (bacteria, viruses), this is the most important parameter to identify the safety of drinking water. Waters of unprotected and badly maintained sources are easily affected with microorganisms due to the contamination of human and/or animal excreta (see module B6). Drinking water has to be analysed on a regular basis and the results should be made available to the

community. The presence of bacteria, such as Escherichia coli (E-coli) or Enterococci should be known; otherwise a laboratory should be requested for analysing the drinking water on bacteria. Both are indicators of a bacterium for microbiological pollution: No E-coli or Enterococci at all should be found in 100 ml drinking water. Primarily one analysis will not provide the information about the safety throughout all seasons and weather events. Therefore, frequently analyses should be conducted and in particular after special weather events such as heavy rainfalls, or during several seasons, to monitor the influence of weather events, agricultural activities or livestock keeping on the water quality.

Nitrate monitoring of water sources

Experiences from different countries showed that de-centralised water supplies, water wells and springs are often not adequately protected against human-made pollution such as animal manure, pit latrines or fertilisers. Nitrate is a good parameter to identify this kind of contamination. However even if nitrate is not detectable, it *is no guarantee for safe water*.

Monitoring of the water sources can be done in two different ways. Firstly, a good overview of the existing nitrate concentration of the water sources should be obtained. The water sources should be chosen in such a way that they are representative for the whole community. That means sources in different parts of the village, which are potential sources of drinking water for the public, must be analysed. It is preferable to test the water samples in the same season, e.g. during spring or summer time. Other observations on water quality, like colour, turbidity or others should be reported. Parameters such as sediments (turbidity) indicate possible microbiological pollution. Secondly, it can be very informative to monitor nitrate levels in some selected wells throughout the year. For example a high, low and medium nitrate-polluted well is chosen for the seasonal monitoring. The tests results of a whole year will give an overview of the seasonal fluctuation, and which might be useful for the WSSP. Depending on the soil layers e.g. the leakage of nutrients in the groundwater by precipitation, fertilisation by manure or nitrogen can be assessed clearly by using such a monitoring programme. Therefore it is also beneficial to measure the precipitation and temperature as well, since these parameters can be related to the nitrate concentration (module A5). For understanding and presenting the monitoring results, the locations of the investigated water sources and the test results have to be documented, and can be transferred to a map and in to graphics (module A6).

2.6. Risk and hazard assessment

Assessment of the occurrence of water related diseases, the results of the water analyses and the risks and sources of water pollution, will give an insight into the level of water safety and the measures to be taken for improving water quality and minimising water related diseases. For the hazard assessment of well/ground water pollution endangered e.g. by fertilizer, animal manure or wastewater questionnaires and checklists can be used (module A7). Observations of the catchment areas and the water sources, the state of the well or the tap and its surroundings should be investigated. E.g. is there a cover on the well or reservoir and are they regularly cleaned? Is there any rain or wastewater infiltration? Is there an apron around the pump or well, etc.? Are springs or basins adequately captured or constructed, and cleaned on a regular basis. If available are pumps and pipes functioning?

People who are living near by the wells should be interviewed about their practices of fertilising their fields. Other sources of microbiological pollution such as tools used for extracting the water or for the storage of water in houses have to be observed and identified. A checklist of the circumstances within the area should be drawn. Villagers, the medical and water administration and doctors, are important sources for information and should therefore be interviewed on the drinking water quality and related health diseases.

Because sanitation and hygiene are very much related to water pollution and diseases, also personal and environmental hygienic behaviours in households, schools and other public institutions should be assessed as well. For example, are water and soap in kitchen and near the toilet always available? Is hand washing at critical moments practised, and are the sanitary facilities in a satisfactory condition? Are human and/or animal waste (excreta and manure) infiltrated in the soil or deposit on an unsafe landfill? See module B5 and B6.

2.7. What to do with the results?

A part of the WSSP is the documentation of the collected information and making the results and plans available to all stakeholders. All the collected information should be objective and presented in reports, and depending on the issue, the results can be made visible in graphics or in maps (module A6).

Systems and structures

Water supply systems can be made evident by using drawings with the input of all stakeholders. What types of sources are used, e.g. wind wheels or pumps, dug wells or bore holes. Are there different water layers or sources in use? If yes, where and what are the given properties, such as depth? Location of the public wells or taps, location of sources and pipes etc. should be identified and which citizens are dependent on which source? All the collected data and information should be summarised in a report and made available to the citizens.

Reporting, mapping wells and risks

The results of the analyses and findings of the drinking water and seasonal fluctuations should be carefully documented in the register book.

This may include:

- The depth of the well.
- The state of the well, for example is it well maintained, does it have a cover and what kind of cover, does it have a concrete enforcement around it or not.
- The location and presence of possible sources of pollution in 50 m proximity around the well. Is the source of pollution e.g. in the north or in the south of the water source, uphill or downhill.
- Description of the sanitation (toilet) system- location of release of wastewater in the environments or contents of pit latrines.
- Nitrate concentrations, other analytical results of the water sources should be reported and/or mapped.

If maps of the village exist, then those should be used. Wells or taps and the density of the population can be indicated on the map, by using different colours for the wells according to their nitrate pollution. In the absence of maps, simple maps can be drawn. The sources and dangers of pollution can be plotted manually on tracing paper, and overlaid on top of the map of the village.

Sharing information

The gathered and documented results should be made available in an understandable form to all stakeholders and to the broader public. This can be realised via Internet, public meetings, exhibitions and local/regional media. Furthermore, it is recommended to present the data in a public place, where the results of the analyses are open to the public and stakeholders.

The results of the analyses of the drinking water should be carefully documented

2.8. Developing plans for improvement of the water system

Finally, the main goal of the WSSP is to identify the weaknesses and strengths of the system, to establish an improvement and minimising the risks and hazards, which can deteriorate the water quality. After establishing a shared identification of the risks and hazards and possible improvements of the water system, joint actions on a local level could have an impact to perform a better risk management, e.g. cleaning and restoring the source or pipes, installation of closed pump systems, safe human and animal excreta management, or even lobbying for the installation of a central water supply system.

A community based WSSP developed with the involvement of all stakeholders will lead to:

- An improvement of water protection.
- In minimising the health risks of water related diseases.
- An adequate management of the water system.
- Improvement of access to information and to safe and affordable water.
- An improved ownership of the water supply and sanitation systems.

3. Remarks

The given examples and suggestions are not decisive and should be adjusted and developed according to the local situation and possibilities of implementation. For example, the input and cooperation of the citizens, the local and/or regional authorities and other stakeholders, or the collaboration with schools, local health staff or NGO will have an influence on the results of the WSSP.

4. Text Sources and Further Reading

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Module A3

WSSP for Small-Scale Piped Water Distribution Systems

Author: Margriet Samwel

Summary

The first part of this module provides information about some basic elements and conditions related to small-scale centralized piped water supplies. For example for the selection of the raw water sources several aspects have to be taken in consideration. Furthermore the selection of water treatment processes, aspects of water storage and distribution are presented in a nutshell.

In the second part of this module some guidance is given for developing a water and sanitation safety plan (WSSP) for a small-scale piped water system. The main steps to be conducted for developing a WSSP and an overview of the typical hazards affecting the catchment, the water treatment, the distribution network and the consumer premises are given.

Objectives

This module should give some understanding about the main elements of a centralized piped water supply to communities or readers. In addition this module should make the readers aware of the basics on how to develop a WSSP for a small-scale centralized water supply and its benefits.

Keywords and terms

Piped water, water source, catchment, water treatment, distribution, storage, consumers, developing a WSSP, hazards.

Remark: In the following modules several aspects and elements of small-scale water supplies are presented more detailed.

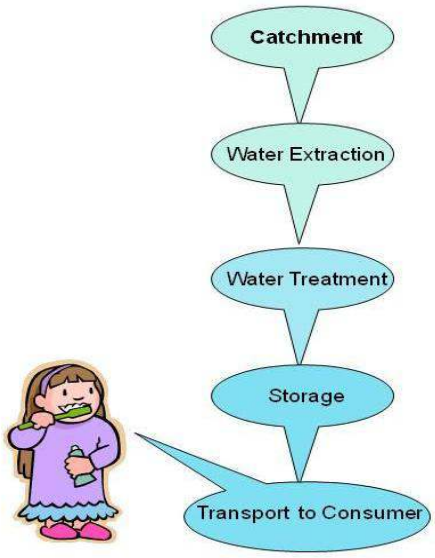
WSSP for Small-Scale Piped Water Distribution Systems

Introduction

A central water supply system is characterized by its potential to satisfy the water-needs of a group of users via a pipe network. In general small-scale supply systems are easier to manage than large systems. However, this does not imply that the quality of water in smaller systems is higher. Often small-scale water supply systems lack the budget and/or the expertise for water protection measures, adequate treatment of the raw water, or for operation and maintenance of the system. Although, in general a centralized piped water system has many elements and aspects to be aware of adequately managing the supply.

A holistic approach to quality assurance of the water supply system, from the catchment area to the tap of the consumers, is important and includes:

- Assessment and control of source waters to prevent or reduce pathogen contamination.
- Selection and operation of treatment processes to reduce pathogens to target levels.
- Prevention of contamination by pathogens, metals or other substances in the distribution system.



Basic elements of many central water supply networks

Whatever the source is, there should be enough water to provide the users all through the year. The water capacity of a source during several seasons can be estimated by observations and long-term hydrological investigations, carried out by experts.

1. Basic Elements of Small-Scale Piped Water Supplies

For developing and understanding a WSSP for small-scale water supplies the knowledge of some basic elements and conditions related to piped water supply are essential. Below some information is provided, although in many cases there may be still information is lacking and an expert may be consulted.

1.1. Selection of the source water

For the selection of a source several aspects have to be taken into consideration, such as:

Water availability and quality

- Is there enough water available to meet he water demand of the community, including dry periods?
- Is the water abstraction in balance with the subsequence delivery of new water?
- Is the quality of the water stable and acceptable – is the water quality and quantity vulnerable for weather events like heavy rainfall or droughts?
- Are possible contaminants removable without complicated and cost intensive treatments? (module B2)

Type of water source

- The source of a water supply system can derive from several types of water, such as groundwater, spring or surface water (e.g. river) (module B1).
- Different sources of water have varying qualities and different needs of treatment. If groundwater is well protected against pollutants often no treatment is needed.
- Surface waters have to be treated in any case.

Location of the water source – accessibility and protection

- Is there information about the flow direction and velocity of the water source?
- The location of the source, e.g. a well, should be chosen in an area where the risks of infiltration of contaminants, e.g. agriculture or wastewater are manageable (module B6).
- Establishment of different water protection zones should be possible, such as restrictions of human activities (module B6).
- The area should be accessible with the equipment required for operation and maintenance of the source.

Removing particles (sand or other particles) **Sedimentation**
↓
Removing small suspended substances (clay or algae) **Coagulation and precipitation** e.g. with aluminium-sulphate or ferric-chloride
↓
Removing particles/colloids, odour or colour **Filtration** e.g. sand filter, active carbon filter
↓
Avoiding corrosive properties **Correction of the pH-neutralisation**
↓
Disinfection e.g. with chlorine (chloric gas), hypochlorite, chlorine dioxide or ultraviolet (UV) treatment.

Table 1: Scheme of a simple treatment system for surface water

1.2. Selection of treatment processes

The type of the treatment depends greatly on the water source, e.g. on the water quality of the raw water. The results of laboratory tests estimate the type and the degree of intensity of the treatment (module B5). The main tasks of the treatment are to minimize the amount of microorganisms in the supply system, to eliminate particles, and to eventually remove dissolved iron and manganese or other chemicals. Different treatment

processes are required to remove different substances. Which kind of treatment finally is chosen depends heavily on the financial and human resources of the supplier. However, the task of the water supplier is to deliver drinking water without pathogens and health risks, and which can be consumed safely on a life-long basis to the consumer. Water should be tasty, wholesome and clean. Water, which leaves the water treatment plant should meet the stringent criteria set by the national and/or EU directive for drinking water (module B4).

1.3. Storage and distribution of water

The conditions of the storage and distribution of water is one of the essential factors to guarantee the quality and availability of water for the consumers. During the storage and distribution, safe drinking water may get contaminated by metals or by infiltration of microorganism if the system is not well designed. A well-designed water storage and distribution system should be able to overcome high peaks in water usage during the day and night, in summer and winter time, and should avoid long detention times in the storage and distribution system.

