



**INTER AIDE  
SIERRA LEONE**

**COMMUNITY TRAINING  
FOR HAND PUMP  
MAINTENANCE  
GUIDELINE**

## COMMUNITY MEETING – 2H MAX

### 1. GENERAL RULES – 15 MIN. MAX

- **Prayer**
- Ask **every adult** of the community to attend the meeting on a quiet place and inform them about the **length** of the meeting
- Insist on **women** presence  
If women are still not attending the meeting, ask to the community who is generally using the hand pump. Once they answered *Women* explain how important it is for women to understand the way their hand pump is working and how to take care of it.
- **Children** are forbidden  
It is not a discussion for children and adults need to stay focus on the meeting.
- **Phones** must be switched off
- To participate to the meeting, anyone must put his/her **hand up**. Use the green/yellow/red cards to regulate the meeting (authorization/warning/penalty)
- Everybody must be **in front** of you
- **Stand up**, speak loudly, clearly and keep moving to avoid boredom

### 2. INTRODUCTION – 10 MIN. MAX

- Introduce yourself and your organisation to the assembly
- Explain that you are working on hand pump and the way to take care of it
- Have a quick presentation of the community

### 3. GENERAL DISCUSSION – 15 MIN. MAX

- What is water? Why do we need it? How do we get water? Can we use any water? Can water be dangerous?
- What are the advantages of a hand pump? **Easier and safer**: talk about the difference between close water and open water and that water can be easily treated with Chlorine
- How many hand pump(s) do you have? For how long? Is it currently working? Have you ever had any problem? If yes, how did you manage to take care of it?
- To whom belongs the hand pump? Who is taking care of it?



### Ownership and Responsibility

**If and only if the community wants to get involved on their hand pump management, Inter Aide will support it.**

*Illustration: The community is the front tyre of the bike and Inter Aide is the back tyre: if the front tyre doesn't move, the back tyre will not move.*

#### 4. REPARATION AND PREVENTIVE MAINTENANCE – 30 MIN. MAX

- Go to the hand pump with the community and open the inspection cover
- Compare the hand pump to the human head



- Show old and new spare parts and let the community touch it



- Ask them if they can tell the difference between those parts
- What is going to happen with this old spare part? Wait for answers and ask them if they know the name of the work that is necessary for this spare part: **Reparation**
- Is reparation the only solution to have a functional hand pump? Wait for answers and ask if they know what **preventive maintenance** is? Explain basic maintenance and major maintenance (use the pictures below) and insist on **every 2 weeks / every year**

*Illustration: Do you wait for sickness to wash your body?*

*If you use your motor bike for 3 months without changing oil, what will happen?*



- *Show the pictures above to the community:* Who do you think is able to do this job? Wait for answers and explain that 2 people are responsible for the maintenance. One at community level: the **Pump Care Taker** on basic maintenance and one at chiefdom level: the **Pump Officer** on major maintenance. Give to the community the name of the Pump Officer in charge of their area.
- Do you know the cost of reparation (change of spare parts)? Give to the community the **price list** and let them find the prices of major spare parts. On average, a first reparation costs around **Le 1,000,000**.



- Explain to the community that, to avoid costly reparation, a low cost maintenance is necessary: maintenance will roughly cost **between Le 100,000 and Le 150,000 per year**.

## 5. MONEY CONTRIBUTION – 20 MIN. MAX

- Explain the community that first of all, a repair on the hand pump will be necessary: it is what we call the **first shot**
- Introduce Inter Aide strategy by displaying the different costs of a **first intervention**  
*Show the following pictures to the community:*





- Allow the community to see each picture by passing it round.
- Ask the community to calculate the total cost (**Le 290,000**) of the first shot and add **10,000 Le** as a **maintenance fund** → **Total = Le 300,000**
- Explain that Inter Aide will be responsible for the extra cost: present the funding agency (**EU**) to the community



