

WASH Sector Coordination

Minutes of weekly Zaatari camp WASH sector coordination group

Date: Monday 19th January 2014

Venue: Oxfam meeting room, Buffer zone of Zaatari Base Camp

Time: 11:00 AM- 12:30PM

Duration: 1.5 hours

Present: Muwafaq Hazza (Open hands), Cobie Visscher (Oxfam), Romain Briey (JEN), Anne Rapin (ACTED), Mohamed Ugool (UNICEF), Ahmed Ali (UNICEF) - chair, Mohamed Alhamwan (UNICEF), Matthew Richard (UNHCR) – minutes, Gwinola Grouhel (Oxfam), Ashraf Al-Saber (JEN), Nadia Kerlin (ACTED), Catherine Sherwood (UNHCR), Murad Al-Shishani (UNHCR), Wajdi (Open hands).

- ❖ For WASH info & documents, refer to the on-line “Box” storage:
https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549
- ❖ REACH’s maps and weekly WASH reports can be found on the on-line “Drop Box” storage:
<https://www.dropbox.com/sh/n9ngx1oy848q644/v6gd24hWRa>
- ❖ REACH’s maps on the latest wastewater assessment (currently only Ds 1,2,3,4 and 12):
<https://www.dropbox.com/sh/n9ngx1oy848q644/zWLXyXMBEM/Waste%20Water%20Assesment%20-%20Old%20Camp>

1.0 Update on WASH Block Handover	
Summary of discussions	<p>1.1 UNICEF, JEN, Bab Elamood, & Open Hands met on Wednesday 15 Jan to agree on the levels of repair needed for Districts 3 & 4 after the meeting 19 WASH blocks were assessed. It was agreed that all vandalised facilities were considered as non-existing and were declassified (3 in total). The remaining facilities (16 in total) will be fixed. Repair works mainly involve underground drainage, tap replacement, doors replacement, and water tank/stand replacement.</p> <p>1.2 UNICEF, ACTED & Open Hands were supposed to meet and agree on the levels of repair needed for Districts 1 & 2 but it did not happen. Assessment results/ draft minimum standards for D 1, 2, 12 were shared by ACTED on 5 January 2014 but no meeting was conducted.</p> <p>1.3 ACTED, UNICEF & Open Hands met to discuss return of removed water tanks/water tank stands in district 11 but agreed to meet again after ACTED provides more information.</p> <p>1.4 ACTED reported that it shared today the final maintenance sheet organised by tiers.</p>
Action Points	<p>1.5 Relates to 1.3. It is advised that UNICEF compile a document or table on WASH block handover to track progress. UNICEF to discuss further.</p> <p>1.6 UNICEF, JEN & Open Hands to meet and agree on the levels of repair needed for District 4.</p> <p>1.7 UNICEF, ACTED & Open Hands to meet and agree on the levels of repair needed for Districts 1 & 2.</p> <p>1.8 ACTED, UNICEF & Open Hands to meet and discuss return of removed water tanks/water tank stands in district 11.</p>

2.0 Update on water supply	
Summary of discussions	<p>2.1 There was a concern raised by Oxfam that water tanks installed in Districts 7 & 8 by “Mani” need proper foundations as some are losing their balance and therefore unsafe. In districts 7 & 8 concrete bases are missing from many units but exist in most other districts (at WASH blocks built by THW).</p>

	<p>2.2 ACTED reported that at BH # 2 chlorine pump gives high dosage – UNICEF has raised the issue with Amman (UNICEF/Mercy Corps).</p> <p>2.3 ACTED reported that they could not inform the water supply delivery contractor regarding rusty water trucks – this will be done when their water engineer comes from leave this week.</p> <p>2.4 ACTED reported that MoU is signed with all agencies regarding water supply usage.</p> <p>2.5 Concern was raised about the amount of water we are distributing in the camp. i.e., the amount is not reduced much while the refugee figure is reduced by one third. ACTED responded that they reducing it gradually to avoid rioting.</p>
Action Points	<p>2.6 Related to 2.1: Oxfam and Openhands to visit sites to estimate the cost.</p> <p>2.7 Related to 2.2: Issue of BH # 2 to be discussed with UNICEF Amman/MC.</p> <p>2.8 Related to 2.3: ACTED to raise the issue with the water supply contractor/s and to look into option of water truck internal painting/lining.</p>

