

## WASH Sector Coordination

### Minutes of weekly Zaatari camp WASH sector coordination group

**Date:** Sunday 23 March 2014

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

**Time:** 11:00- 12:30

**Duration:** 1.30 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), Ashraf Al-Saber (JEN), Giselle Hall (REACH), Mohammed Al-Hahamwa (UNICEF), Shahruh Ibragimov (ACTED), Hester Clark (UNHCR), Fernando Marin (UNHCR), Einar Sorevik (UNICEF), Ali Al-Jadooda (JEN), Peter Werek (Oxfam), Giselle Hall (REACH), Tabata Flotetto (ACTED), Fadi Sabaneh (IMDAD), Tafer Ibrahim (Bab El-Amood).

- ❖ For WASH info & documents, refer to the on-line “Box” storage, [https://www.box.com/signup/collablink/d\\_528023294/7a4a32df9e549](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](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><b>1.1 Handovers update.</b> 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 27 facilities waiting for handover. In districts 1 and 2 ACTED, UNHCR, and UNICEF will meet with the contractor and conduct a walk-through to assess the hand-over process.</p> <p><b>1.2 WASH committee monitoring. Carried forwards:</b> Catherine (UNHCR) proposed a review of the handover process to evaluate its success and failures. It has been over 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. Rana (UNICEF) has sent email to partners requesting focal points for evaluation but has not yet received any feedback. JEN have contacted Rana and have promised to share information and meet next week. At the hygiene taskforce meeting last week ACTED presented the WASH committee monitoring reports from District 9.</p>
Action Points	<p><b>1.3 Handovers update. Relates to 1.1. (Rolling action):</b> Open Hands to provide weekly update on WASH block handovers using the excel file and Unicef to distribute with along with MoM through email.</p> <p><b>1.4 Relates to 1.1:</b> ACTED, UNHCR field, and UNICEF to meet and conduct walk-through assessment of districts 1 and 2.</p> <p><b>1.5 WASH Committee Monitoring. Relates to 1.2:</b> Rana Harbawi to follow-up.</p> <p><b>1.6 Relates to 1.2:</b> ACTED to share presentation on WASH committee monitoring in district 9.</p>

2.0 Update on water supply	
Summary of discussions	<p><b>2.1 Borehole#2:</b> No representative from Mercy Corp present at the meeting. UNICEF met with ACTED, Bab El-Amood, and Mercy Corp to participate in a 3 hour training session on borehole operation. All major queries were resolved except the issue on how to minimize re-filling time at water truck stations.</p> <p><b>2.2 Monthly report on borehole operation:</b> ACTED have developed a monthly report which highlights operational issues with on-site boreholes. Shahruh (ACTED) will send monthly reports to UNICEF on the first week of each month for the previous month.</p> <p><b>2.3 WASH FAQ:</b> Request for UNHCR to get WASH FAQ translated into Arabic for staff. Catherine handed-over FAQ and requested that Habib circulate to the group for final comments before endorsement.</p>
Action Points	<p><b>2.4 Borehole operation. (Rolling action). Relates to 2.1,</b> Babel Amood to give weekly update on the operation of boreholes 1 &amp; 2.</p> <p><b>2.5 Borehole operation. Relates to 2.2:</b> Shahruh (ACTED) to send UNICEF monthly borehole operation reports/ water taken from both boreholes (1 &amp; 2).</p> <p><b>2.6 WASH FAQ in Arabic. Relates to 2.3:</b> Nasser from Mercy Corp has offered to do this.</p> <p><b>2.7 WASH FAQ. Relates to 2.3:</b> Habib to circulate WASH FAQ for final comments.</p>

3.0 Update on waste water drainage – all areas	
Summary of discussions	<p><b>3.1 Wastewater spillage into the Wadi:</b> 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 on a daily basis. 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 is further exacerbated by refugees who discharge wastewater through connections to the stormwater pipes from tents and caravans. Monitoring from last week revealed that on most days water is not entering into the wadi but there is still a need to de-sludge the southern line. The next steps will involve cleaning the line, make a cover for the gate, and establish a regular de-sludging schedule.</p> <p><b>3.2 Grill on drainage line:</b> The rains from early March have forced the grill off at the end of the stormwater drainage line. This is a health and safety risk and should be reinstalled. This was fixed last week but then removed by children in the camp.</p> <p><b>3.3 De-sludging update:</b></p> <ol style="list-style-type: none"> <li><b>1.)</b> Reported incidents of de-sludging trucks leaking residue after disconnecting from tanks as valves are sometimes not closed properly. Imdad have been informed.</li> <li><b>2.)</b> Reported issues of damaged valves on Dalal toilets due to truck operators not having/using the right key. Operators are given 6 keys, but are not using them. Valves are damaged frequently and not replaced.</li> <li><b>3.)</b> De-sludging trucks are still having difficulties on the main road from the camp – the road is damaged and trucks have difficulty navigating the potholes. Imdad are advised to contact UNHCR site planning.</li> <li><b>4.)</b> Issues regarding private pit de-sludging. Pits of up to 20 litres are difficult to access for de-sludging trucks as they are too small. They need to be bigger or regulated but raising awareness on this issue is a challenge as private pits are not permitted in the camp. This issue needs to be addressed especially with the arrival of summer and potential for disease to spread from stagnant water. The planned wastewater network will not arrive until next year due to lack of funding - the camp cannot wait for this. What can we feasibly do to improve situation? Suggestions to invest in additional private water storage facilities. But this is a serious funding commitment requiring estimated 22,000</li> </ol>

