

## WASH Sector, Strategy Workshop, 22 Jan 2014, Beirut Notes

<b>Location</b>	Coral Beach Hotel & Resort, Beirut	<b>Time</b>	9:00 – 16:30
<b>Chair persons</b>	Samuel Gonzaga (gonzagas@unhcr.org) & David Adams (dadams@unicef.org)	<b>Notes Prepared by</b>	David Adams (dadams@unicef.org) & Aoife Long (along@unicef.org)

### Attendance of Agencies

Mercy Corps, CISP, UNHCR, UNICEF (Akaar, Tripoli, Bekaa, South), WHO, Medair, IOCC, WVI, MF, FHSUOB, Care International, INTERSOS, NRC, IR, PU-AMI, Oxfam, Concern Worldwide, UNRWA, ACTED, SI, ACF, IMC, DRC, UN-Habitat, CHF, IRD, UNDP, ECHO, Safe Water Trust

### Inter-sector Coordination

Several Sector Coordinators gave a brief presentation, followed by question time, of the interlink between their Sector with WASH focusing on what is working well and what could be improved. Below are the key points captured from this session.

#### Education Sector (Kerstin Karlstrom):

The priorities of always changing and mostly driven by the GoL. Approx. 400k in need of schooling is a huge burden on the public school system. Many schools need WASH rehabilitation and awareness training. The following points need improving between the sectors.

- Guidelines for WASH in Non-Formal Education spaces are required;
- Systematic assessment of WASH in schools is required;
- New Non-Formal Education spaces require WASH facilities (rehabilitation / installation);
- Reporting and monitoring of WASH in schools needs improving;
- Increased collaboration required between both sectors for Hygiene education;
- Clearer agreement on roles and responsibilities for each sector on WASH in Education (including who reports what where).

#### Shelter Sector (Mohamad Mukalled):

A Shelter strategy was developed in Dec 2013. WASH facilities are usually critical component of vulnerability assessments and needs. Through the RRP6, the sector is formally targeting the 30% most vulnerable.

- Strong link with WASH, with WASH input in development of SOPs;
- Long required improved continuous mapping system of Informal Settlements and collective centres is being developed and needs more input from both Sectors;
- More sustainable solutions required for flood risk mitigation can be developed with WASH input;
- WASH standards for different shelter contexts need to be reviewed jointly and clarified;
- Further collaboration required on development of SOPs through WASH sector representation in Shelter's Temporary Technical Committees.

#### Health Sector (Njogu Patterson):

- MoPH have an early warning and response system but awareness and knowledge of this is not strong outside WHO and Health sector;
- Sharing of data and reporting of WASH related outbreaks needs improvement and systematisation;
- WASH to Health and Health to WASH Referral system needs strengthening;
- Health have a Cholera response plan but it needs to be shared with WASH sector for review and input;

- Ideally, the cholera response plan could be expanded to cover WASH related disease outbreak or at the minimum Health / WASH roles and responsibilities should be agreed;
- There is some collaboration on IEC material but this can be improved through Health sector involvement in the Hygiene Promotion TWiG;
- Proposed to have a quarterly WASH / Health meeting for review and planning and to strengthen coordination;
- Health sector should be represented at WASH coordination meetings, including MoPH, and WASH should be represented at Health coordination meetings.

#### NFI Sector (Charlie Higgins):

- NFI sector main programs are newcomer assistance and winter assistance;
- The main WASH/NFI overlap is with ensuring access to hygiene items;
  - For NFI sector is through distribution of family hygiene kits and baby kits to newcomers, principally Syrian refugees;
  - For WASH sector there is distribution of hygiene kits, baby kits, sanitary kits and monthly hygiene replenishment kits. Some kit contents for agencies differ from the standard WASH sector kits.
- Better clarification is required on what hygiene items are being distributed through each sector;
- Monitoring and reporting of distribution of hygiene items by WASH/NFI needs improving;
- Post-distribution monitoring is required for newcomer assistance (this is not/poorly done);
- Baseline Knowledge and Practice (KAP) survey required;
- NFI sector / UNHCR distribution of Hygiene/Baby kits will be through cash modality and are proposing that it not be under WASH sector (UNHCR propose to continue in kind for sanitary items, however);
- NFI sector / UNHCR propose CASH modality to be extended from winterisation assistance to other programs and with CASH working group to continue and provide support to sectors.

#### Social Cohesion & Livelihoods (Shombi Sharp):

- Primary focus is on tension reduction and conflict prevention between host communities and refugees. WASH / Water is often identified as a driver of tension and conflict, especially at local level.
- Collaboration required with respect to communal level projects and Social Cohesion & Livelihoods initiatives, e.g. wate security study.

### Lessons Learnt

#### Other:

- Need to focus more on supporting the hosting communities through rehabilitation and upgrading of existing infrastructure networks and facilities;
- Set an effective monitoring system to avoid double counting of beneficiaries among different sectors;
- Completion of initiated processes;
- Include environment markers in WASH projects;
- Manage better requests from private landowners and municipalities for septic tanks and rehabilitation of boreholes;
- Lack of integration of best practices and past lessons learnt;
- Workshops for technical staff are needed;
- Mapping of Informal settlements, collective shelters and other shelter types needs to be systematised and kept up to date.