**Inter Aide will help only once, not twice**

- With all these information, are you willing to work with us for the good of your hand pump?
- How will you get this money? The members of the community can organise themselves with their own **bylaws**. Inter Aide will also advice on how to contribute money.  
*Illustration: Some villages can decide to contribute per month, per house or per person, etc.*

**6. WATER COMMITTEE – 15 MIN. MAX**

- To manage any issue with the hand pump (small maintenance, money contribution, etc.), a **water committee** is necessary. You will have to choose in a democratic way, through an **election, 5 people** to form this committee:
  - Chairman: active and organised person
  - Chairlady-Treasurer: trustful and trouble shooter person
  - Secretary: educated person
  - Pump Care Taker: a regular user of the hand pump (generally a woman)

- Adviser: town Chief or any other respected person
- Witness the election process to ensure that proper members are forming the committee
- Ask the community to have a first talk on the money contribution system they want to implement

#### **7. ASSESSMENT – 10 MIN. MAX**

- What is the best way to take care of your pump? Preventive maintenance
- How often? Every 2 weeks for basic maintenance and every year for major maintenance
- Why do you have to contribute money? Preventive maintenance and reparation
- Who will take care of your pump? Pump care taker and Pump Officer
- How much do you need to have in your cash box? Between 100,000 and 150,000 Leones

# WATER COMMITTEE TRAINING – 1 DAY

## PART 1: COLLECTIVE TRAINING – 1H30

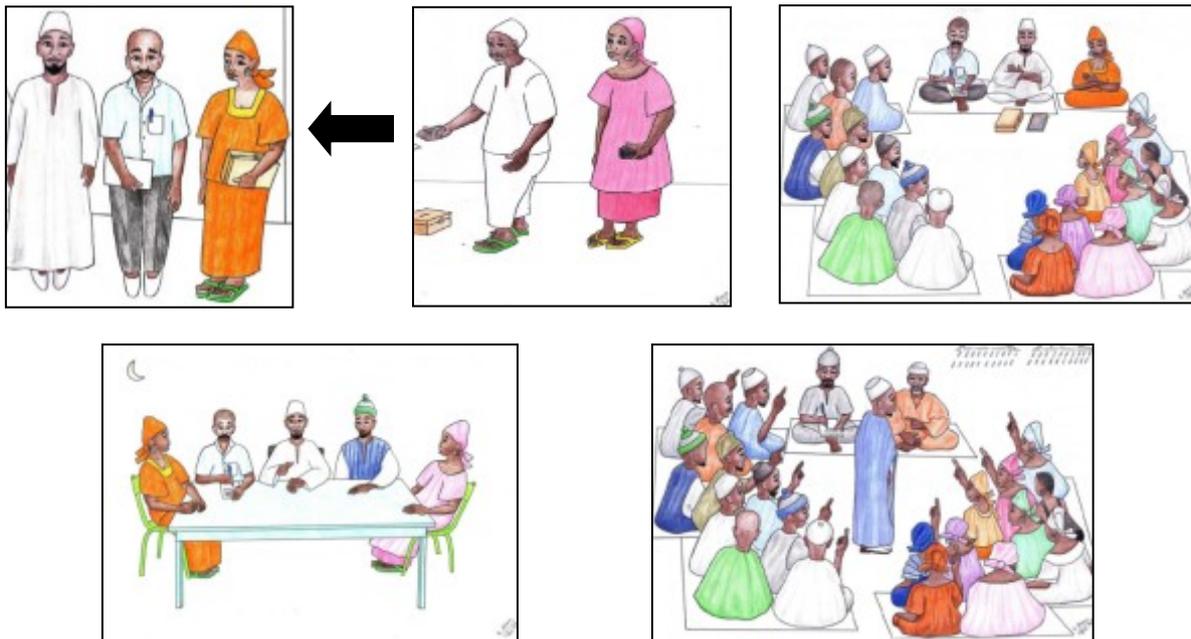
### 1. INTRODUCTION – 15 MIN. MAX

- **Prayer**
- **Gather the 5 members** of the water committee
- Ask them to **introduce themselves** and their position
- Explain the **objective of the training**:
  - Train each member on his/her responsibilities
  - Teach the water committee on how to manage their water point
- Conduct a **knowledge checking**:
  - How do you take care of your hand pump? Maintenance
  - How often do you take care of your hand pump? Basic maintenance every 2 weeks and major maintenance every year
  - What is a committee? A committee is a group of people gathered to manage the affairs of a particular community
  - What is the importance of forming a water committee? To ensure a good management of the hand pump: money contribution, basic maintenance, hygiene promotion and bylaws