Following elements of a drinking water storage and distribution are summarized:

- Reservoirs, where treated water is stored, allow fluctuations of the supply during the day and night, and throughout the seasons.
- Reservoirs should be ferment-proof and covered to avoid contamination from pollutants.
- When designing a piped system, sufficient pressure at the point of supply has to be ensured to provide an adequate flow to the consumer.
- For maintaining the microbial quality, it is important to minimize the transit time and to avoid low flows nd pressures. The system should not have an excessive capacity resulting in long transit time.
- Low-flow, dead ends and loops should be avoided.
- The materials of the pipes and the water should not allow strong chemical reactions between them (module B3).
- Water should contain an estimated concentration of calcium resulting in a protection layer in metal pipes. Most countries established requirements on the quality of material in contact with drinking water .g. using lead pipes for the construction of a new system is not allowed anymore.

Appropriate pressure and flow rate

Appropriate pressure should be maintained within a certain range in the whole system whereby the maximum pressure avoids pipe bursts and the minimum ensures that water is supplied in an adequate flow rate to the consumer, even to consumers on the 5th floor of a building. Negative pressure should always be avoided, since it can cause high risks of infiltration of contaminated water in the network. As with the pressure, flow rates are crucial. A flow rate that is too high will result in water being wasted, whereas if a flow rate is too low will mean that sanitary fixtures and other appliances in the household will not work properly. Experts should determine the suitable pressure, pipe size and the velocity of water flow within the network.

Backflow and intermittent supply

In some situations, the supply is regularly interrupted, sometimes even on a daily basis for several hours. Such a situation represents a major challenge to the water supplier to uphold water quality standards.

Backflow is an unplanned reversal of flow of water (or water and contaminants) into the supply system. Backflow is caused by a difference in pressure, for example the supply pressure is less than the downstream pressure, allowing water to be pushed in the wrong direction. Different pressures can flow water back into the pipes, which can deteriorate the water quality. In addition by recharging the system surges may dislodge bio films into the pipes, leading to aesthetic problems. The control of hazards, such as stagnant water pools or drains, is important for managing the risks caused by intermittence.

If gravity is insufficient to supply water at an adequate pressure, pumps need to be installed to boost the pressure. Control valves such as pressure reducing valves, non-return valves or throttled valves are designed to optimize the system with respect to pressure, water supply and energy costs. Regular control of pumps and valves is essential to assure the water quality.

A water tower maintaining an appropriate pressure day and night

2. Development of a Water and Sanitation Safety Plan for a Central Piped Water Supply System

Developing a WSSP for a central water supply system contains several modules or steps. The involvement of different stakeholders, e.g. the responsible institution or manager of the utility, is essential. Also, staff for maintenance and operation, consumers or farmers having their fields in the water catchments zones, should take part in the development of an adequate WSSP.

2.1. Set up a team

A small-scale centralized water supply system has many aspects and involves many stakeholders. The establishment of a multi disciplinary team with members like local authorities (environment, health, agriculture, etc.), water experts, farmer, citizens, schools and NGOs is advisable. As far as possible tasks, activities, and responsibilities of the team and its members should be defined together (module A1 and A2).

- Identify the required expertise and size of the team.
- Involve multi-disciplinary experts, who will contribute to success.
- Define and report the roles and responsibilities of the team and its members.

2.2. Describe the water system and state of management

A description of the whole water supply system is the basis for understanding the system and the field of investigation: this includes the current availability of supplies from all used sources and systems. Details about the abstraction, treatment, storage, distribution, identification of the water users, the volume of abstraction and water usage are important issues for obtaining an overall view of the system(s). Furthermore, information on the water sources, the catchment area and the land use in the catchment are indispensable for the description of the supply system. For these steps in particular the support of the water supplier or local authorities is needed, but field visits and interviewing stakeholders (also citizens) could provide additional information.

Crucial aspects of a safe water supply are the responsibilities and tasks for the overall management, in operating and maintaining the system. How are the responsibilities and tasks for the water abstraction and protection, water treatment and distribution, water and sanitation safety, surveillance and reporting regulated? Who is responsible for which task? How and who defines the tariffs for water and sanitation services, and how is the communication with the consumers regulated and practiced.

Besides the description of the water supply system and the overall management, the visualization of the gathered information by means of maps, flow diagrams, drawings etc. is very useful for sharing information, understanding the system and for raising awareness (module A6).

Step	Description	Responsibility	Staff
1	Catchment	Farmer - Utility	Farmer x, y, z; Consultancy provided by utility
2	Transfer - pumping	Utility	Mr A.
3	Primary storage	Utility	Mr A and B
4	Settling/sedimentation	Utility	Mr B
5	Filtration – sand filter	Utility	Mr B
6	Chlorination – Hypo chlorit	Utility	Ms C, Mr B
7	Quality control	Utility	Ms C and F
8	Water Meter	Utility	Mr D
9	Distribution	Utility	Mr D and E
10	Water meter	Household	Advised by utility
11	In-house network	Household	Advised by utility
12	Household use	Household	Advised by utility

Table 2: Example of involved stages in a water system - from the catchment to the household level

2.3. Identify hazards, hazardous risks and assess the risks

Each step of the flow diagram that could go wrong, or where hazardous events could happen, has to be identified. This assessment can be done by interviewing, by collecting the experiences of stakeholders and by field visits. The causes of supply problems e.g. dry streams and wells, pipe breaks, empty dams, damaged or silted up tanks, destroyed roof catchments, etc. should be identified. Biological, chemical and physical hazards should be assessed, identifying possible points where water could be contaminated, interrupted or compromised. Used materials need to be identified, e.g. by interviews, in case there is suspicion of harmful effects e.g. lead pipes. Laboratory analyses on metals can give additional information.

The water supplier should take water samples before and after the treatment of the water. In any case, at least the quality of the water leaving the treatment system and delivered to the households should fulfill the requirements of drinking water regulated by the drinking water directive (module B4).

The causes or indicators of contamination (e.g. leaking pipes, unprotected sources, and discoloration of the water, high turbidity, unusual smell, saltiness, diarrhea or other possible water-related illnesses within the population) should be identified and reported. Table 3, 4, 5 and 6 give an overview of typical hazards affecting the catchment, hazards associated with the treatment, and hazards within the distribution network. Finally, hazards which could pose a threat to health risks on the long term, e.g. by chemical pollution or immediate risks by bacteriological pollution, have to be taken into consideration.

2.4. Sanitary surveys and catchment mapping

It is possible to assess the likelihood of fecal or other contamination of water sources by a sanitary survey of the catchment area. This is often more valuable than bacteriological testing alone, because a sanitary survey makes it possible to see what needs to be done to protect the water source. Water samples represent the

quality of the water at the time it was collected. Therefore bacteriological testing of water has to be carried out at regular intervals. The process of frequent sanitary surveys can be combined with interviewing the users of the catchment areas and bacteriological, physical and chemical testing to enable field teams to assess contamination and—more important—provide the basis for monitoring water supplies. Even when it is possible to carry out bacteriological and chemical quality testing, results are not instantly available and may be the water quality is not stable. Thus, the immediate assessment of contamination risk should be based on gross indicators, such as proximity to sources of agricultural chemicals, fecal contamination (human or animal); colour and smell; presence of dead fish or animals; presence of foreign matter, such as ashes or debris; presence of a chemical or radiation hazard, or a wastewater discharge point upstream. Catchment mapping that involves identifying sources and pathways of pollution can be important tools for assessing the likelihood of contamination.

Many countries developed a guideline for drinking water supply systems on the requirements of water sanitary zones, including allowed activities in the different zones (module B6). The implementation of the guideline should be monitored and assessed.

It is important to use a standard reporting format for sanitary surveys and catchment mapping, to ensure that information gathered by different staff members and information of different water sources are reliable and comparable.

Engine room at the water supplier

After passing kilometers of pipes, the water quality at household level could be decreased and is often not known

2.5. Share the collected information with all stakeholders, determine and prioritise the risks

In this stage, it is important to share and discuss the collected information about the water supply system and the identified risks with all stakeholders, including water experts and citizens. Exhibitions and public meetings can be useful instruments. Risks and causes should be prioritized in terms of their likely impact on the capacity and safety of the system. Also the causes of identified risks and problems should be discussed, including aspects about finances and capacity of the water supplier. Is there a budget for adequate maintenance of the system or for the implementation of the requirements of sanitary zones?

2.6. Develop, implement and maintain an improved water supply and sanitation system

With the results and information of the previous steps, an action plan for short, medium and long-term actions, minimizing the risks in the water supply system can be developed and implemented. In the action plan expected results of improvements and monitoring or control of the achievements should be defined. A timeframe of the set targets, costs and the financial resources, tasks and responsibilities of staff and other stakeholders involved, should be defined as well. However, during and after implementing the action plans, the identification of risks and improvements of the system, communication with all stakeholders and eventual reviews of the WSSP should be a continuing process.

Overview of the hazardous events and associated hazards

Hazardous event	Associated hazard
Meteorology and weather event	Flooding. Rapid changes in source water quality
Seasonal variations	Changes in source water quality
Geology	Arsenic, Fluoride, Uranium, Radon Shallow holes
Agriculture	Microorganisms, nitrate, pesticides, slurry spreading
Industry mining	Chemical and microbiological contamination
Transport, roads- railways	Pesticides, chemicals
Housing, septic tanks, pit latrines	Microorganisms, nitrates
Wildlife, recreational use, abattoirs	Microbiological contamination
Competing water use	Sufficiency
Unconfined aquifer	Water quality subject to unexpected change
Well/borehole not water tight	Surface water intrusion
Borehole casing corroded or incomplete	Quality and sufficiency of raw water
Raw water storage	Algae blooms and toxins, stratification

Table 3: Typical hazards affecting the catchment

Hazardous event	Associated hazard
Any hazard not controlled/mitigated within the catchment	As identified in the catchment
Power supply	Interrupted treatment- loss of disinfection
Capacity of treatment works	Overloading treatment
Disinfection	Reliability, disinfection by-products
By-pass facility	Inadequate treatment
Treatment failure	Untreated water
Unapproved treatment chemicals and materials	Contamination of water supply
Contaminated treatment chemicals	Contamination of water supply
Blocked filters	Inadequate particle removal
Inadequate filter media depth	Inadequate particle removal
Security, vandalism	Contamination/ loss of supply
Instrumentation failure	Loss of control
Flooding	Loss of restriction of treatment works
Fire, explosion	Loss of restriction of treatment works
Telemetry	Communication failure

Table 4: Typical hazards associated with the treatment

Hazardous event	Associated hazard
Any hazard not controlled/mitigated within the treatment	As identified in the treatment
Mains burst	Ingress of contamination
Pressure fluctuations	Ingress of contamination
Intermittent supply	Ingress of contamination
Opening/closing valves	Reversed or changed flow, disturbing deposits Introduction of stale water
Use of unimproved materials	Contamination of water supply
Third party access to hydrant	Contamination of water supply/increased flow disturbing deposits
Unauthorised connections	Contamination by backflow
Open service reservoir	Contamination by wildlife
Leaking service reservoir	Ingress of contamination
Unprotected service reservoir access	Contamination
Security, vandalism	Contamination
Contaminated land	Contamination of water supply through wrong pipe type

Table 5: Typical hazards within the distribution network

Hazardous event	Associated hazard
Any hazard not controlled/mitigated within the distribution	As identified in the distribution
Unauthorised connections	Contamination by backflow
Lead pipes	Lead contamination
Plastic service pipes	Contamination from oil or solvent spillage

Table 6: Typical hazards affecting consumer premises

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Module A4

Step-by-Step

10 Suggested Practical Activities for Developing a WSSP

Author: Margriet Samwel

Summary

This Module gives some practical guidance for the step-by -step development of a water and sanitation safety plan (WSSP) for local small-scale water supply systems. The list of activities is merely a suggestion and can be extended and adopted to the local situation. The most important modules related to the activities are mentioned.

This module includes an overview of the suggested activities with their input, tools that could possibly be used, results and output. The modules related to the suggested activities and issues are listed.

Objectives

The leader or facilitator responsible for the WSSP project will obtain guidance and suggestions for the implementation of a WSSP for a small -scale water supply and sanitation system.

