

WASH Sector

1. Overall sector strategy – 3 pages max.

By 2020, men, women, girls, boys and persons with specific needs living in vulnerable area in Lebanon-irrespective of their housing conditions - should be able to access sufficient and safe potable water as well as safe sanitation facilities and services. Moreover, water and wastewater should be managed in a way that mitigates health and economic costs of environmental degradation.

The WASH sector contributes to this goal through three complementary and equally critical measures:

1. Implementing approved solutions for cost-effective servicing of Informal Settlements and non-residential buildings;
2. Investing heavily in enhancing Governmental institutions' capacity to efficiently manage water resources and deliver safe, reliable, and equitable water nationwide, prioritizing especially vulnerable areas;
3. Investing heavily in wastewater management through support to Water Establishments to take in charge the sector and funding wastewater infrastructure gaps, to mitigate health and environmental risks.

To achieve this, the sector response aims to drive measurable changes on three key levels:

At the institutional and policy level, the sector will contribute to fill policy gaps, empower the Water Establishments capacities to sustain water and wastewater services, and enable the MoEW to launch the updated National Water Sector Strategy¹. This strategy is the first step to helping the Government and communities make better use of resources: The updated strategy aims to develop a stronger evidence base for water investments, identified through a global and rational methodology, the priority needs to be addressed. To support this initiative, the Water Sector will conduct a full review of infrastructure projects that have been implemented by the sector since the beginning of the Syrian crisis. This evaluation will support the elaboration of evidence based and good practices in the WASH sector and highlights the gaps faced with list of recommendations for future interventions.

The sector response will strengthen service delivery by increasing efficiency of public systems through rehabilitation and extension of inadequate water and wastewater infrastructure which will improve access to humanitarian water and sanitation needs of vulnerable populations. The response will build the capacity of Water Establishments serving vulnerable populations to recover operating costs through appropriate tariff systems. Support will be provided to the Water Establishments to use energy, fuel and/or generators, more efficiently in the abstraction of ground water sources to minimize the cost of pumping water. Furthermore, the Water Establishments will be supported to reach a higher standard through improved operation and maintenance to ensure better quantity and quality of services provided.

The sector response will engage at community level to empower displaced Syrians and vulnerable host communities to change behaviours that damage their health, their environment, and undermine water security. They will participate more actively in the identification of their waste water needs and the planning on how to solve them. The response will build trust between the Lebanese community and the Water Establishments that contributes to increase in the subscription. Finally, the sector will also contribute substantively to preventing social tensions between different community groups through targeted interventions in specific areas, such as building dialogue and consultation processes around water interventions.

¹ The updated National Water Sector Strategy of 2019 will combine Water, Irrigation and Wastewater strategies in one consolidated strategy, and will include a major part on Management and Governance. The updated strategy will maintain the main strategic principles of the water policies but will reassess the set priorities in the light of the actual context, and will identify gaps to prepare priority list of National and Regional projects to be implemented in all areas of Lebanon.

By achieving the aims of the sector, it will contribute to:

- **Immediate assistance to vulnerable populations** by ensuring that all men and women, in particular the vulnerable (poor, persons with specific needs, elderly, etc.), have equitable access to basic safe drinking water, sanitation and hygiene. (Sustainable Development Goal (SDG) 1.4 and LCRP Objective 2)
- **Strengthening of national systems** to deliver services that ensure universal and equitable access to safe and affordable drinking water and access to adequate and equitable sanitation and hygiene for all by building capacities of MoEW and WEs to fulfil their respective responsibilities and promoting NGO, civil society and private sector participation and partnerships. This participation and partnership with all stakeholders will combine the efforts and resources of the different actors to strengthen systems and address inequities in accessing WASH services (SDG 6.1 and 6.2 and LCRP Objective 3)
- **Reinforcing of Lebanon's economic, social and environmental stability** by improving cost recovery for water and wastewater supply systems and generating construction related jobs easing economic stresses. Ensuring equitable access to services and reducing inefficiencies and losses to optimise use of water resources. Preventing and alleviating social tensions as well as mitigating negative environmental consequences through improvements to management and treatment of wastewater and protection of water resources. By addressing water issues as a key source of tension between communities, the sector will contribute not only to Lebanon's environmental stability, but also to stabilizing relations between different social groups. (LCRP Objective 4)

