

WASH Sector Coordination

Minutes of weekly Zaatari camp WASH sector coordination group

Date: Sunday 09 March 2014

Venue: UNHCR Caravan (F-1a) Buffer Zone of Zaatari Base Camp

Time: 11:00- 13:30

Duration: 2.5 hours

Present: Habib ur-Rehman - chair (UNICEF), Matthew Richard - minutes (UNHCR), Catherine Sherwood (UNHCR), Wajdi Abu Saif (Open hands), Phillip Bato (ACTED), Francis Ndvio (UNICEF), Khali Ansara (IMDAD), Naser Abu Halimeh (Mercy Corps), Romain Briey (JEN), Hester Clark (UNHCR), Donna Corcoran (UNHCR), Peter Wereh (Oxfam), Anne Rapin (ACTED), Rana Harbawi (UNICEF), Andy Boscoe (Oxfam), Suheil Al Mousa (World Vision), Mohammed Ugool (UNICEF), Ashraf Al-Saber (JEN), Nadia Kevlin (REACH).

- ❖ For WASH info & documents, refer to the on-line “Box” storage, https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549, and the WASH Working group page on the UNHCR portal: http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=18
- ❖ 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/c5Hjdii1j0/Waste%20Water%20Assesment%20-%20All%20Camp>

1.0 Update on WASH Block Handover	
Summary of discussions	<p>1.1 Handovers update. The Excel file created by Wajdi (Open Hands) on WASH block handover is being used as a helpful document to monitor WASH block handover. The table is colour coded. Green relates to ‘WASH blocks handed-over that meet minimum standards’, yellow relates to WASH blocks awaiting handover, and red relates to vandalised facilities. The updated WASH block handover chart is attached to the minutes. There are 35 facilities waiting handover. A walk-through of district 12 has been arranged with ACTED and Open Hands to discuss hand-over process. JEN report that the WASH blocks highlighted in yellow are waiting for handover and aim to do this by the end of the month however would need support from UNICEF.</p> <p>1.2 WASH Committee Monitoring. Carried forwards: Catherine (UNHCR) proposed a review of the handover process to evaluate its success and failures. It has been 6 months since it started in District 7. Advised to meet and develop checks, indicators and what to monitor. This could be used as a learning tool for partners in the future.</p>
Action Points	<p>1.3 Handovers update. Relates to 1.1. (Rolling action). – Open Hands to provide weekly update on WASH block handovers, using the excel file. WASH block table.</p> <p>1.4 Handovers update. Relates to 1.1. UNICEF to work with ACTED and Open Hands in district 12 to proceed with handover process in relation to minimum standards.</p> <p>1.5 WASH Committee Monitoring. Relates to 1.2. Rana Harbawi (UNICEF) will follow-up on this action.</p>

2.0 Update on water supply	
Summary of discussions	<p>2.1 Borehole#2. Working well, no problems.</p> <p>2.2 Borehole#1. Last week ACTED reporting problems with battery and generator performance resulting in intermittent pump use and turbidity issues. Mercy Corp have investigated the issue and reported that the problem is due to leakage of battery fluid. The contractor has replaced the battery but the problems</p>

	<p>with turbidity persist. This is difficult for logistics of water trucking. Mercy Corp has advised to keep the pump running 24/7. The turbidity problem is exacerbated by the pump being turned on and off frequently. When the pump is turned on it vibrates the casing of the borehole which loosens the surrounding material causing increased turbidity. Discussion on the potential installation of variable speed drives. Mercy Corp need to explore the option.</p> <p>2.3 WASH FAQ is being distributed via District Team Meetings.</p>
Action Points	<p>2.4 Borehole operation. (Rolling action). Relates to 2.1, Mercy Corp to give weekly update on the operation of boreholes 1 & 2.</p> <p>2.5 Borehole operation, relates to 2.2: UNICEF to contact Bab Al-Moud requesting that representative of Bab Al-Amoud be present at the WASH Coordination meetings. Eng. Nasser (Mercy Corp) to give presentation to Bab Al-Moud on borehole operation. Invited ACTED and UNICEF to attend.</p> <p>2.6 WASH Referrals. Relates to 2.3 (Carried forward): UNICEF and UNHCR will work to harmonise district team referral mechanisms. Any feedback/comments/edits on the FAQ, contact Catherine, sherwood@unhcr.org.</p> <p>2.7 WASH FAQ in Arabic. Relates to 2.3: Request for UNHCR to get WASH FAQ translated into Arabic for staff. Suggestion to involve new REACH staff member. Nadia (REACH) to give contact details to Catherine.</p>

3.0 Update on waste water drainage – all areas

Summary of discussions	<p>3.1 Wastewater spillage into the Wadi: UNICEF has entered into a contract with Lafi Company to clean three main holes and to increase the dropboards on both the north and south drainage lines. Construction of gate is now complete for the northern and southern lines. UNICEF are monitoring the area. Due to high discharge of wastewater it might be worth re-visiting the idea to build an additional storage area for excess wastewater. The problem will be further exacerbated in the summer with high temperatures and stagnant water.</p>
Action Points	<p>3.2 Wastewater spillage into the Wadi. Relates to 3.1. UNICEF to update on progress and re-visit the idea of additional wastewater storage.</p>