### 2. RESPONSIBILITIES – 1H MAX

#### ❖ CHAIRMAN

*Show the pictures and ask the member if he can identify his responsibilities*



- Be the **bridge** between the **water committee**, the **pump officer** and **local authorities** (and Inter Aide during the program process)
- Make respected **rules** and **penalties** implemented to manage the water point
- Do the **money collection** every month with the secretary and treasurer
- Keep one **key** of the **cash box** (the other one is kept by an inhabitant)
- **Witness** any **money movement** from the cashbox
- Organise a **monthly meeting** to present the accountability to the community
- **Take decision** when minor problems occur and contact the adviser for any major problem
- **Call the pump officer** for the yearly maintenance or in case of breakdown
- Gather the community for a **new election** if any member of the water committee needs to be replaced

❖ **CHAIRLADY-TREASURER**

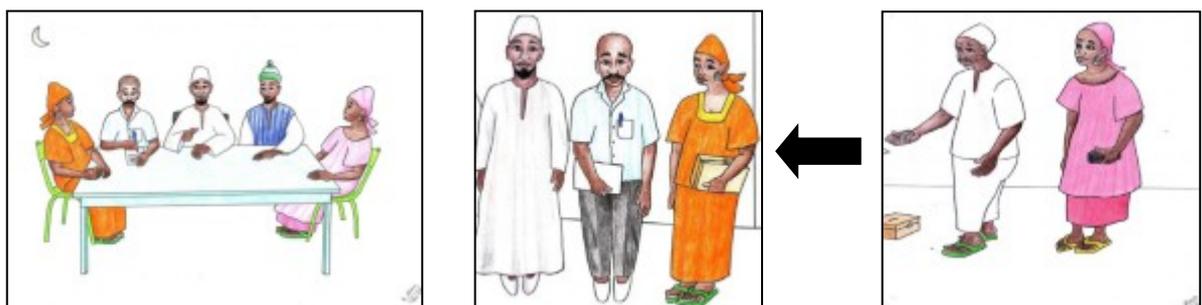
*Show the picture and ask the member if she can identify her responsibility*

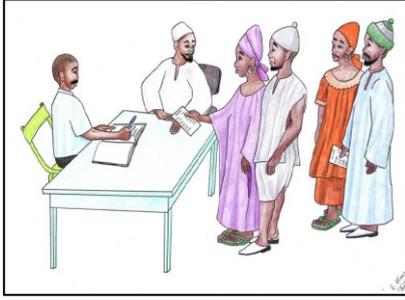


- Keep the **cash box safe**
- Do **money collection** every month with the chairman and the secretary
- **Witness** any **money movement** from the cash box (contributions and expenditures)
- **Bring** the **cash box** to the monthly meeting
- **Represent women**

❖ **SECRETARY**

*Show the pictures and ask the member if he can identify his/her responsibilities*

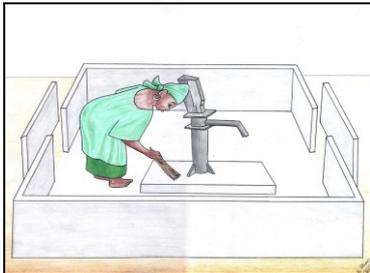
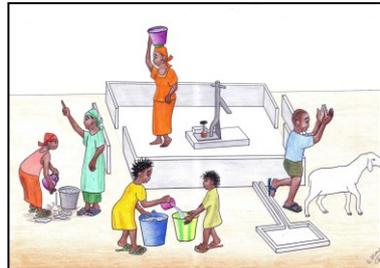
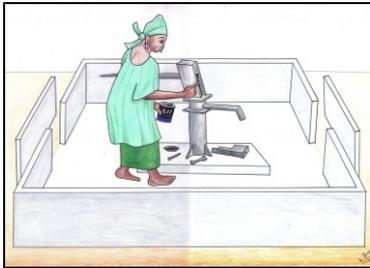