Step-by-Step

10 Suggested Practical Activities for Developing a WSSP

In the following section, ten suggested activities, several sub-activities and the most important related modules are presented. The suggested activities cannot necessarily be implemented or applied in all cases. The presented activity list can be extended and reduced, and should be adapted to local conditions and resources.

1. **Set up a WSSP working team and identify its responsibilities and tasks.** For this activity public meetings, discussions, cooperation and collaboration with local authorities, water operators and other stakeholders (e.g. citizens, schools, NGOs) should be organised and facilitated (module A1, A2 and A3). It is important to identify active members from different disciplines for the WSSP team, and to develop a step-by step program for conducting the WSSP. The tasks and responsibilities of the team should be defined, as should the requested budget and its sources.

2. **Description of the local drinking water system(s) and sanitation facilities** (module A1, A2, B6, B8 and B9). Information should be collected about:
   - The type of water supply system(s) used; the type and abstraction of the raw water sources; their eventual treatment and storage; the location of the network; and reservoirs, pumps or wells and standpipes, etc.
   - The number of connected and unconnected households/inhabitants.
   - The type of distribution pipes used within the public network and in the houses (module B3).
   - The identification of the size of catchment areas, water protection (sanitary) zones and related regulations (module B6).
   - The identification of the most commonly used system of sanitation and of the storage, treatment and release/disposal of human excreta or wastewater; as well details about the availability of nearby hand wash equipment (water and soap), rubbish bins, and toilet paper or other cleansing materials.
   - The financial aspects of the water and sanitation systems: tariffs for the consumers/water users, income and the costs of the systems etc.
   - An investigation of the requirements of monitoring water quality and sanitary inspection, as well their implementation and the institutions responsible for collecting and/or registering data related to the water supply and sanitary installations. In addition, the registration practices of water, sanitation and hygiene -related diseases should also be investigated.

3. **Identification of relevant stakeholders** for water supply and sanitation systems: who is responsible for what and what is the level of implementation? The stakeholder investigation should cover all management steps, from the catchment area to the tap, and should include sanitary aspects. Elements to look at should include:
   - Persons and institutions involved in managing, working or living in the catchment area; and persons and institutions managing the water abstraction, water treatment, storage and distribution. What is the role and type of water users?
   - The identification of stakeholders dealing with sanitary facilities; the treatment, disposal and release of wastewater; or the content of the pits of latrines or septic tanks.
   - The identification of the requirements and practices/ frequencies of the surveillance, operation and maintenance of water supply and sanitary facilities.

4. **Obtain or draw a village map**, showing the locations of the water catchment, water sources, the direction of the water flow, water networks, water reservoirs, connections with households or public buildings, location of wells, etc. (module A6).

5. **Conducting a risk assessment** of the water supply and sanitation system. The assessment should ascertain the sources of pollution, the condition of the water supply and the quality of the water provided. Particularly, the results of the most relevant water analyses on bacteria should be available and sanitary inspections of the whole system should be carried out. More detailed activities are listed below (modules A7, B4, B6).
   - Results and reports about the quantity and quality of the locally supplied drinking water should be

collected from the water provider or responsible institutions (module 7 and 8); if applicable, also from the used raw water.
- In addition, more intensive monitoring of the drinking water quality could be carried out: bacteria, nitrate (NO_3), turbidity or other parameters could be measured (module A5, B4).
- Assessment of water quality perception: interviews with the water users (module A8). Assessment of the health risks of the water supplied or used by citizens: interviews with several stakeholders.
- Risk assessment of several public and/or individual wells or springs (using the WHO form with a list of questions). Selection of some public and individual wells or springs for monitoring seasonal fluctuation of the water quality.
- Risk assessment for centralised piped water (using the WHO forms and cooperating with the supplier asking, for example: is the available water treatment appropriate or is something else needed? Are there leakages in the system, and where? Is any wastewater infiltration possible or are there unused pipelines?
- Excursions to the sanitary zones, to the locations of water extraction and treatment and to the water supplier; interviews with persons living or working in the catchment area.
- Risk assessment of the (public) sanitary facilities. Special attention should be paid to their hygiene conditions: are the toilets safe, clean and hygienic? Is there any possibility of polluting ground- or surface water in the vicinity of the toilet with excreta? (module A 7).

6. **Sharing and discussing** the gathered and lacking information and mobilising communities – for example by organising exhibitions, meetings, seminars or working groups, and working with the media.
   - All results of the WSSP activities should be clear, well documented, well reported and accessible to all team members.
   - Making the collected results and findings visible and comprehensible for the media and broader public - for example, by mapping results, making graphics, etc. A village map with indications of the water supply network; the locations of available water sources; the supplied and non-supplied households would be very useful. Points of water pollution and protection areas could also be included, as well as areas with related water quality and graphics presenting the water quality, etc.
   - The implementation and results of these activities should be transparent and accountable in all aspects, including their finances.
   - The documentation of meeting agendas, seminars, decisions made, and the publications developed and announcements made.

7. **Development of an action plan** to minimise the risks related to the water supply by consulting and involving the community and relevant stakeholders.
   - Make an effort to ensure the balanced participation of men and women, experts and citizens, and the fair involvement of cultural and religious minorities.
   - Identify the time frame and the persons/institutions responsible for the actions; and estimate a budget or identify other possible financial resources.
   - The planned actions for improvements will vary greatly from case to case: from covering the well with a lid, to the rehabilitation or extension of the treatment or network.
   - Be realistic and do not set targets too high. It is better to plan steps and activities, which are manageable and can be financed. It may be that unaffordable investigations are needed for the requested improvements. In that case, there is the possibility of WSSP lobby work to attract external funding.

8. **Report and share the action** planned to improve the water quality with citizens and other stakeholders. Exchange experiences with project partners from other villages and regions.
   - Be transparent and informative, make the plans public and inform the community about their eventual consequences, such as increased tariffs or (temporary) inconveniences.

9. **Implementation of the action plan**. Document in detail the plan's implementation, progress made, failures suffered and any barriers to the planned activities and actions. Keep track of the budget, time-table and people involved.

10. **Monitoring, improving or adjusting the WSSP activities** should be a continuous process.
    - Continue monitoring the water quality and assessing risks, reporting and communicating with all stakeholders, informing citizens about on-going activities and results, etc.
    - Regularly evaluate the on-going activities and results.
    - Adjust and improve the WSSP activities.

A4-a. Scheme of Conducting a WSSP Step-By-Step

Activities, input and output for the implementation of WSSP for small-scale water supply systems

Step	Activity	Module	Input / Tools	Output / Results
1	**Set up a WSSP working team**; identify responsibilities and tasks.	A1, A2, A3	Sharing information and conducting public meetings and discussions with local authorities and school staff.	Schema of team members; work plan of team, including timetable of activities.
2	**Describe the water supply and sanitation system(s)**: type and location of water sources, abstraction, treatment, storage and distribution	B1, B2, B3, B5	Secondary data from governmental bodies, observations, interviews with stakeholders, etc.	Description of water supply and sanitation systems, the sources and state of the water, and the maintenance and operation of systems. Visualisation by designs, maps.
3	**Identify stakeholders and responsibilities,** from the catchment area up to the consumer's tap; from sanitary installations, to the storage or release of wastewater.	A1, A8, B5, B7	Secondary data from: governmental bodies, water operators, responsible insti-tutions, structured inter-views with stakeholders and internet searches etc..	Scheme of responsible and involved stakeholders (stakeholder map).
4	**Village mapping**: draw the situation of the area (village map) with water points or a water network; include connected and non-connected households, wells, taps, etc.	A6	Local maps. Secondary data from governmental bodies, local and regional water authorities, structured interviews with stakeholders and field visits.	Map of village with water sources, taps, distribution network and connections is available.
5	**Conduct risk/hazard assessment**; insert the location and type of risks in a village map: leakages, release of wastewater, animal or human waste, gardening etc. Collect results of water analy-sis. Monitor the condition of sanitation facilities.	A5, A7, A8, B1, B2, B3, B4, B5, B6	Checklists and question-naires, input from experts, field visits, secondary data from governmental bodies, structured interviews with stakeholders (water opera-tor, authorities, experts) and the results of water analysis.	Report; map of village with points of risks; knowledge of water quality (bacteria, nitrate and other parameter); water-related health risks and causes are all identified.
6	**Share and discuss** the results and findings on a local and regional level.	A1	Meetings, exhibition, media; the involvement of the community and schools.	Awareness is raised on the situation; maps, posters, leaflets and articles are available.
7	**Plan actions** with stakeholders, including community and schools.	A4	Action planning with stakeholders and community mobilisation.	Description of action and actors. A timetable and financial plan is available.
8	**Report and share information** about conclusions and plans at a local and regional level.	A6	Meetings, exhibitions, media. Involvement of community and schools.	Awareness of the situation and plans is raised. Maps, poster, leaflets, articles.
9	**Implement an action plan.**		Input of all stakeholders, authorities and the community.	The start of an improvement in the system.
10	**Review and adjust the WSSP**: report and share information of progress in its implementation.		Meetings, exhibition, media. Input of all stakeholders, authorities, the community and pupils. Start at step 1 and work towards step 10.	Awareness on the situation. Maps, poster, leaflets, articles. Continuation of WSSP activities.

Module A5

Practicing Simple Water Quality Tests

Author: Margriet Samwel

Summary

In this module, a whole range of steps concerning water quality testing is introduced: taking and managing a water sample, assessing turbidity of water, odour and colour, doing a pH test and nitrate quick test, recording the samples and measured data. Basic information is given on sampling and conducting microbiological tests.

Objectives

The reader can take and label water samples, carry out some related water tests such as some quick tests, is aware of the organoleptic character of water (odour, colour, taste, turbidity) and the basic requirements on microbiological analyses in drinking water. The reader will learn how to work properly and record the results adequately.

Key words and terms

Sampling, water analyses, microbiological tests, sterile bottles, odour, taste, turbidity, colour, pH, acidity, alkaline, nitrate quick tests, pH indicator strips, water sample, recording.

Practicing Simple Water Quality Tests

1. Taking and Managing a Water Sample

There are certain rules that should be adhered to when sampling drinking water because the quality and reliability of drinking water analyses vary according to the way in which the sample was taken. There are many different types of contaminants and categories of sampling, yet here we concentrate on the ones appropriate for our purposes. Certain categories of analyses require special vessels or an expert to take the sample.

The vessel or bottle

One of the most important parts of taking water samples is using clean tools. It is important not to touch the inner side of the vessel or cover it with your fingers. Before the vessel is filled with water to be tested, it is essential to rinse out the container once with the water you are testing. This is to reassure you have rinsed out anything in the bottle that might cause cross-contamination. For our purposes, a plastic or glass mineral water bottle of 300 or 500 ml can be used for taking a sample.

If you want to test the water on metals, pesticides or bacteria you should contact a laboratory and ask how to take the sample (the type of bottle/vessel and who should take the sample is essential). Although not in all regions microbiological laboratories are available or not located in the vicinity, for analysing the basic bacteria, such as Escherichia Coli or total Faecal Coliform, mobile kits could be an alternative for testing the microbiological quality of the drinking water. In this case the sampling bottle with a volume of at least 100 ml, should be of glass and sterile (free of micro organisms); the cap has to be sterile as well. Sometimes a local pharmacy can deliver sterile bottles, otherwise the bottle can be sterilised by boiling the cap and bottle and filled with water in a cooking pot (also filled with water) during 20 minutes. An alternative is to sterilise the empty bottle and cap in an oven during 15 minutes at 120^{o}C. After this process, it is important to close the emptied bottle immediately with the sterile cap, without touching the bottleneck or the inside of the cap with your fingers.

When water is sampled that contains or may contain even traces of chlorine, the chlorine must be inactivated. When this is not done, microbes may be killed during transit and an erroneous result will be obtained. The bottles in which the samples are placed should therefore contain sodium thiosulfate to neutralize any chlorine present.

Taking a drinking water sample – an example

Water samples can be taken from freshly extracted water from a well, spring or the tap. If the source is a tap, it is better to take the tap which is used for drinking and cooking, e.g. in the kitchen, and to let the water run for one or two minutes. Be aware that the running water should not be wasted, because it can be used for watering the flowers or it can be given to animals.