The water sector response plan for 2020 is:

- Guided by the updated National Water Sector Strategy that will be published by early 2020. The update strategy provides a comprehensive road map for water, wastewater and irrigation in Lebanon, including on infrastructure and management. It will provide the parameters for improving services at national and regional level under the Water Establishments. The updated strategy will include an analysis on the impact of climate change and the Syrian crisis on the Water sector. It will also ensure equitable attention for any populations regardless of their nationality and include a pro-poor consideration for the populations that are often left without access to officially provided water services or inadequate service and quality.
- Aligns with Lebanon's efforts to meet obligations under Sustainable Development Goals (SDG) 1, 2, 3, 4, 6 and 11² of the 2030 Agenda for Sustainable Development, in particular SDG6 which is to ensure availability and sustainable management of water and sanitation for all. The sector relies on three baseline assessments conducted at several levels: 1) baseline for SDG 6.1 and SDG 6.1.3 has been established in 2016, 2) national KAP study provides a baseline for measuring progress on appropriate hygiene knowledge, attitudes and practices, and 3) the ongoing national study of WASH in institutions will provide a baseline of SDG progress for Public schools, Public Health Centers, Social Development Centers, nurseries and UNRWA clinics and schools. The SDG 6.1 and 6.2 will be updated in 2020 to evaluate progress made and provide a baseline for the next cycle.
- Builds on the lessons learned from pilot projects (Water Safety Plans, Cash for WASH, on-site improved sanitation in ISs, customer database creation, Non-Revenue Water management) to propose improved and innovative solutions to sustain access of vulnerable communities to water and wastewater services.

² SDG goal 1: No poverty, goal 2: Zero Hunger, goal 3: Good Health and Well-being, goal 4: Quality Education, goal 6: Clean Water and Sanitation and goal 11: Sustainable cities and communities.

1.1 LCRP impacts, Sector Outcomes, Outputs and Indicators - (2 pages max):

The sector is contributing directly to three specific objectives of LCRP, by providing immediate assistance to vulnerable populations, supporting services provided through the national system and reinforcing Lebanon's economic, social and environmental stability by prioritizing interventions that mitigate the environmental impact of the Syrian crisis to avoid further degradation of the natural eco-system and ensure its long-term sustainability.

The sector response for 2020 has one overarching objective **to provide safely managed drinking water and sanitation services to the most vulnerable people whilst reducing health and environmental risks through improving water quality with particular attention to increasing the proportion of safely treated wastewater.** This objective is articulated through three outputs:

Output 1.1- Strengthen National institutions, frameworks and partnerships capacity to manage resources and services

The update of the National Strategy will identify key priorities that strengthen the national systems, policy and strategic frameworks, to manage resources and improve the quality of services provided. The sector will support the MoEW and WEs in developing the reforms studies and plans for the Water sector. These studies will reinforce the capacities of the public institutions, set priorities of the sector and ensure a common vision between the key sector institutions.

For this purpose, a communication strategy has been developed and is in its second year of implementation to help transform the water establishments of Bekaa, South and North into 'customer-centric' public establishments. Better communications by local authorities will positively impact the perception of their ability to alleviate pressure on water services, thereby reducing a key source of tension.

The sector will also continue supporting the **operating model between Water Establishments (WEs) and the Ministry of Energy and Water (MoEW)**. The sector will train the MoEW and WEs staff to conduct and implement several studies on water safety and quality that contribute to protect ground water and improve water quality. The sector will provide equipment to Water Establishments and training to its staff to improve on all aspects of their operation. This would include operation and maintenance of networks, chlorination systems, renewable energy use for water production to subscription campaigns and fee collection.