3.0 Update on waste water drainage – all areas

Summary of discussions	<p>3.1 There were issues raised on the small trucks de-sludging the dug-out pits. It was reported that there is a need to increase the capacity of the small trucks as the number of private latrines increases. UNICEF reported that in the next contract the contractor is expected to do the de-sludging from all over the camp and the contractor is expected to deploy as many small trucks as needed.</p> <p>3.2 Concern was raised regarding refugees paying for de-sludging services. It was agreed that agencies will pass a message to refugees that they should not pay for services.</p>
Action Points	<p>3.3 Related to 3.2: pass on the message to refugees that they should not pay for de-sludging. Agencies to update on the actions they have taken.</p> <p>3.4 ACTED to provide solid waste management hotline number.</p>

4.0 Hygiene and environmental sanitation

Summary of discussions	
Action Points	

5.0 AOB

Summary of discussions	<p>5.1 From the last meeting it was reported that an agreement has been reached between UNICEF and UNHCR that water heaters be placed on relatively secure areas like women WASH blocks that are less vandalized. JEN suggested that it would be appropriate to install these heaters after handing over process is completed. However despite this agreement there is concern that WASH blocks are at high risk from continued looting. There are concerns that certain individuals in the camp are controlling the facilities and if boilers are installed they will be stolen. In addition installing heaters in female only WASH blocks will increase risk to women as it will be men who will enter the facility to steal the heaters. UNICEF reported that JEN & ACTED provided the list of WASH blocks they think is good for installation of the water heaters while Oxfam don't think they are needed in their area.</p> <p>5.2 Installation of prefab toilets in District 8: these will be installed wherever necessary. Oxfam needed 2</p>
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	<p>prefabs immediately since there are refugees without water and sanitation staying in District 8. These are available and UNICEF has given a go ahead but Oxfam requested that they get the approval from UNICEF WASH Chief in Amman.</p> <p>5.3 Lack of water in the edge of D9 and D8 was reported. Problem with new arrivals accessing water in district 8 due to tribal disputes however the new arrivals are reluctant to move to another area due to commercial interests related to opening of the Eastern Access road.</p> <p>5.4 New water points: ACTED were approached by refugees who requested new water points. ACTED need to be updated with communication channels. One suggestion was to develop a WASH FAQ which Catherine (UNHCR) recently developed for Lisa (UNHCR-field team). E.g. my water tank is broken, what do I do? This will provide a much clearer response for refugees. UNICEF said that refugees should address their concerns/demands through WASH committees/street leaders to lead agency in the area. If the issue is beyond their control they can address the issue to UNICEF. Oxfam and JEN said that this is what they are doing at the moment.</p>
Action Points	<p>5.5 Related to 5.1: UNICEF and UNHCR to discuss further.</p> <p>5.6 Related to 5.2: UNICEF to re-send an e-mail to Oxfam to authorize installation of 2 prefab toilet/showers plus T11 water tank, pipelines and water points.</p> <p>5.7 Related to 5.3: WASH committee and ACTED need to discuss issue. UNHCR to speak to field team and discuss options and raise issues with protection. Catherine to report back.</p> <p>5.8 Related to 5.4: Catherine to send FAQ to Zaatari WASH Coordination group</p>

“Hotlines” for WASH:

- **REPAIRS HOTLINE:** 0979262551 Wajdi (*Open Hands*)
- **WATER HOTLINES:**
 - 0798021479 Ramiz Morqus (*ACTED Water Manager*)
 - 0798021357 Nasar Abu Daher (*ACTED, Deputy Water Manager, water caravan*)
 - 0798021511 Muhammad / Abu Daher (*ACTED, Supervisor of Water Delivery, water caravan*)
- **DESLUDGING HOTLINES:**
 - 0795422632 Mohammed (*Open Hands*)
 - 0799148753 Khalil (*Open Hands*)
 - 0799906040 Muaffaq (*English speaker - Open Hands*)
- **Solid Waste Hotline**
 - 079 802 14 75 Yanal Nasaa (*ACTED*)

Proposed agenda for next meeting:

- Discuss action points from last meeting;
- REACH weekly WASH monitoring
- WASH block maintenance by tier - (to be confirmed by Yasir/Oxfam)