For taking a water sample for microbiological tests from a tap, the end of the tap should be sterilised by flambé some seconds with for example a pocket lighter.

In many cases a mineral water bottle can be used for sampling. The bottle should be filled completely and covered with a cap, and if possible, no air should be left in the bottle.

Labelling and recording

Write on a water resistant label and fix the label on the bottle:

- Name of the water sampler.
- Date and time of sampling.
- Name of the water user.
- Location: complete address.
- Type of source: e.g. tap in kitchen, dug well in yard, rainwater etc.
- Purpose of water: e.g. drinking water, irrigation.

Besides labelling the bottle, it is very useful to keep records of the samples that have been taken and analysed in a "laboratory book". Remarks on the well's surrounding, leakages in the pipes or other relevant findings and observations should be written down. Finally, the results of the analyses and tests should be recorded in a book. See also the example form at the end of this module.

Storage of water samples

In general water samples should be stored in a cool and dark place. If several hours pass between sampling and analysing, the sample should be stored in the fridge or in some other cool and dark room (cupboard).

Samples for microbiological analyses should always be stored cool and analysed as soon as possible. Be aware that within 20 minutes bacteria grow very fast and even duplicate themselves at a temperature of 37^{o}C.

After sampling water for microbiological tests, the samples should immediately be stored in dark and a cool place or in a cool box, e.g. filled with ice packs. It is presumed that if no cool place or box is available, the transportation time should not exceed 2 hours.

Location and time of carrying out water tests

It is wise to take the samples into the laboratory of a dispensary or school, the classroom or the kitchen to do the tests properly. However, if the weather is suitable (no rain, the weather not below approx. 15 ° Celsius), some physical or chemical tests can be performed outside directly at the water source. Nevertheless, since chemical analyses means working in a very precise way, it is advisable to do it indoors.

Have in mind that some tests need to be done soon after taking the sample. Water is a liquid with several compounds, which can react and change, for example the pH. If the sample is not tested soon, inevitable present volatile chemicals could evaporate or the odour may change, therefore tests on pH, odour and colour should be done straight away. Nitrate and several other chemical components such as fluoride or arsenic could be tested within 48 hours. Nitrate is a rather stable compound, however, if the sample is contaminated with bacteria the concentration can change.

Microbiologic test should be carried out as soon as possible samples should be stored in a fridge or in a cool box and not exceed a storage time of 6 hours.

Hygienic rules

Working table should be clean. Tables can be covered with a fresh and clean towel.

- Wash your hands before doing the tests.
- Never touch the chemicals on the test strip or other chemicals with your fingers.
- Never lay down test strips on the table or on the towel. The chemicals on the strip will react also with chemical traces on the table or towel.

Source: http://en.wikipedia.org/wiki/Hand_washing#Soap_and_water

2. How To Assess Turbidity of Water

Turbidity is the cloudiness or haziness of a fluid caused by individual particles (suspended solids) that are generally invisible to the naked eye, similar to smoke in the air. The measurement of turbidity is a key test of water quality. Fluids can contain suspended solid matter consisting of many different sized particles. While some suspended materials are large and heavy enough to settle rapidly to the bottom of the container, if a liquid sample is left to stand (the settable solids), very small particles settle only very slowly or not at all. Small solid particles cause the liquid to appear turbid.

The turbidity of drinking water can be assessed visually in the field. A glass with 0,3 l volume is filled with water. It is held against the light. Turbidity is assigned to the categories: clear, weak turbid, medium turbid or strong turbid. Note if after some time the suspended solids precipitate at the bottom of the glass.

Samples of turbidity standards with 5, 50, and 500 NTU. Source: http://en.wikipedia.org/wiki/Turbidity

A more accurate measure of turbidity is based on the property that particles scatter light when a light beam is focussed on them. Turbidity measured this way uses an instrument called a nephelometer with a detector set up to the side of the light beam. More light reaches the detector if there are lots of small particles scattering the source beam than if there were few. The units of turbidity from a calibrated nephelometer are called Nephelometric Turbidity Units (NTU).

The Drinking Water Directive of the European Union (98/83/EC) stipulates that the turbidity of water should be acceptable to consumers and should not show any abnormal change. In the case of surface water treatment, EU Member States should strive for a parametric value not exceeding 1,0 NTU in the water ex treatment works.

3. How to Assess Taste, Odour and Colour

All water sources contain a number of naturally occurring minerals such as calcium, magnesium and iron. The varying concentrations of these minerals in water give rise to slightly different colours and tastes that can be detected easily. People, travelling to different parts of the country will be able to notice differences. Water also contains dissolved gases, such as oxygen and carbon dioxide that can give tap water a distinctive taste. Without these elements, water would taste flat and unappetising.

While relatively small quantities of water are colourless when observed by humans, pure water has a slight blue colour that becomes a deeper blue as the thickness of the observed sample increases. The blue tint of water is an intrinsic property and is caused by selective absorption and scattering of white light. Impurities dissolved or suspended in water may give water different coloured appearances. The presence of colour in water does not necessarily indicate that the water is not potable. Colour-causing substances, such as tannins, may be harmless. Qualitative visual assessment of the watercolour can be carried out in the field by filling a 0.3 litre volume drinking glass and holding it in front of white paper.

Different tastes and odours

The odour of drinking water samples can be determined by the olfactory sense of the sampler in the field, or the well-covered sample can also be taken indoors for testing. For the field test, a 0.3l glass is filled with water and the odour is determined by smelling. The intensity of the smell can be categorised as weak, medium or strong. The type of odour can be attributed to no odour, faecal, soil, chlorine and others.

In many centralised water supply systems, chlorine gas is added to drinking water during the final stages of treatment to kill any harmful germs that may be present. A small amount of chlorine remains in the water as it makes its way to customers' taps and gives the water a *chlorine* taste.

Water that passes through peaty land can have an earthy or musty taste and/or odour. Rubber and plastic hoses used to fill drinking water tanks or vending machines and hoses of washing machines and dishwashers can give rise to *a rubbery* or *plastic* taste. Copper, iron or galvanised pipes can cause a metallic or bitter taste.

Spilled heating or motor oil or petrol on driveways and gardens can adversely affect the ground water. A plastic service pipe located in this area can also adversely affect water. If *petrol* or a chemical taste or odour is detected in the drinking water, the customers should contact the water supplier.

4. How To Do a pH Test

pH is the unit of the acidity or alkalinity of a solution. Pure distilled water at 25^{o}C has a pH level of 7 and is called neutral (the measurement scale ranges from 0-14). Acids are defined as solutions that have a pH less than 7, while bases (alkaline) are defined as solutions that have a pH more than 7. The normal range for pH in surface water systems is 6.5 to 8.5, and the pH range for groundwater systems is between 6 and 8.5.

The drinking water directive of the European Union indicates the pH units in drinking water should not be aggressive which means not less than 6,5 and not exceed 9,5 pH units.

How to use the pH indicator test strips:

- Water temperature should be about 20^{o}C when it is measured because the pH level depends on the temperature as well.
- Dip the strip for 1–3 seconds for reaction to take place and compare strip to colour chart.

Litmus tests can be applied to indicate if a liquid is acid or alkaline. Litmus strips are cheaper than pH indicator test strips, however they are not as precise. A much more advanced and precise method is to use a digital pH meter, which nevertheless should be properly calibrated.

pH		
1	Gastric acid	Acid
2	Lemon juice	
3	Apple, orange	
4	Tomato juice	
5	Black coffee, bananas	
6	Milk, Urine	
7	Destilled water	Neutral
8	Sea water, eggs	Alkaline
9	Baking soda	
10	Soap	
11	Ammonia solution	
12	Soapy water	
13	Bleach, oven cleaner	
14	Liquid drain cleaner	

Examples of some liquids and their pH (acidity/alkalinity)
Source: http://en.wikipedia.org/wiki/PH

5. How To Do Quick Nitrate Tests

Nitrate in water is undetectable without testing because it is colourless, odourless, and tasteless. Nitrate in drinking water can be a problem, especially for new-born babies. A water test is the only way to determine the nitrate concentration and ascertain whether it is under the acceptable EU standard of 50 mg/l.

A quantitative nitrate test is usually done in a laboratory, but with nitrate quick tests strips, a very good and reliable impression on the rate of the nitrate concentration in water can be gained. Nitrate test strips give a semi quantitative result, and fulfil the purpose of detecting a nitrate contamination or not.

Although the tests are easy to carry out, some rules and regulations have to be followed:

- Read the instructions of the package carefully. Assure a clean and proper working place.
- For testing the nitrate concentration in water, keep the strip just one second in the water sample and shake excess water from the strip very gently.
- Wait one minute and compare the developed colour with the colour scale on the tube.
- Do not test nitrate in an area with a temperature below 15^{o} Celsius. During times with cold temperatures the chemical reaction of test strips is decreased. Therefore please take the sample to a warm location for testing.
- In case of unexpected results, it is necessary to repeat the analysis. For this reason, pour a new sample into a clean glass and repeat the procedure as described above.
- Please be aware that the test strips are not suitable for chlorinated drinking water.
- If no tests are carried out between testing phases, please cover the test strip tube with the lid.
- Store the well-closed tube in a cool place. The fridge is the best place.

Nitrate testing tube containing test strips, measuring the nitrate concentration of water with a range from 0 – 10 – 25 – 50 – 100 – 250 – 500 mg/litre are very suitable.

It is possible to cut the test strip lengthways and make two strips from one strip. Please work very clean and hygienically and use very clean scissors. Never touch the nitrate indicator with your fingers and do not lay the strips down anywhere, like on the table.

6. Recording the Results

Recording and reporting the sample type, tests carried out, results and observations are the basis for communication and keeping track of developments. Recorded results should be readable, understandable and transparent to all concerned stakeholders. Please record at least the following information of sampling: date and location (street, house number, village), source of water, information about the environment of the water source, date of analyses and the results. See model sample forms at the end of this module and in module A6.

7. WSSP Related Activities, Output and Results

WSSP activities	Output and results
Ask the water supplier or other responsible authorities for analyses results of the water supply system(s): • What is the frequency of the analyses. • Is the water quality of all relevant water points or sources analysed? • Are the most relevant water analyses carried out (i.e. bacteria)? • Are the analysed parameter complying with the established maximal values?	Insight is obtained on the results and frequency of carried out water analyses.
Discus the available analyses results and take decisions on additional monitoring activities to be carried out by a certified laboratory or by mobile test kits.	Decisions are taken on additional required analyses and the method on performing the analyses.

8. Text Sources and Further Reading

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Example form for sampling and analysing microbiological contaminants and residual and bound chlorine

Bacteriological Analyses			**Residual and Bound Chlorine**
Name of body or person responsible for the supply Name of sampler Type of water supply Locality Sample site Source Sender or user Date and time of sampling Date and time of analysis Remarks			Name of sampler Type of water supply Locality Sample site Source Sender or user Date and time of sampling Date and time of analysis Residual chlorine mg/l Bound chlorine mg/l Residual chlorine inactivated? Yes / No
Bacterium	**Result**	**Maximal allowed contaminant level: /100ml**	
Total Coliforms	/100ml	0 /100 ml	
Enterococci	/100ml	0 /100 ml	
Escherichia Coli	/100ml	0 /100ml	
Other	/100ml	/100 ml	
Summary: Bacteriological quality of the sample: good / bad Analysis carried out by Date Signature			

Module A6

Mapping the Village / Visualisation of Analysis Results

Authors: Doris Möller, Margriet Samwel

Summary

A village map with the location of the water sources (wells or springs) and their related nitrate concentrations gives an indication of the “hot spots” of polluted water sources, and also the areas with little or no nitrate pollution. A similar map can be produced with the locations of pollution sources. Long-term monitoring of the nitrate concentrations of different local water sources gives an insight into the level of water pollution during the different seasons.

Forms for recording the monitoring results, examples of village maps with locations of the monitored wells or distribution system and graphics of long-term nitrate monitoring results are found in this module:

A6-a Form for collecting monitoring results of water sources in and around the village
A6-b Form for reporting results of the long-term (seasonal) monitoring of 2 water sources
A6-c Example of mapping a village in Uzbekistan
A6-d Example of mapping water sources in a village and the related nitrate concentrations in Belarus
A6-e Example of visualisation of the seasonal fluctuation of nitrate concentration in 5 different wells and 2 different regions in Romania
A6-d Example of a water network diagram

Objectives

The reader is able to register analytical results, to visualise the water supply system and available water sources in a village map and to process long-term nitrate monitoring results of selected wells in a graphic. By this activity a better understanding of the sensibility of the groundwater pollution and its causes will be reached. The maps and graphics contribute to the identification of strategies for providing safe water to the citizens.