Furthermore, the stabilization's partners developed in coordination with WEs the procedure for project implementation with Water Establishments. This SoP aims to facilitate the coordination mechanism and the implementation of the activities. It standardised the process and identified the responsibility of each entity in the project management cycle from identification of the needs to the handover of the activities to WEs.

The sector will support the Ministry of Energy and Water to develop the national guideline on sanitation which includes the best modalities and implementation process for sanitation in informal settlements in respect of the Ministry of Environment's standards. The sector will also continue to contribute to the joint efforts between the Ministry of Energy and Water, the Ministry of Environment, the Ministry of Social Affairs, the Ministry of Interior and Municipalities, and all related sectors towards the adoption of environmentally-sound measures in Informal Settlements in Lebanon. Partnerships between the sector and academic institutions will be encouraged to provide complementary services and ensure sharing of expertise.

The poor environmental situation in Lebanon, exacerbated by the impact of climate change requires a strong mobilization from the next generation (children and Youth). The sector will consider supporting MEHE in developing climate change adaptation behaviours in the curriculum, as well as organizing environment-related events and campaigns with the Youth.

The sector will continue contributing to support human resources of the ministries and WEs either directly by seconding staff or by strengthening the capacity of existing staff.

Finally, the sector will promote participation between national and local actors to enhance WASH-service delivery in vulnerable communities by reinforcing and formalizing the roles of local NGOs and civil society organizations in the implementation of new projects. The efficiency, effectiveness and sustainability of services for vulnerable populations will benefit from the local actor's understanding of the right holders' context on a household level as well as directly contribute to more support and funding tools for local and national responders as committed under the Grand Bargain.

Output 1.2 – Improve the quality, quantity and reliability of equitable water and wastewater services for the most vulnerable in hosting and displaced communities

This output aims to enhance the WaSH services provided through the implementation of humanitarian and development projects. It has two components:

A) Ensure humanitarian water and wastewater service delivery for those with least access, primarily displaced Syrians in temporary locations, by implementing more localised and cost-effective solutions to reach them.

The impact of the informal settlements on the environment will be added to the criteria of prioritizing the sites. On line with guidance from the Ministry of Energy and Water, the sector will implement improved on-site water and wastewater systems that will minimize the impact of the most prioritized Informal Settlements on the Environment. Investments will be considered in the frame of the overall priorities of the updated national strategy.

The sector will follow an updated methodology consisting of:

- **Developing** an environmental model to prioritize improved sanitation interventions in ISs based on the environmental risks associated with waste water disposal. This will account for the hydrogeological characteristics of the site, the proximity to sensitive receptors³ and the implementation capacity (land availability, landlord and or municipal restrictions, etc.). **Prioritizing** the most vulnerable living in informal settlements according to the findings of the environmental model and the available assessments such as socio-economic, protection risks and epidemiological surveillance in addition to the funding availability of the intervention needed. Furthermore, the sector will examine the possibility of using the results of inter-sectorial vulnerability assessments when deemed necessary;
- **Transition** informal settlements to decrease the vulnerability, through cost-effective and localized solutions for water and wastewater service provision to reduce dependency on water trucking and desludging, based on funding availability and in line with the Ministry of Energy and Water's approved modalities and guidelines, namely:
 - For sanitation: favouring latrines at household level; regulating and improving monitoring of desludging operations; implementing innovative on-site cost efficient and environmentally friendly treatment systems, where feasible and technically applicable, based on the evaluation and lessons learned of the ongoing pilot systems; and empowering beneficiaries and local entities to assume greater responsibility vis a vis the systems installed. The Water sector emphasizes the exigent role of NGOs in operating and maintaining the innovative and the cost-efficient solutions of waste water treatment system in informal settlements.
 - For Solid Waste: contributing to promote sound solid waste management practices in informal settlements when possible with proper coordination and reporting to Social Stability sector and in accordance with Ministry of Environment strategies and laws.