- Keep **record** of any **important decision** and report it to the community
- Keep **record** of **expenditures** related to the water point
- Do **money collection** every month with the chairman and the treasurer
- **Fulfil** and keep the **record book** of money contribution
- **Witness** any **money movement** from the cash box
- Keep all **receipts** of any financial transaction
- Give **monthly financial report** to the community
- Inform the chairman about the next **maintenance date**

❖ **PUMP CARE TAKER**

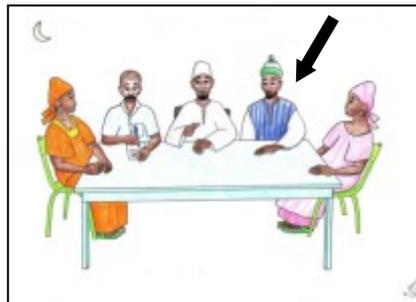
*Show the pictures and ask the member if she can identify her responsibilities*



- **Grease** the chain every 2 weeks
- **Check the fitting of the handle** every morning before opening the pump
- **Open and close** the pump
- **Clean** regularly the **spurt** of the pump with sand and clean cloth
- **Sensitise** users to clean their **hands** and **containers** before fetching water from the pump to avoid water contamination
- **Sensitise** users on the danger of **animal defecation**, **rubbish** and **stagnant water** around the water point to avoid water contamination
- **Appoint community members** for the cleaning of the water point area
- **Teach** how to use the hand pump
- **Report** any repetitive **misuse** of the hand pump to the chairman
- **Report** any **breakdown** to the chairman
- **Stop** the **use** of pump in case of breakdown
- **Witness maintenance and repair** on the hand pump

❖ **ADVISER**

*Show the pictures and ask the member if he can identify his responsibility*



- Be the **bridge** between the **water committee** and the **villagers**
- **Advice** and facilitate solutions in case of weakness and/or major problem
- **Reinforce bylaws**

### 3. ASSESSMENT – 15 MIN. MAX

You will ask quick questions to make sure the responsibilities of each are understood. Anytime a member feels concerned, she/he will have to stand up. Let them time to decide the right answer.

- Who is doing the money collection? Chairman, Secretary and Chairlady (Treasurer)
- How often? Every month
- Who is able to open the cash box? Who is having the keys? Chairman and one inhabitant
- Who will keep the cash box? Chairlady (Treasurer)
- Does the Chairlady have the key of the cash box? No
- Once the money has been collected, what has to be organised? Meeting with the community
- Who is organising it? Chairman
- How often? Every month
- If someone refuses to contribute money, who will manage it? Chairman
- If the chairman cannot solve the issue, what should he do? Go to the Adviser
- If a child is playing with the hand pump, who will manage it? Pump Care Taker
- If the water point is dirty, who will manage it? Pump Care Taker
- If there is a breakdown, who will manage it? Pump care taker goes to the Chairman to inform him
- Who will repair the breakdown? Pump Officer
- What is the name of your Pump Officer?
- Who will call the pump officer? Chairman
- What is the best way to take care of your hand pump in order to avoid breakdown? Preventive maintenance
- How often? Every year
- Who is in charge to remind the next maintenance date? Secretary