Key words and terms

Mapping, visualisation, monitoring, graphics, reporting, sharing information

Mapping the Village / Visualisation of Analysis Results

Introduction

For the implementation of a Water Safety Plan, a lot of data is produced and collected. One way to get a better overview of the collected data about water sources and their locations, or about the area with potential contaminants is by making the data visible in maps and/or graphics. An advantage of producing maps and graphics (visualisation) is that the results are easier accessible and understandable to a broader public.

1. Mapping the Village and Its Water Sources / Distribution Network

If possible, use an existing map of the village. If the village is served with a centralised piped water system, probably the local administration or the water supplier will have at its disposal a village map, showing the distribution pipes, water reservoirs, abstraction points and the houses connected to the network. If no map is available, a village map should be drawn (see example A6-c). First draw a draft to find out what has to be included, how big the scale will be and of which size the map will be drawn. Alternatively maps of the different areas of the community could be drawn. Use the water supply (the well, where the drinking water is taken from) as the centre of the map and include the near surroundings. Place the maps together to get a bigger picture of the village. If there are still unmapped parts of the settlement, the basic elements should be added. Drafts are sufficient here. If the individual maps overlap, compare the results. The more accurate version will be placed on top.

The following basic elements should be found:

- Distinctive landmarks and institutions such as schools, churches, town hall, dispensary
- Heights (hills, valleys, etc.)
- Rivers, waterways etc.
- Streets and houses
- North/South/East/West
- Direction of the water flow of the groundwater and/or rivers
- Scale

Then include the following elements:

- Water supply: wells, public tabs, water points, springs, network of pipes, etc.
- Land use, such as grazing land, landfill (dump), industry or small businesses (garages, fuel stations, workshops etc.)
- (Pit/school) latrines, disposal of wastewater
- Pig/cow stables

After testing the nitrate concentration of the different water sources, think about using colours to mark the quality of each water supply (see also module B4 and A5). Different symbols can be used to distinguish the various types of water supplies. Insert the nitrate monitoring or other monitoring results into the related water sources. In addition, the possible identified sources of water pollution could be included in the same map. For a village served with a water supply network, the map can clarify which houses are connected to the supply, the location of the water abstraction and the catchment area with the different protection zones. On the map, the land-use or human activities within the catchment zones could be distinguished and critical circumstances could be identified (see also module B9).

2. Visualisation of the Fluctuation of Nitrate Results

The quality of water sources are influenced by geological conditions, environmental events and circumstances, as well as by human activities, including management of animal and human excreta manure or gardening. Therefore, many water sources do not have stable quality and parameters such as microorganism or nitrates can fluctuate more or less throughout the year. However, in case of deep and/or impermeable soil layers a contamination of the ground water can take dozens of years. To understand the sensitivity of water sources to man-made (anthropogenic) contaminants, it is very useful to select some water sources in different locations within or around the village and monitor the nitrate concentration of the sources on a regular basis (form A6-b can be used for recording the results). If possible, monitor the sources during one year every 2 or 3 weeks (long-term or seasonal monitoring). To investigate the influence of precipitation on the nitrate concentration in the water source, the weather events should be recorded. A precipitation measure beaker in a yard could be used for this task, or it could be recorded by simple observation. The monitoring results can be collected in a form and finally processed/visualised in graphics (see example in this module). Graphics can be made by hand or with a computer programme. The recorded levels of precipitation and the long-term nitrate monitoring results should be processed in a graphic, and the two recording's data should parallel by having the same time frame. In the graphic, it is extremely important to mention: the used units, the related parameter, date of sampling, type of water source or sample, etc., and to give a clear subtitle of the visualised results of the investigation. Finally an outsider should be able to understand the presented data.

3. Sharing Information

It is recommended to prepare a poster of the maps and graphics, and hang this in a public place, a school corridor or in another public place, where the results of the findings are open to the WSSP team, broader public and school. Discuss the results with the water authorities and other stakeholders and try to correlate the ultimate observed fluctuation with special events, which could be for example application of fertilizer and/or manure of the fields, leakages of nitrates from the soil into the groundwater after heavy rainfall. Please be aware, a low nitrate concentration in the water source is no guarantee for safe drinking water!!!

4. WSSP Related Activities, Outputs and Results

WSSP related activities	Outputs and results
Obtain or draw a map of the community indicating the water sources, wells etc., if applicable the water network, the sewage system and the connected and non-connected households and public institutions.	A map indicating the infrastructure related to water and sanitation within the community is available.
Insert in the map the collected data on sources of possible pollution, such as manure heaps, agricultural fields, pit latrines, leakages within the network etc.	A map indicating the infrastructure related to water and sanitation within the community and the locations with possible water pollutants is available.
Insert in the map the results of the water quality analyses.	A map indicating the water quality of the present and used water sources and/or network branches is available.
Make the trend of a possible change of the water quality visible by graphics (seasonal monitoring results or for years collected data.	Possible long-term trends on the water quality are made visible.
Make the results accessible to stakeholders and community via local exhibitions or media etc. Discuss and document the findings, the possible trends of water quality and causes.	The results are presented and discussed with stakeholders and the community, conclusions and recommendations are formulated and documented.

5. Text Sources and Further Reading

WaterAid learning for advocacy and good practice, (2007). Water and sanitation mapping: a synthesis of findings, WaterAid. Available from http://www.odi.org.uk/resources/docs/3838.pdf

A6-a

Form to register nitrate monitoring results of water sources

The analysis results and the location of the related water sources could be inserted in a village map.

Date of sampling	**Type of water source** (*central piped water, well, spring or river, etc.)*	**Location of sampling**	**Depth of well/ ground -water**	**Nitrate mg/l**	**Remarks**

A6-b

Form to seasonal (long-term) nitrate monitoring results of a selected water source

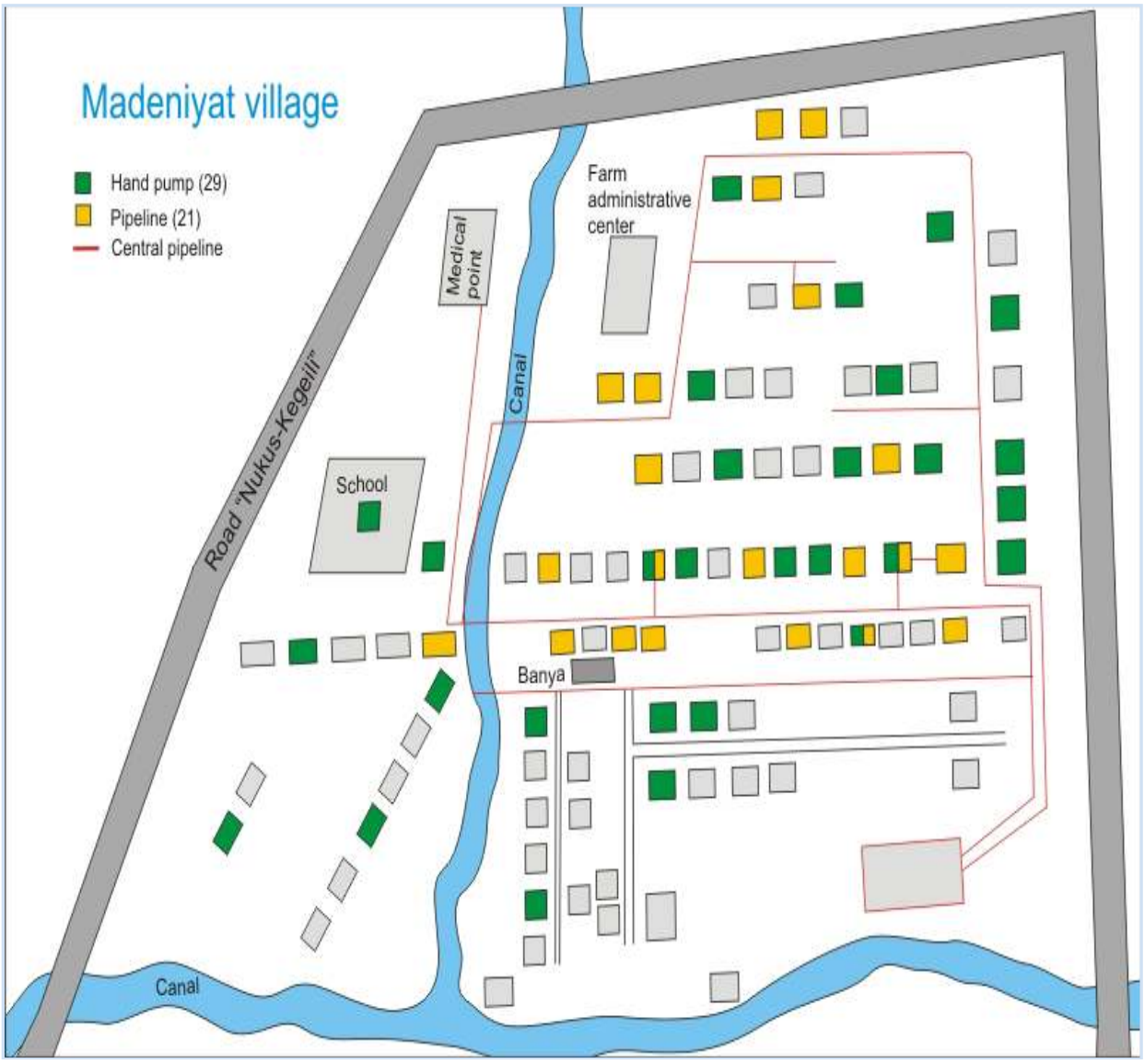
For the seasonal fluctuation of the water quality nitrate tests of some selected water sources can be carried out every 2 or 3 weeks during one year. Parallel to the monitoring the level of precipitation is measured with a precipitation measure beaker or observed and recorded. The results should be processed in a graphic.

Responsible person or institution or school:			
Name and address of the monitored water source:			**Remarks**
Type of water (individual or public well, public tap or centralised piped supply):			
Used waters source (groundwater, river spring or others): **If applicable depth of used groundwater:**			
State of water source:			
Date of sampling	**Nitrate mg/l**	**Are particles or others visible?**	**Weather events during during/between the sampling periods (rainfall or droughts)**

A6-c

Example of mapping a village in Uzbekistan

A village map with the locations and types of the water sources increases the understanding of the local water system. If applicable, the water and sewage network and house-connections should also be included.