	containers. Earlier initiatives for extra water storage in the camp have failed, e.g. water barrels, red tanks – we need a more innovative solution. Suggested to start a working group in Zaatari to address the issue and to bring forward a suitable solution at the Amman level. UNICEF to call a focal point from each organization. All partners are advised to read the REACH Wastewater assessment of Zaatri camp available on the portal.
Action Points	<p><b>3.4 Grill on drainage line, relates to 3.2:</b> Imdad to re-install and weld the grill.</p> <p><b>3.5 Sub-Working group meeting: Related to 3.3:</b> IMDAD, ACTED, UNHCR, Oxfam and JEN to meet on Thursday 27 March, 12:00 noon in the UNICEF caravan to discuss solutions for improved de-sludging of private pits.</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"> <li>• World Water day event on 22 March 2014. This was organised in coordination with Save the Children Jordan. ACTED have also been celebrating World Water Day throughout the week. ACTED have distributed jerry cans and other water storage containers.</li> <li>• On Monday 24 March there will be a general cleaning campaign.</li> <li>• On Wednesday 26 March ACTED hygiene promotion teams will participate in a garbage collection day. This is organised on the last Wednesday of each month.</li> <li>• There is an incident of headlice in school number 2.</li> </ul>
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#### 5.0 AOB

Summary of discussions	<p><b>5.1 Solar lights in WASH blocks:</b> 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. UNICEF have circulated Excel table of solar lights installed/remaining.</p> <p><b>5.2</b> Oxfam requested UNHCR to provide information on institutions in districts 5, 6, 7, 8 &amp; 9. This will enable a cross-check on the design of the new water supply network for these districts. REACH have sent the coordinates but Oxfam need detailed information and planning figures in order to assess demand.</p> <p><b>5.3 REACH weekly monitoring reporting:</b> On 9 March 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. Giselle Hall (REACH) has re-designed the questionnaire and will circulate to the Zaatari WASH coordination group for comments.</p> <p><b>5.4</b> Habib (UNICEF) has circulated email to the Unicef WASH partners in Zaatari defining the roles and responsibilities of WASH partners in Zaatari. All are invited to review and send comments to Habib so it can be circulated broadly at Za’atari level.</p> <p><b>5.5 Water supply in district 8:</b> Concerns that there is not enough water or insufficient WASH facilities in district 8. Oxfam have installed 6 additional Dalals on-top of the 3 existing. Water supply issues are</p>
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	<p>explained due to Oxfam experiencing a shortage of 2M<sup>2</sup> water tanks and a lack of water supply trucks over the weekend. UNICEF has 12 new water tanks available in UNICEF storage. Oxfam should write an email to UNICEF to request these extra tanks. It is also suggested that ACTED change their distribution plan based on movement of refugees in the camp.</p> <p><b>5.6</b> Today is the last meeting for Catherine Sherwood (UNHCR). She will be replaced by Fernando Marin.</p>
Action Points	<p><b>5.7 Relates to 5.2:</b> UNHCR site planning to provide Oxfam with required information.</p> <p><b>5.8 REACH Weekly reporting, relates to 5.3:</b> REACH to circulate revised weekly monitoring questionnaire to the Zaatari WASH Coordination group for review. Partners to provide comments by COB Wednesday 26 March.</p> <p><b>5.9 Relates to 5.4:</b> Unicef WASH Partners to provide feedback to Habib on WASH roles and responsibilities.</p> <p><b>5.10 Relates to 5.5:</b> Oxfam to request additional water tanks from UNICEF for district 8.</p>

### **Proposed agenda for next meeting:**

- Review of action points

### **WASH HOTLINES**

#### **REPAIRS HOTLINE:**

- 079 926 2551 Mr. Wajdi Abu Saif 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