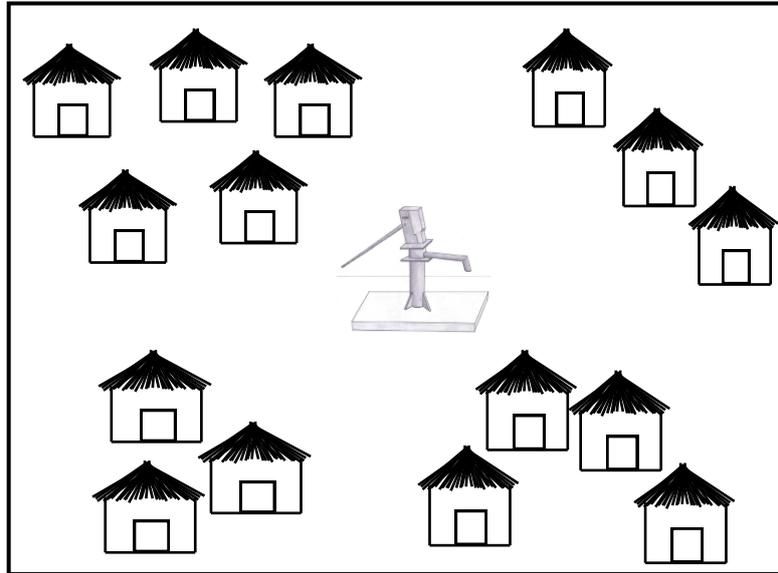
**Ask the Chairman to organise soon the first monthly meeting in order to determine bylaws and monthly money contribution with the Water Committee and the entire community. Witness this first meeting to make sure the Secretary is reporting all the information in the record book.**

## PART 2: PRACTICAL – 45 MIN.



**Present the game** to the water committee:

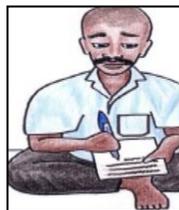
- Let each member choose her/his picture. Explain that every member of the water committee is living in the village and ask them to choose one house.



**Chairman**



**Chairlady  
Treasurer**



**Secretary**



**Adviser**



**Pump Care  
Taker**

- You will play the role of:
  - the **pump officer**



- The **inhabitant** who keeps the key of the cash box



- The hand pump is in the center of the village. Different situations will occur. Let the water committee decide what the right thing to do is. The other pictures are here to help them in their decision (present every picture before starting the game). Do not influence them. Anytime a character is willing to take part of the game, the member will move her/his picture to the right place.

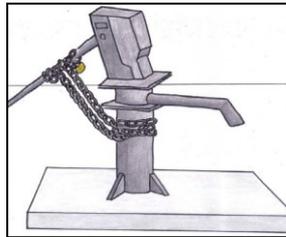
## SCENARIO



It is night time (*place the moon on the game*), villagers are asleep. The hand pump is locked.



*Place the below picture on the hand pump*



It is now day time (*replace the moon with the sun*).



What do you have to do and who will do it?

*The pump Care Taker should open the water point and remove the locked hand pump.*



Children are playing with the hand pump. (*Place the picture next to the pump*)



Who is in taking care of it?

*The pump Care Taker is responsible for the good use of the hand pump; she will tell the children not to play with the hand pump.*



Despite the pump Care Taker's intervention, the children are still misusing the pump. What does the pump Care Taker have to do?

*The Care Taker reports the issue to the Chairman. The Chairman meets the children to prevent them from using the pump.*



The Chairman's intervention is not sufficient. What does the Chairman/Chairlady have to do?

*The Chairman reports the issue to the Adviser.*

☞ It is time for the monthly money contribution. (*Place the picture in the center of the village*)



Who is in charge of the money collection?

*The Chairman, the Secretary and the Chairlady (Treasurer) meet and collect the money.*

☞ How do you put the money in the cash box?

*The Chairman and the chosen inhabitant bring their key of the cash box.*

☞ The monthly contribution is done. What happens next?

*The Chairman organises the monthly meeting for the entire community. The Chairlady (Treasurer) brings the cash box and the Secretary brings the record book to present the accountability.*

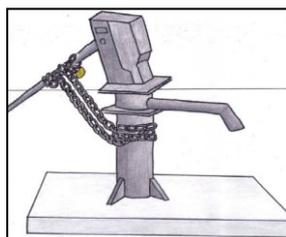
*(Ask the Chairman to place the below picture in the center of the village)*



☞ It is night time (*place the moon on the game*).  
What do you have to do?