4.0 Hygiene briefing by Rana Harbawi (UNICEF)

Summary of discussions	<p>Focus areas for the month:</p> <ul style="list-style-type: none"> • Scabies • Water conservation • Women’s hygiene • World Water day, 22 March 2014 • Schools: Only 1 latrine functioning between schools 1 and 2. Excuse of missing keys (School 1) and broken handles (School 2). Partners required clarification on maintenance for WASH in schools. There are contractors for education responsible for maintenance of school facilities except latrines which is the responsibility of WASH partners in designated districts.
Action Points	<p>Habib to get contact information from Rana for UNICEF education staff to inform them of WASH sector responsibilities in schools.</p>

5.0 AOB

Summary of discussions	<p>5.1 Solar lights in WASH blocks: 110 solar lights were installed in female WASH blocks last year, UNICEF advised 36 currently remain. Some have been vandalized but majority remain functional. The main issue effecting operation is dirt/dust collecting on panels. The panels need to be regularly cleaned with a dry cloth. It was advised that this should be a regular maintenance activity for WASH committees. Guidance should be developed for the WASH committees to incorporate regular cleaning of panels in maintenance activities. Oxfam have shared there guidance notes for cleaning solar panels.</p> <p>5.2 Cash-for work: There are complaints from refugees regarding the cash-for-work schedule. JEN are operating a 6-day working week while ACTED are operating a 7 day working week. This has created some tension as refugees in JEN districts also want the opportunity to work 7 days a week. The details of the cash-for-work programme is contained within the draft SOP. Draft cash-for-work SOP.</p> <p>5.3 Water tanks for sale in the market: Private water tanks (1-2M³) are available for purchase in Zaatari. We want to discourage negative demand management practices such as the sale of large water tanks, washing machines and hosepipes. Catherine has discussed with UNHCR security and SRCD to address this issue.</p> <p>5.4 World Vision roads. Finishing soon. Theft of aggregate from ditches. Cutting of holes in the sealcoat for own drainage lines. Field Team have offered to support through messaging. Ditches being filled to improve access across the ditches. World Vision are attending the District Team meetings to request support for messaging to keep ditches open.</p> <p>5.5 SRCD reporting: SRCD have expressed concern about the lack of reporting regarding WASH related security incidents. All partners are reminded to report all security incidents to Yara Dababneh (UNICEF National Field Security Advisor/focal point in Zaatari).</p> <p>5.6 WASH minimum standards: A sub-working group have finished developing minimum standards for WASH services in Zaatari. Catherine will circulate to the Zaatari WASH Coordination group.</p> <p>5.7 Oxfam update on new WASH blocks in District 8: Following approval from UNHCR and UNICEF, Oxfam will install 11 new WASH blocks in the next 3 weeks in district 8 and inform WASH committees.</p> <p>5.8 Oxfam requested UNHCR to provide information on institutions in districts 5, 6, 7, 8 & 9. This will enable a cross-check on the design of the new water supply network for these districts.</p> <p>5.9 REACH weekly monitoring reporting: Nadia Kevlin (REACH) presented data from REACH weekly WASH monitoring report. Suggested that it is a good time to review data collected and incorporate with WASH minimum standards. Every week REACH has a team of 12 staff who monitor conditions of WASH blocks. The team collects data and compiles into a weekly report however there has been no analysis overtime. Type of data collected includes: levels of heavy damage, functionality of taps, missing doors, presence of fasces, existing blockages. Reports are available on the WASH dropbox and the UNHCR portal. Suggested to redesign questionnaire to update data collected so it is more useful for WASH partners.</p>
Action Points	<p>5.10 Solar lights, relates to 5.1. UNICEF to circulate table of solar lights installed/remaining. Nadia (REACH) to modify REACH Weekly survey to include rapid assessment on functionality of solar lighting.</p> <p>5.11 Cash-for-work, relates to 5.2: UNICEF to receive PCAs on cash-for-work and discuss individually/collectively with partners.</p> <p>5.12 Water tanks for sale in the market, relates to 5.3: Catherine to update on discussions with SRCD and UNHCR security.</p> <p>5.13 SRCD reporting, relates to 5.5: UNICEF to re-circulate template for security incident reporting and upload the template onto 'the WASH Box' for easy reference (link at top of minutes).</p> <p>5.14 WASH minimum standards, relates to 5.6: Catherine to circulate WASH minimum standards to Zaatari WASH coordination group for comments by the end of this week.</p> <p>5.15 Relates to 5.8: UNHCR to provide Oxfam with information on institutions in districts 5, 6, 7, 8 & 9.</p>

	5.16 REACH Weekly reporting, relates to 5.9: Nadia to email REACH WASH questionnaire to Zaatari WASH working group for review.
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Proposed agenda for next meeting:

- Review of action points

WASH HOTLINES

REPAIRS HOTLINE:

- 079 926 2551 Mr. Wajdi from Open Hands (English speaker)

WATER HOTLINES:

- 079 802 1479 Mr. Ramiz Morqus (ACTED Water Manager)
- 079 802 1357 Mr. Nasar Abu Daher (ACTED, Deputy Water Manager, water caravan)
- 079 802 1511 Mr. Muhammad / Abu Daher (ACTED, Supervisor of Water Delivery, water caravan)

DESLUDGING HOTLINES (06:30-21:00):

- 079 542 2632 Mr. Mohammed (Open Hands)
- 079 914 8753 Mr. Khalil (Open Hands)
- 079 651 6618 Mr. Yousuf Ibrahim (English/ German speaker - Open Hands)

Solid Waste Hotline

- 079 802 1475 Yanal Nasaa (ACTED)

JEN storm water desludging hotline:

- 079 569 4125