Source: WECF/Mehriban (2007) TMF Project

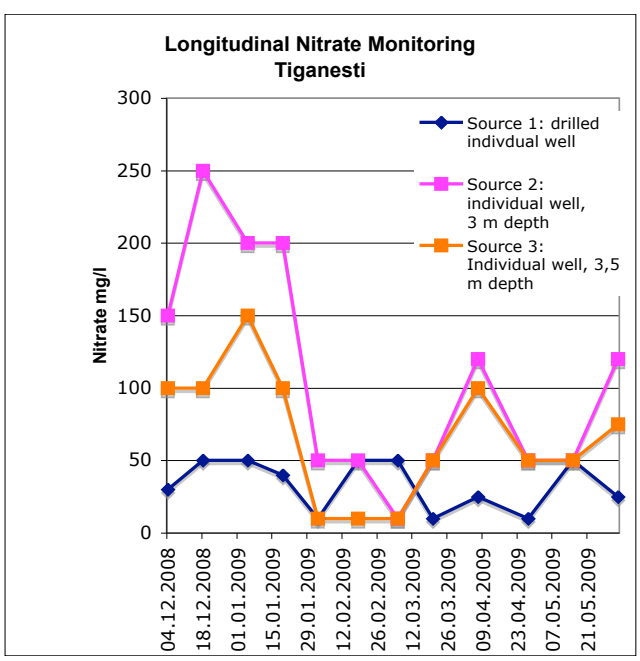
A6-d

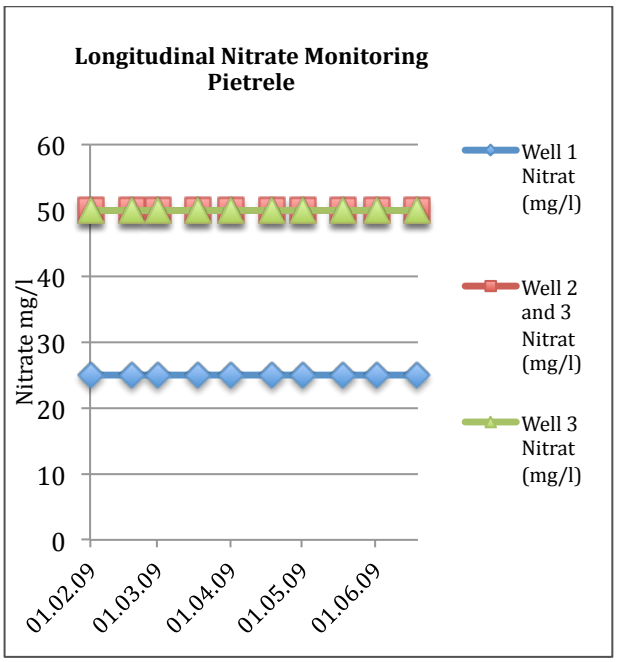
Examples of visualisation of the seasonal fluctuation of nitrate concentration in 6 different wells and 2 different regions, Romania

Nitrate concentrations in groundwater (but also the contamination with microorganism) can more or less fluctuate during the year and season. The fluctuations depend on e.g. human activities, the type of soil layers and amount of precipitation, the velocity and the depth of the groundwater. Long-term monitoring of nitrate concentrations of water sources can give some information about the sensibility of the water for pollution caused by for example the level of precipitation or snow melting or human activities such as fertilizing the fields, lack of safe management of pit latrines or manure. Answers on questions such as "why are some wells severely polluted, why is the nitrate concentration increasing in springtime" should be found by conducting an hazard assessment. Please see module A7.

The graph on the right shows the monitoring results of 3 wells from a groundwater layer of 60 m depth. They don´t show any fluctuation in the nitrate concentration, indicating that the aquifer is not sensible to seasonal fluctuations. However, a nitrate concentration of 50 mg/l indicates that the aquifer is influenced by man-made pollution.

The water samples in Tiganesti (at the left), from a groundwater layer of 8m depth, partly show an enormous nitrate decrease in the months of December and January. This is the season when the pigs, mostly located in the backyards of the households, are slaughtered. The graphic also shows that the groundwater is very sensitive to the infiltration of contaminants.





Seasonal nitrate monitoring results of different wells in the villages Tiganesti (county Teleorman) and Pietrele (county Giurgiu), Romania, carried out by the local schools.

Source: WECF/EuroTeleorman, Fondation Ensemble project, 2009

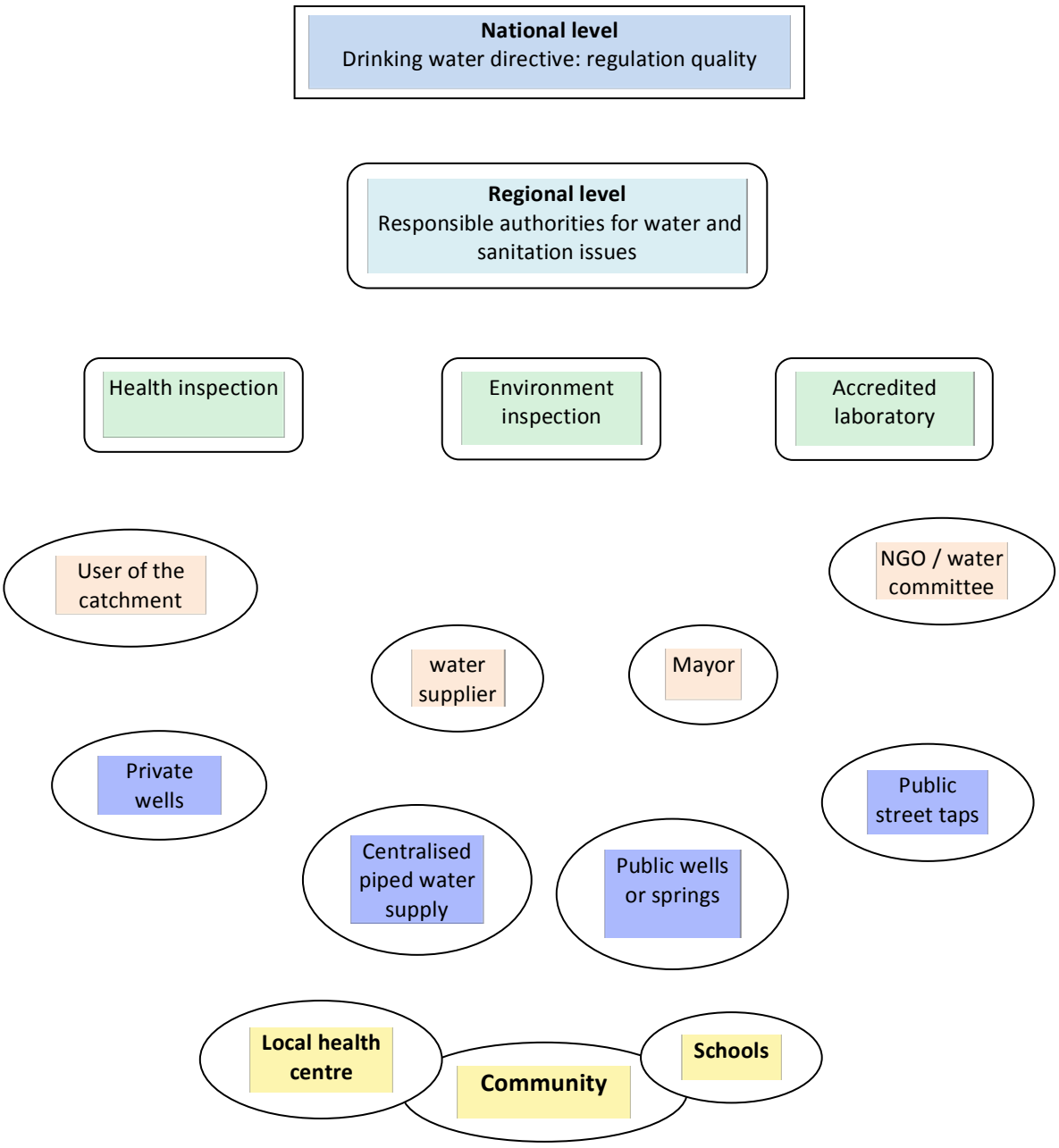
A6-e

Water Network Diagram

Identifying stakeholders of the water supply system

Important stakeholders involved in a water supply system should be identified and collected. Of course other stakeholders, such as school or farmers, can be added. Please set the relevant stakeholders into the right boxes, and visualise their relationships and interactions by lines and arrows.

The network diagram clarifies the main responsibilities and connections of the different stakeholders for the provision of a safe water supply in a community. In the diagram below, possible stakeholders at different levels and/or positions are presented in different colours. However their relationships and interactions are not (yet) made visible.



Module A7

Risk Assessment of Small-Scale Water Supply and Sanitation Systems

Authors: Margriet Samwel, Claudia Wendland

Summary – Using sanitary inspection forms

The following represents a basic guidance for assessing risks of a range of small-scale water supply systems such as point sources like boreholes, springs, dug wells and centralised piped water supplies, furthermore for sanitary facilities such as a school or other public toilets.

A range of checklists for the sanitary inspection of several water supply and sanitation systems are presented. In this module the use of the forms and the valuation of the assessed risks are explained.

Risk assessment forms are provided for:

a) Dug well or borehole
b) Public tap of piped water
c) Piped water with service reservoir
d) Gravity-fed piped water
e) River-water-fed piped water
f) Deep borehole with mechanised pumping
g) Protected spring
h) Sanitation facility in the school (or other public place)
i) Hand wash facility in the school

Objectives

The reader can carry out a basic sanitary inspection of small-scale water supply and sanitation systems and identify the level of risks for the assessed systems.

Risk Assessment of Small Scale-Water Supply and Sanitation Systems

Introduction

Having explained and in understanding the water supply system technically and/or the sanitary systems such as toilets, the next step is to conduct a risk assessment – hazard analysis of the system. Hazards may occur throughout the whole system, from the water catchment to the point of consumption, but can also occur while toilets are unhygienic or the faecal matter is managed unsafely. One of the most critical hazards within a water supply system is caused by infiltration and contamination of the drinking water with microorganisms (pathogens). Pathogens generally originate from human or animal faecal material, contaminating raw water and finding their way into the water delivery system. Common sources of faeces include: wildlife such as birds, grazing animals and vermin in and around reservoirs, backflow from unprotected connections and sewer cross connections.

One way to identify hazards is through conducting water analysis (see module A5). However, water analyses illustrate the presence or absence of a contaminant in a certain moment. Therefore, possible factors that could cause contamination at all possible times must be considered. For example, the application of human or animal manure, or an accident with a sewage line in a catchment area, can be a temporary hazard of the supply system and not necessarily affect it infinitely (see module B6). Besides the required water analyses, visual surveys and interviews are extremely important for the overall assessment of a drinking water system.

Sanitation and hygiene are two essential pillars for public health, which are assessed within this module as well. The schools and public places are locations where parts of the community meet and are in close contact. Unsafe sanitation and hygiene here are major causes for diseases. Hygiene education and behaviour play of course a major role in prevention and has to be assessed in separate interviews in addition to these inspections.

1. Sanitary Inspection Forms

The World Health Organisation (WHO) developed sanitary inspection forms for conducting a sanitary inspection (risk assessment) of small-scale water systems. For different distribution systems the situation and risks can be different and therefore, also different aspects have to be considered and surveyed. For the most relevant small-scale water supply systems, sanitary inspection forms were developed, presenting a checklist for the basic and most general hazards.

In addition to the drinking water aspects, this module recommends sanitary inspection of the risk assessment of sanitation and hand wash facilities in schools and other public places. The situation of sanitation and hygiene in schools is of importance for public health also in small communities as water and excreta related diseases easily spread in the school environment and public places, thus affecting the whole community. To assess the health risk of unsafe sanitation and inadequate hand washing facilities, the sanitary inspection forms were developed by WECF. The checklists contain a list of questions, which should be answered by having a look at the system and the surroundings, and may be by interviewing relevant persons (see module A8). The question of the checklist must be answered with “yes” or “no”.

The forms presented in this module were partly adjusted to the local requirements or extended to other relevant possible hazards. The sanitary inspection forms enable the user to conduct a basic and simple sanitary survey of the water sources, contributing to the identification and understanding of the hazards in a system. The sanitary inspection is an important part of a WSSP, although it is not a stand-alone activity for the

implementation of a WSSP. The risk assessment is like a piece of the whole "WSSP puzzle", and the challenge will be to gather and interpret the correct information.

In this module, the following risk assessment forms are provided for assessment:

a) Dug well or borehole
b) Public tap of piped water
c) Piped water with service reservoir
d) Gravity-fed piped water
e) River-water-fed piped water
f) Deep borehole with mechanised pumping
g) Protected spring
h) Sanitation facility in the school (or other public place)
i) Hand wash facility in the school

The WSP team should discuss and decide which form should be used, and which questions of the sanitary inspection are lacking and should be added. Depending on the water system, several systems, such as centralised piped water supply, can only be assessed in cooperation with the responsible person or team of the water supply system. In case of an individual or public dug well or borehole, the assessment can be carried out mainly by observation.

2. The Results

After the "yes" and "no" answers of the related form are identified, the "yes" answers are counted, one "yes" equals to one point. The total score of "yes" answers are summed up at the bottom of the form and give the related level of risks of the water or the sanitation system. However, positive results of a sanitary inspection are no guarantee for protecting public health or safe drinking water. Groundwater and spring sources can be influenced by contaminants, which infiltrated the source many kilometres away from the point of abstraction (see also module B6). Also water from mountainous areas with karst formations in particular can be sensible for contaminants. A challenge in identifying the risks of water sources is the amount of knowledge there is regarding the hydrological and geological conditions of the sources. Unfortunately, this knowledge is not always available.