*The pump Care Taker should close the water point.*





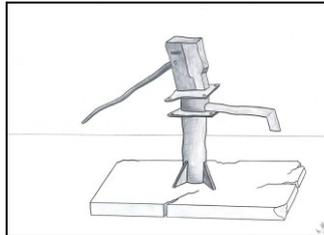
It is now day time (*replace the moon with the sun*).



What do you have to do?

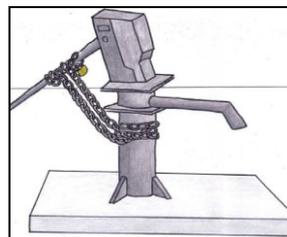
*The pump Care Taker should open the water point and remove the locked hand pump.*

A villager is using the hand pump but no water comes out (*Place the broken hand pump on the game*)



She tells the pump Care Taker about this problem. What does the pump Care Taker do?

*The Care Taker should go to check on the pump with her tool kit. If she cannot fix the problem, she closes the pump and informs the Chairman about the breakdown.*



*The Chairman checks with the Secretary, the Chairlady (Treasurer) and the inhabitant who keeps the key of the cash box if there is enough money for spare parts and manpower. If yes, the Chairman can call the Pump Officer. The Pump Care Taker assists the Pump Officer during the repair.*

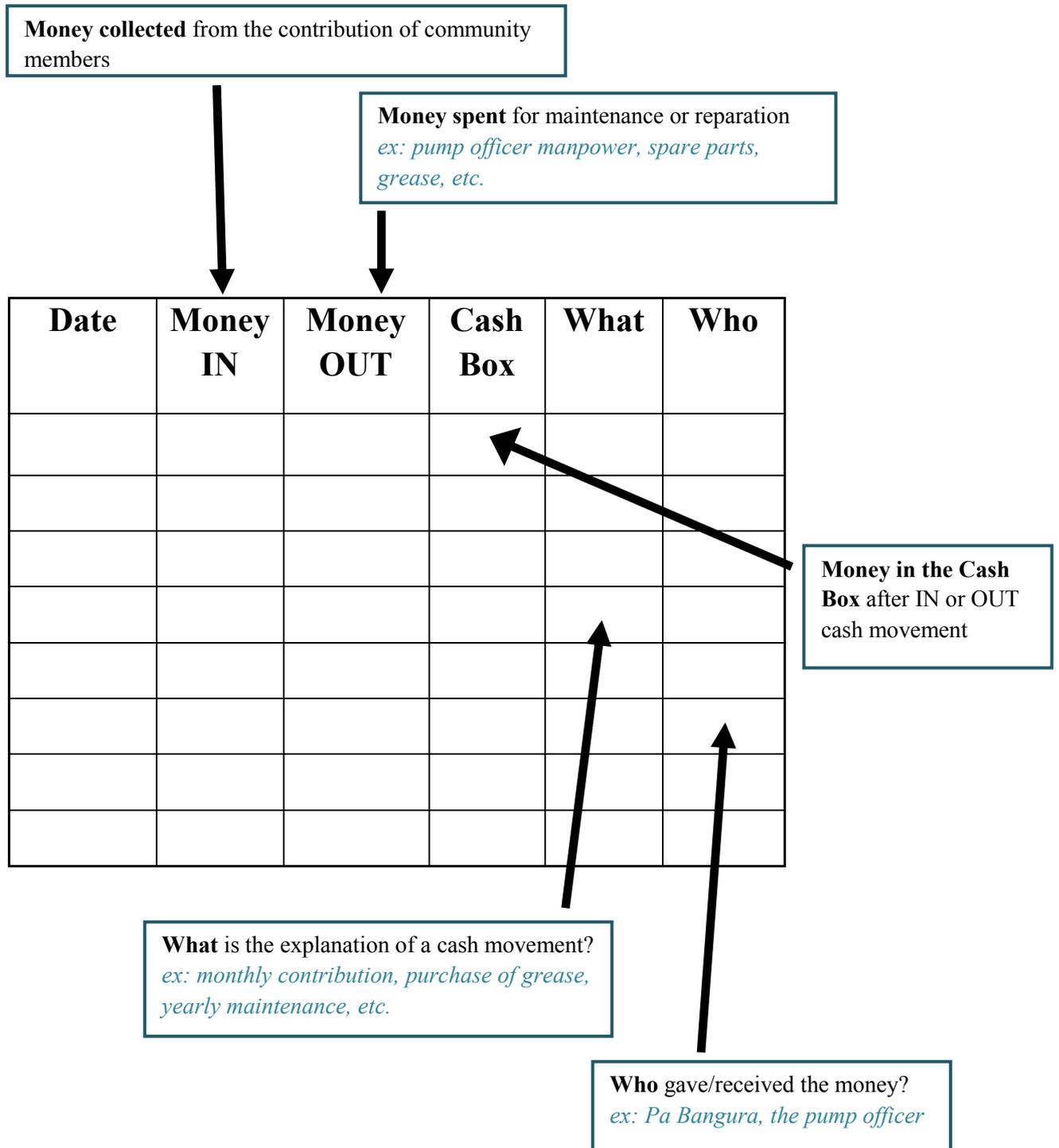


We are in September and school has already begun. What do you have to do before Christmas time? How?

*The preventive maintenance. The Secretary shall remind the maintenance date to the Chairman. The Chairman checks with the Secretary, the Chairlady (Treasurer) and the inhabitant who keeps the key of the cash box if there is enough money (120,000 Le). If yes, the Chairman can call the pump officer. The pump Care Taker assists the Pump Officer during the maintenance.*



- Train the secretary on the record of money contribution and expenditures



➤ **Exercise**

- Complete the list of contributors with the following elements:
  - John Conteh contributes 2,000 Le in January 2014
  - Amie Jalloh contributes 2,000 Le in January 2014