#### Coordination:

- There are many local organisations with financial resources for WASH – it is important to work with them and coordinate with them;
- Need to improve coordination with local communities and municipalities;

- Closer coordination among agencies working on the same activities / sector;
- Decentralised coordination at field level is affecting communication with national level;
- Discuss planning in coordination meetings not only achievements;
- Need to find a tool for gaps other than maps;
- Need an Informal Settlement working group;
- Need a cross-sector communication mechanism for all agencies to request assistance from others;
- Improve coordination, advocacy with local authorities and landowners to facilitate installation of WASH facilities (fear/concern of IS becoming permanent &/or attracting more people) or find alternative solutions to reduce the tensions;
- Coordination with donors is very important and needs improving;
- Platform required for data sharing across sectors/agencies (Activity Info?!);
- Validate wish lists of local authorities (Water Establishments and municipalities) in the field before supplying or implementing;
- Improve referral procedures amongst agencies for WASH and between health and WASH;
- Improve geographical coordination between agencies;
- Improve sharing of information between agencies regarding communal level projects, especially water and sanitation infrastructure projects for Water Establishments;
- Active coordination by UNHCR/UNICEF has mitigated geographic tensions amongst implementing partners;
- Strengthen post distribution monitoring;
- Flood proofing of WASH facilities in Informal Settlements required.

#### Implementation:

- Flood mitigation needs to be considered at a catchment level rather than merely at site;
- Importance of hygiene promotion needs to be stressed for all WASH related activities;
- Strengthen quality control of hygiene kits;
- Effective presence at field should reflect the exact needs of refugees;
- Response rate in Informal Settlements needs to be increase (implementation too slow);
- Agencies need to check availability of information before conducting an assessment;
- Agencies over-extending themselves across large geographical areas should re-evaluate capacity and funding and invite other agencies to assist in some areas;
- Wastewater management needs increasing attention;
- NFI electrical stove/heater distribution and illegal connections has contributed to electrical grid overload;
- Need to improve training for agency staff;
- Roster of external WASH training providers recommended;
- Need of tangible gender sensitive issues implemented and reported on;
- Testing of water and assuring of quality needs greater attention;
- Strengthening of monitoring of implementation required;
- Special needs should be included in assessments and project design and planning;

#### Institutional:

- Water Establishments are responsible for water and wastewater service provision, though some projects are managed by municipalities and not the WEs;
- Involve municipality in programs, projects and activities;
- Coordination with local authorities is under-estimated;
- Single point of contact with Water Establishments is required;
- Need to foster increased involvement and ownership of local authorities in project implementation;
- Involve Water Establishments in coordination meetings.

## Key Elements of Strategy

### Time Frame, Emergency Vs Longer-Term

- Timeframe of strategy should be 12-18months.
- Difficult to establish clear signals to move from Emergency to Long term.
- Formalising Informal Settlements – might reduce movement of refugees and allow for more sustainable interventions.
- Discontinue cash card with NFI? – Intervention that should be discontinued.

### Links with Other Sectors

- Could improve tie-in with relevant Government strategies (incl. National Water Sector Strategy), RRP6 and other Sector Strategies.
- Needs more emphasis on sustainable water supply in addition to improved water supply.
- Wastewater and environment should be better reflected.
- Capacity building of local authorities should be reflected better.
- Should support improved efficiency of public investment.
- Check terminology; e.g. replace 'sufficient quality' with 'safe water'.
- Need clarity on WASH sector standards vs. National Water sector standards.
- Need to reflect in the strategy regional difference of capacities and priorities.
- RRP6 inputs are not totally reflected in strategy (i.e. inclusion of local authorities?).
- WASH and Education needs developing (i.e. WASH in schools).
- Need more inter-sector workshops, meetings, etc.
- Operation and maintenance in Informal Settlements and Collective Centres should be emphasised (e.g. service provision monitoring) and linked with Shelter sector.
- Referral mechanisms need strengthening (some WASH actors not aware of who to refer cases to and some referrals are not followed up).

### Objectives and Benchmarks

- Overarching objective is Ok.
- Strategic objectives need to be SMARTer:
  - Specific – target a specific area for improvement.
  - Measurable – quantify or at least suggest an indicator of progress.
  - Assignable – specify who will do it.
  - Realistic – state what results can realistically be achieved, given available resources.
  - Time-related – specify when the result(s) can be achieved.
- Objectives are emergency based – should incorporate more sustainable/ long-term component/ communal-level projects and consideration of environment.
- Should, where possible and appropriate, include targets and indicators (e.g. achieve % of x for each objective).

## Coordination + Roles & Responsibilities

WASH Sector Roles & Responsibilities are defined in the TOR for the Sector (annex to Jan2013 Strategy), however this has become out-dated. There is also a new draft IA generic Sector TOR (Jan2014) and a draft WASH Steering Committee TOR (Jan2014). It was proposed that these be updated into one document so that there is an updated and relevant Sector TOR.

In summary, the WASH Sector Roles & Responsibilities are:

- Sector Leads (National-level coordination, facilitation, leadership);
- Steering Committee (Review approaches, technical guidance, strategy, relevant proposals and make recommendations to sector);

- Focal Points (Governorate-level facilitation and coordination);
- TWiGs (Temporary working groups to develop solutions to specific issues).

The main linkages of coordination were discussed as follows:

Implementing agency A ↔ Implementing agency B  
 National ↔ Field/Governorate  
 Governorate ↔ Caza  
 Humanitarian WASH Actors ↔ Development agencies doing WatSan  
 GoL (MoEW, CDR, WEs, Union of Ms, Ms) ↔ NGOs, UNs, RC movement  
 WASH agencies ↔ Health, Shelter, Education, etc. agencies

### Workplan

The following questions were asked in order to develop a draft workplan:

- What will help us meet our Strategic Objectives?
- What are the key tools/aids that will help your own implementation?
- What are we missing, where are the gaps, what can be improved and how?

This was discussed in groups and then each presented.

The results have been collated in a draft WASH Sector 2014 Workplan Table attached. It is proposed that this be a live document, reviewed on a monthly basis.