From case to case, it may be concluded that not all the questions of the form have the same level of risks. For example, in Form a. "risk assessment of dug well or borehole", questions 1 and 2 (Is there a latrine, animal breeding etc. within 30m of the well or borehole?) could be more important than question 6. (Is the fence missing or faulty?).

Furthermore, possible risks of water contamination related to, for example, the mining of minerals or oil are not considered in the offered sanitary inspection forms. Industry and geological conditions are also not included. For more information on WSSP risk assessments with typical hazards on several stages of a piped water distribution system, refer to the information presented in module A3. Nevertheless, carrying out a risk assessment by using the sanitary inspection forms is an excellent tool for learning more about the possible risks of the water system and raising awareness on possible sources of pollution.

3. Text Sources and Further Reading

WHO (2001). Water quality: Guidelines, standards and health, Assessment of risk and risk management for water related infectious disease. Available from http://www.who.int/water_sanitation_health/dwq/whoiwa/en/

WHO (2009). Water, sanitation and hygiene standards for schools in low-cost settings. Available from http://washresources.wordpress.com/2009/11/20/water-sanitation-and-hygiene-standards-for-schools-in-low-cost-settings

A7-a

Risk assessment of dug well or borehole

Village:

Location:

Depth of well/borehole: _____ **meter**

Nitrate (quick test) concentration of the water: _____ **mg/litre**

Date of visit:

Assessment was carried out by:

	Specific Diagnostic Information for Assessment Risk	Yes	No	Remarks
1	Is there a latrine within 30m of the well or borehole?			
2	Is there animal breeding of pigs, cows, goats or others within 30m of the well or borehole?			
3	Is there any cultivation (use of manure or fertiliser) within 30m of the well or borehole?			
4	Is the drainage faulty, allowing ponding within 2m of the well or borehole?			
5	Is the drainage channel cracked, broken or needs cleaning?			
6	Is the fence missing or faulty?			
7	Is the apron less than 1m in radius?			
8	Does spilt water collect in the apron area?			
9	Is the apron cracked or damaged?			
10	Is the hand pump loose at the point of attachment?			
11	Is the well-cover unsanitary?			

Source: WHO, modified by WECF

Total Score of Risks: 10 for dug well; 11 for borehole

Risk score:

Very high risk	High risk	Medium risk	Low risk
11-9	8-6	5-3	2-0

Results and Recommendations:

The following important points of risk were noted (list 1-11):

Comments:

A7-b

Risk assessment of public tap of piped water

Village:

Location:

Nitrate (quick test) concentration of the water: _____mg/litre

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Assessment Risk	Yes	No	Remarks
1	Does any tap stand leak?			
2	Does surface water collect around any tap stand?			
3	Is the area uphill of any tap stand eroded?			
4	Are pipes exposed close to any tap stand?			
5	Is human excreta on the ground or latrine within 30m of any tap stand?			
6	Is animal manure on the ground within 30m of any tap stand?			
7	Is there any fertilising with manure or chemicals within 30m of any tap stand?			
8	Is there a sewer within 30m of any tap stand?			
9	Is there a sewer or any fertilising with manure or chemicals within 30m of any extraction point?			
10	Has there been discontinuity in the last weeks at any tap stand?			
11	Are there signs of leaks in the mains pipes in the parish?			
12	Did the community report any pipe breaks in the last weeks?			
13	Are the mains pipes exposed anywhere in the parish?			

Source: WHO, modified by WECF

Total Score of Risks: 13

Risk score:

Very high risk	High risk	Medium risk	Low risk
13-10	9-7	6-4	3-0

Results and Recommendations:

The following important points of risk were noted (list 1-13):

Comments:

A7-c

Risk assessment of piped water with service reservoir

Village:

Location:

Nitrate (quick test) concentration of the water: _____ mg/litre

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Assessment Risk	Yes	No	Remarks
1	Does any standpipe leak at sample sites?			
2	Does water collect around any sample site?			
3	Is the area uphill of any tap stand eroded?			
4	Are pipes exposed close to any sample site?			
5	Is human excreta on the ground within 30m of any tap stand?			
6	Is a sewer or latrine within 30m of any sample site?			
7	Is animal manure on the ground within 30m of any tap stand?			
8	Is there any fertilising with manure or chemicals within 20m of any sample site?			
9	Has there been discontinuity in the last weeks at any sample-site?			
10	Are there signs of leaks in the sampling area?			
11	Did the community report any pipe breaks in the last weeks?			
12	Is the main supply exposed in sampling area?			
13	Is the service reservoir cracked or leaking?			
14	Is the inside of the service reservoir clean?			
15	Are the air vents or inspection cover unsanitary?			

Source: WHO; modified by WECF

Total Score of Risks: 15

Risk score:

Very high risk	High risk	Medium risk	Low risk
15-12	11-8	7-5	4-0

Results and Recommendations:

The following important points of risk were noted (list 1-15):

Comments:

A7-d

Risk assessment of gravity-fed piped water

Village:

Location:

Nitrate (quick test) concentration of the water: _____ mg/litre

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Assessment Risk	Yes	No	Remarks
1	Does the pipe leak between the source and storage tank?			
2	Is the storage tank cracked, damaged or leaking?			
3	Are the vents and covers on the tank vermin-proof?			
4	Is the storage tank clean?			
5	Does any tap stands leak?			
6	Does surface water collect around any tap stand?			
7	Is the area uphill of any tap stand eroded?			
8	Are human excreta on the ground or a latrine within 30m of any tap stand?			
9	Is there any fertilizing with manure or chemicals within 30m of any tap stand?			
10	Is there a sewer within 30m of any tap stand?			
11	Is there a sewer or any fertilising with manure or chemicals within 30m of any extraction point?			
12	Has there been discontinuity in the last weeks at any tap stand?			
13	Are there signs of leaks in the mains pipes in the system?			
14	Did the community report any pipe breaks in the last weeks?			
15	Are the main pipes exposed anywhere in the system?			

Source: WHO, modified by WECF

Total Score of Risks: 15

Risk score:

Very high risk	High risk	Medium risk	Low risk
15-11	10-7	6-4	3-0

Results and Recommendations:

The following important points of risk were noted (list nos. 1-15):

Comments:

A7-e

Risk assessment of river water-fed piped water

Village:

Location:

Name of river

Depth, width and length of the river: _____ meter

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Assessment Risk	Yes	No	Remarks
1	Is the area upstream eroded?			
2	Is there ground cover (meadow or forest) within 100m from the riverbank to the extraction point?			
3	Have grazing animals access to the river within 100m from the river banks to the extraction point?			
4	Is there any fertilising with manure 100m from the river banks to the extraction point?			
5	Is there any waste dumping place within 100m from the river banks to the extraction point?			
6	Is there any communal or industrial wastewater discharge into the river upstream?			
7	Are particles in the water removed by sedimentation/filtration?			
8	Is the treated water disinfected?			
9	Is the storage tank cracked, damaged or leaky?			
10	Are the vents and covers on the tank vermin-proof?			
11	Is the storage tank clean?			
12	Does any tap stands leak?			
13	Has there been discontinuity in the last weeks at any tap?			
14	Are there signs of leaks in the main pipes of the system?			
15	Did the community report pipe breaks in the last weeks?			

Source: WHO and DVGW Arbeitsblatt W102, modified by WECF

Total Score of Risks: 15

Risk score:

Very high risk	High risk	Medium risk	Low risk
12-15	9-14	8-4	3-0

Results and Recommendations:

The following important points of risk were noted (list 1-15):

Comments:

A7-f

Risk assessment of deep borehole with mechanised pumping

Village:

Location:

Depth of borehole: _____ meter

Nitrate (quick test) concentration of the water: _____ mg/litre

Date of visit:

Assessment was carried out by:

	Specific Diagnostic Information for Risk Assessment	Yes	No	Remarks
1	Is there a latrine or sewer or animal manure 100m from the pump house?			
2	Is there any source of other pollution within 100m?			
3	Is there an uncapped well within 100m?			
4	Is the drainage around the pump house faulty?			
5	Does damaged fencing allow animal entry?			
6	Is the floor of the pump house permeable to water?			
7	Does water form pools in the pump house?			
8	Is the well seal unsanitary?			
9	Is the well-cover unsanitary?			

Source: WHO, modified by WECF

Total Score of Risks: 9

Risk score:

Very high risk	High risk	Medium	Low risk
8 -9	6-7	4-5	0-3

Results and Recommendations:

The following important points of risk were noted (list 1-9):

Comments:

A7-g

Risk assessment of a spring

Village:

Location:

Depth of borehole: _____ meter

Nitrate (quick test) concentration of the water: _____ mg/litre

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Risk Assessment	Yes	No	Remarks
1	Is the spring unprotected?			
2	Is there a latrine or sewer uphill and/or within 30m of the spring?			
3	Is there any fertilising with manure or agricultural chemicals uphill or within 30m of the spring?			
4	Is there any other source of pollution uphill and/or within 30 m of spring? (i.e. waste disposal, manure or compost heaps, pesticides)			
5	Can animals have access within 30 m of the spring?			
6	Is the masonry of the spring (basin or reservoir) faulty?			
7	Is the backfill area behind the retaining wall eroded?			
8	Is the fence absent or faulty?			
9	Does surface water collect uphill of the spring?			
10	Is the diversion ditch above the spring absent or non-functional?			

Source: WHO, modified by WECF

Total Score of Risks: 10

Risk score:

Very high risk	High risk	Medium risk	Low risk
9-10	6-8	3-5	0-2

Results and Recommendations:

The following important points of risk were noted (list 1-10):

Comments:

A7-h

Risk assessment of a school or public toilet

Village:

Name of the school/location:

Type of toilet: **Flushed toilet & sewerage** O

Flushed toilet & septic tank O

Pit latrine O

Any other toilet O, **please specify:** _____

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Risk Assessment	Yes	No	Remarks
1	Is the building in a good state (no leaking roof etc.)?			
2	Are all toilets/urinals fully functional?			
3	Are surfaces of walls and floors smooth and easy to clean?			
4	Are the floor and the walls clean?			
5	Are the toilet seats/slabs clean?			
6	Are garbage bins present in the girls´ and teachers´ toilets?			
7	Is there a comfortable temperature in the toilet room?			
8	Is there no bad smell?			
9	Are there no flies?			
10	Is toilet paper available?			

Total Score: 10

Risk score:

Low Risk	Medium Risk	High Risk	Very High Risk
9-10	6-8	3-5	0-3

Results and Recommendations:

Comments:

A7-i

Risk assessment of hand wash facilities in the school

Village:

Name of the school/location:

Type of hand wash facility: **Piped water** O

Hand wash stand O

Date of visit:

Inspection was carried out by:

	Specific Diagnostic Information for Risk Assessment	Yes	No	Remarks
1	Is there hand wash facility close to the toilet?			
2	Is there a hand wash facility close to the kitchen?			
3	Are all hand wash facilities functional?			
4	Is there sufficient water quantity available?			
5	Is the water quality suitable for hand washing?			
6	Is soap available either liquid or bars?			
7	Are hand dryers or paper towels available?			
8	Are there no leakages from pipes?			
9	Is the facility clean and free of litter?			
10	Are there no flies?			

Total Score: 10

Risk score:

Low Risk	Medium Risk	High Risk	Very High Risk
9-10	6-8	3-5	0-3

Results and Recommendations:

Comments:

Module A8

Conducting Interviews

Authors: Margriet Samwel, Claudia Wendland

Summary

The development of a Water and Sanitation Safety Plan (WSSP) requires information from several stakeholders. A very useful and rather easy way to collect information about several aspects of a water supply and sanitary systems is by conducting interviews with the relevant stakeholders. The type of stakeholders and the posed questions vary from the water operator or to the consumers and require may be different approaches and questions. Some basic knowledge and approaches on conducting interviews and on the selection of responders is provided in this module. Also examples of questionnaires targeting different responders are presented in this module.

This module provides example questionnaires for:

A8-a Questionnaire for citizens
A8-b Questionnaire for doctors and health professionals
A8-c Questionnaire for water operators and water professionals
A8-d Questionnaire for users (pupils) of school sanitation and hand wash facilities
A8-e Questionnaire for responsible authority for the operation of public sanitation and hand wash facilities (school director, administration)

Objectives

The readers or pupils are able to conduct interviews with several types of stakeholders. They collect and process useful information from the water operator, local authorities, consumers and pupils.