  - Mohammed Bangura contributes 2,000 Le in January 2014
  - Alusine Sesay contributes 2,000 Le in January 2014
  - John Conteh contributes 2,000 Le in February 2014
  - Amie Jalloh contributes 2,000 Le in February 2014
  - Mohammed Bangura contributes 2,000 Le in February 2014
  - Alusine Sesay contributes 2,000 Le in February 2014
  
- For each month, report the money contribution in the record book.
  - *January*  
*IN = 8,000 Le*  
*Cash box = 8,000 Le*  
*What = contribution*  
*Who = community*
  - *February*  
*IN = 8,000 Le*  
*Cash box = 16,000 Le*  
*What = contribution*  
*Who = community*
  
- The 15<sup>th</sup> of March 2014, the pump care taker is going to town to buy grease (15,000 Le). Report the information in the record book.
  - *15/03/2014*
  - *OUT = 15,000 Le*
  - *Cash box = 1,000 Le*
  - *What = grease*
  - *Who = pump care taker*

## 2. PUMP CARE TAKER – 2H MAX

- Go with the pump care taker to the pump
- Give her a spanner to open the inspection cover and explain the name of the different parts



- Show her how to grease the chain and the bearings



- Show her how to tighten the nuts and the chain



- Show her how to feel the handle

- Show her how to use the pump properly
- Teach her on how to clean the area



- Explain the purpose of the soak away and how to maintain it



**NOT GOOD**



**GOOD**

*Images used in the manual and for the training are directly extracted from tools developed by ANTEA in a project in Mali and that can be downloaded from pS-Eau website:*  
[www.pseau.org/outils/organismes/organisme\\_detail.php?org\\_organisme\\_id=4374&l=fr](http://www.pseau.org/outils/organismes/organisme_detail.php?org_organisme_id=4374&l=fr)

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