Key words and terms

Conducting interviews, Interviewer, interviewee, responder, randomly selection, preparation of questionnaires.

Conducting Interviews

Introduction

For conducting interviews some understanding of the respondent is needed. The respondents/interviewees may be reluctant and hesitant to communicate with the interviewer and/or to answer the posed questions. Before you start to design your interview questions and process, clearly define which information should be gathered and identify the target groups of respondents.

Also, thoughts should be made or the interviewer should be instructed on how to approach the interviewees. This helps to keep a clear focus on the intent of each question and to obtain reliable information. Also the interviewer should think about how to approach the respondent and may need some instructions on this.

Before the start, practical logistics and processing of the gathered information should be discussed and clarified

1. Interviews Can Be Conducted in Several Ways

- The interview can be conducted in an informal and conversational way: no determined questions are asked.
- A guided interview approach ensures that the required information is collected, yet in a more structured way (the conversational way generally allows a certain degree of freedom in talking).
- With a standardised, open-ended interview the same open-ended questions are asked to all respondents, but the respondents are free to choose how to answer the question.
- With a closed, fixed-response interview all respondents are asked the same questions and are asked to answer from among the same set of alternatives.

For our purpose to enable non-experts to conduct interviews questionnaires with standardised questions are prepared; answers can be a combination of free choice and a choice of given answers. Of course the users can adapt questions according to the local relevance and interests.

1.1. Interview logistics

Selection of persons to be interviewed

Interviewing the local water supply and health authorities in a small village involves a restricted number of respondents of 3 to 6 persons. Whereas interviewing citizens, a strategy for a broad variety of samples respondents and locations has to be developed. Considering restricted possibilities, such as the availability of

interviewers and respondents, the number of wished respondents could be minimized. A minimum of 20 persons should be interviewed to get an impression on the citizen's experiences living in the village. Attention should be paid to have an equal amount of male and female and a variety of ages and social/economical conditions among the respondents.

One way is to randomly select the respondents in a community. The locations should be equally spread out over the community by using a map for identifying the locations of respondents. Another possibility is to ask pupils to interview their parents/relatives and neighbors. The advantage of this is that more interviews can be conducted. However, the location of the respondents should not be in one area of the village, but spread out over the whole village like in the random approach.

Preparing the questionnaires

The questions of the questionnaires provided in this module should be checked together with the WSSP team on their relevance, completeness and comprehension. If pupils are conducting the interviews, they should understand the relevance and the text of the question and be well prepared by their teacher. Interviewers should be provided with enough copies of the questionnaires, pens and instructions for doing the interviews.

Often, respondents *may feel more comfortable at their own places of work or homes.*
Make sure that the respondent *is comfortable.*

1.2. Preparation of the interview before questioning

1. Choose a setting with some discretion. Avoid loud lights or noises and ensure that the respondent is comfortable. Often, the respondent may feel more comfortable at his / her own place of work or home.
2. Introduce yourself and explain the purpose of the interview.
3. Address terms of confidentiality. Writing down the respondents name or age is not necessary; the results will be handled anonymously. Explain who will get access to their answers; write down time and locality.
4. Explain the format of the interview you are conducting and its nature.
5. Indicate how long the interview will approximately take.
6. Tell them how to get in touch with you later if they want to.
7. Ask them if they have any questions before you both get started with the interview.
8. Do not count on your memory to recall their answers and write down the answers of the respondent straight away.

1.3. Conducting the interview

Obtaining reliable information from the respondents is not always easy. For conducting an interview, some basic rules should be taken in consideration. For example:

1. Ask one question at a time.
2. Attempt to remain as neutral as possible. That is, do not show strong emotional reactions to the responses.
3. Encourage responses with occasional nods of the head, etc.
4. Be careful about your behaviour when taking notes and how it may influence the further course of the interview. For example, if you jump to take a note, it may appear as if you are surprised or very pleased about an answer, which may unconsciously influence further answers.
5. Be careful with “why” questions; these questions may cause respondents to react defensive, e.g., that they feel they have to justify their response, which may inhibit their responses to this and future questions.
6. Provide transitions between major topics, e.g., "we have been talking about (some topic) and now I'd like to move on to another topic".
7. Do not lose control of the interview. This can occur when respondents stray to another topic, taking too much time to answer a question reducing the interviewing time; another possibility is that the respondent may start posing questions to the interviewer.

After the interview

Make sure that the respondent is allowed to look at your written notes after the interview in order to clarify any scratches, ensure pages are numbered, search out any notes that do not make sense etc. Write down any observations you made during the interview. For example, if there were any surprise reactions during the interview.

After the responses of all respondents are collected, the data have to be processed. Pooling similar answers and/or making graphics of the pooled answers can be used as a summary of the findings. Percentages of the positive and negative perceptions or knowledge can be calculated for example.

2. Remarks

- Questionnaire forms can be discussed with the WSSP team and/ or pupils focussing on its relevance for the community, the water supply and sanitary installations and the clearness of the questions.
- Doing interviews and testing the clarity of the questionnaires should be practised before the real interviews are started. The interviewer could practice with a colleague. A third person watching the interview can act as the observer, giving feedback after the interview.

3. Text Sources and Further Reading

Free Management Library (20129. General Guidelines for Conducting Research Interviews. Available from http://managementhelp.org/businessresearch/interviews.htm#anchor140495

How to do a Survey (2012). Available from http://www.mathsisfun.com/data/survey-conducting.html

A8-a

Questionnaire for citizens: Experiences, problems and perceptions

Name of Interviewer:

School or WSSP team:

Date:

	Information about the responder: Age: **Male** ☐ **Female** ☐ **Nr. of persons in the household** **Street:** **Target village/community:** **Number of inhabitants:**				
		Yes	**No**	**Other answer**	**Remarks**
1	Do you have centralised piped water in your house?				
2	Which other water source do you use?				
3	How much water do you need daily for your household?				
4	Is there always enough water available?				
5	Is the water quality good?				
6	If not, please explain why not				
7	Do you treat or boil the water for drinking?				
8	Were you or your family ever sick due to the water? If yes, when and how				
9	Do you use bottled water? If yes, how many liters daily?				
10	Do you have a water meter				
11	How much do you pay monthly fort he water supply?				
12	What kind of toilet do you have? (pit latrine or flush toilet)				
13	Is the wastewater of your house or toilet treated?				
14	What are your suggestion concerning the drinking water supply for your household?				

A8-b

Questionnaire for doctors and health professionals: Water and related diseases

Name of Interviewer:

School or WSSP team:

Date:

	Information about the responder: Male ☐ Female ☐ **Function:** **Target village/community:** **Number of inhabitants:**				
		Yes	**No**	**Other answer**	**Remarks**
1	Do you have any complains about the water quality in your community?				
2	If yes, please explain				
3	Do you have the analysis results of the drinking water				
4	Do you have in your praxis access to adequate wash and sanitary facilities?				
5	Do in your village occur any water related diseases?				
6	If yes, please explain.				
7	Do in your village occur any hygiene or sanitary related diseases?				
8	If yes, please explain.				
9	Is the served water in your village suitable for babies?				
10	Do you have any advises for the villagers on how to use the water?				
11	Do you have any suggestions concerning the drinking water supply in your village?				

A8-c

Questionnaire for water operator or person in charge: Water and management

Name of Interviewer:

School or WSSP team:

Date:

	Information about the responder: **Male** ☐ **Female** ☐ **Function:** **Target village/community:** **Number of inhabitants:**				
		Yes	**No**	**Other answer**	**Remarks**
1	How many households are served in your community by centralised piped water?				
2	How many households use individual wells or springs?				
3	Which water sources are used for the water supply?				
4	What is the main risk for the water supply? (i.e. interruptions or leakages or others)				
5	If there are, what are the main pollutants or contaminants in the village water sources?				
6	Is the water treated? If yes, please explain how.				
7	How often is the water of the public supply analysed?				
8	Which bacteria or chemical substances are analysed?				
9	Is there any substance not in compliance with the standards? If yes, which?				
10	Are the analysis results of the public supply accessible for the citizens?				
11	Is there qualified staff for operation and maintenance of the public supplies?				
12	Are there sufficient financial resources for operation and maintenance of the public supplies?				
13	What are the sources of the financial means: tariffs, tax or other?				
14	Do you have any suggestions concerning the drinking water supply in your village?				

A8-d

Questionnaire for users (pupils) of school sanitation and hand wash facilities

Name of Interviewer:

School or WSSP team:

Date:

	Information about the responder: Age **Male** ☐ **Female** ☐ **School:** **Target village/community:** **Number of pupils:**				
		Yes	**No**	**Other answer**	**Remarks**
1	Are you satisfied with the school toilet?				
2	Are you satisfied with the hand wash facility in the school?				
3	Do you use the school toilet?				
4	If not, why not?				
5	Do you use the hand wash facility?				
6	If not, why not?				
7	Are toilets easily accessible?				
8	Are there sufficient number of toilets in the school?				
9	Are there sufficient hand wash facilities in the school?				
10	Are the hand wash facilities close to the toilets?				
11	Do you think that there is enough privacy in the toilet cabins/in front of the urinals?				
12	Is toilet paper available all the time?				
13	Is soap for hand washing available all the time?				
14	Is there always sufficient water available for washing hands?				
15	Are the toilet rooms clean?				
16	Do you know who is responsible for cleaning the toilets and wash rooms?				
17	Can pupils complain to school staff about a bad situation in the school toilet?				
18	Do they teach proper hygiene practices at school?				

A8-e

Questionnaire for responsible authority for the operation of public sanitation and hand wash facilities (school director, administration)

Name of Interviewer:

School or WSSP team:

Date:

	Information about the responder: Age Male ☐ Female ☐ **School:** **Target village/community:** **Number of pupils or user of the facility:**				
		Yes	**No**	**Other answer**	**Remarks**
1	Are sufficient toilets and hand wash facilities for the users?				
2	Is there an operation and maintenance plan for the facilities?				
3	Is there enough staff for operation and maintenance of the facilities?				
4	Do you have a separate budget for operation and maintenance of the facilities?				
5	Are there sufficient financial resources for operation and maintenance of the facilities?				
6	How is the wastewater from toilets and hand wash facilities treated?				
7	Who takes care that toilet paper and soap are available in the facilities?				
8	Is there always sufficient water available for washing hands?				
9	Can pupils or users complain to school staff about a bad situation in the school toilet?				
10	Do you have many complaints related to the toilets or hand wash facilities?				
11	If yes, why?				
12	Is hygiene education part of the curriculum?				

How to Use the WSSP Compendium?

The Water & Sanitation Safety Plan (WSSP) compendium consists of three parts:

Part A – How to accomplish a water and sanitation safety plan?

Part A, consists of 8 modules, explaining the approach of developing water and sanitation safety plans (WSSP) for small-scale water supplies, and provides basic and practical guidance for developing a WSSP. Two modules focus mainly on WSSP for non-piped water supplies and on small-scale piped distribution systems. Furthermore this part introduces the practical activities in 10 steps to be carried out by a WSSP team and leading to a local WSSP. Several forms for the practical activities, doing risk assessments of the water supply or toilets, doing interviews of different stakeholders and processing the collected information and results as well as examples are provided.

The **main target groups** of part A are local authorities and water operators, but also teachers and NGOs.

Part B – Background information for developing WSSP

Part B, consists of 8 modules, providing technical and regulatory information on for example possible drinking water sources, water treatment and distribution, sanitation and wastewater treatment, water protection and water quality, relevant chemical and microbiological parameter- their sources, health and/or technical concern and management of storm water.

The **main target groups** of part B are persons who appreciate more background information on water and sanitation related issues. These can be local authorities and water operators, but also teachers, NGOs and interested citizens.

Part C – How to involve schools?

Part C, consists of 6 modules, and is an additional part, especially for youth and schools. It includes theoretical lessons on general water issues such as the water cycle, and also specific information on school sanitation, water and hygiene. The development of a WSSP is explained especially in terms of involving pupils and citizens. Exercises and suggestions for practical and interactive actions in combination with the tool box are detailed.

The **main target groups** of Part C are mainly teachers, but also youth group leaders, NGOs or local authorities.

Most of the modules finish with a list of practical WSSP related activities, the expected results or outputs, and a list with references and further readings.