³ Sensitive receptors include, but are not limited to, agricultural area, hospitals, schools, daycare facilities. These are areas where the occupants are more susceptible to the adverse effects of exposure to pollution.

- For water: understand better household water management practices to optimise support; install site-based water treatment systems for unsafe sources; provide cost-effective water supply that serve the Informal Settlements' population via **water** piped supplies when possible. Optimize the use of water trucking services with guidance from an ongoing study on water trucking and desludging markets; support regulated trucking only where possible; build on the planned lessons learnt from a pilot "cash for WASH" project to potentially scale up cash modality whilst ensuring safety; and encourage beneficiaries and local entities to maintain safe responsible water use.
- Ensure emergency preparedness by analysing trends, identifying sufficient capacity in all areas to respond, and proactively intervening using accurate information on critical needs. Encouraging response partners to be aware of how to refer protection cases if identified during site visits.
- Participate in the development of a winterization Preparedness and Response Plan at field level to optimize the inter-sector (WASH and shelter) coordination and efficiency of the response.
- Improve the coordination mechanism and complementarity with the Social Stability sector to ensure solid waste management challenges are being adequately addressed to mitigate social tensions. The WASH and social stability's partners will ensure proper referral and response mechanism in line with their available resources.
- Improve the coordination with protection sector to ensure case referrals of protection issues that could be addressed by the WASH partners.
- Maintain a close collaboration with the Health sector to be able to deploy an emergency response in case of any alert related to waterborne diseases outbreaks.
- The sector will rely on rigorous evaluation of the intervention in informal settlements to assess and validate the impact. Through evaluation, the sector will be able to get figures on the people in need and their accessibility level to service. This evaluation will serve the baseline for the future sector strategy.

B) Improve the quality, quantity and reliability of water and wastewater services delivered to vulnerable communities through national and regional systems.

The sector will focus on the management of water resources and treatment of waste water. The response Water sector under this output needs to be more developed in water irrigation management as it accounts for more than 60% of the water consumption in Lebanon.

The main priorities of the sector will be determined by the National Water Sector Strategy that aims to develop a roadmap for infrastructure investment (in addition to the management roadmap) which takes into account the pressure of the Syrian crisis on existing facilities.

The sector will contribute to the implementation of this infrastructure roadmap by focusing on safe water supply management and improving waste water management through targeting the most vulnerable areas and addressing the most urgent issues.

The sector will work to protect source for drinking water from contamination and overexploitation. This will be ensured through direct improvement of wastewater collection and treatment as well as through the rehabilitation of water networks to prevent cross-contamination and water loss. Water Safety Plans⁴ will be further piloted, aimed at improving water quality through a systematic methodology of identifying and addressing the causes of pollution from the source to the households.

The water consumption in the agricultural and tourism sectors remains high compared to the domestic sector. The agricultural interventions are mainly targeted by the food security sector, however the rationalization of water demand and improve access to safe water is a necessity to be considered by the water sector. Thus, the

⁴ Water Safety Plan: is a plan to ensure the safety of drinking water through the use of a comprehensive risk assessment and risk management approach that encompasses all steps in water supply from catchment to consumer.

sector will be collaborating with FAO and the Food Security sector to identify synergies and combining efforts, in line with the new irrigation management strategy of MoEW.

Rain water harvesting technologies will be explored as an alternative water source to reduce/ alleviate the salinization of ground water at coastal area and to improve general water availability. The guideline for rain water harvesting⁵ validated by MoEW will serve as the main document to facilitate the implementation for agriculture and domestic use in line with Water-Energy Nexus.

Last but not least, the Water sector, in collaboration with the Shelter and Social Stability sectors, will increase its attention to Urban and peri-urban WASH needs outside the informal settlements (vulnerable people living in poorly served non-residential and residential buildings) by collecting better evidence on needs, including through the Vulnerability Assessment of Syrian Refugees in Lebanon, Collective Sites Mapping Tool (COSIMA), neighbourhood profiling and WaSH Assessment Platform(WAP) and involving local entities (particularly municipalities and Unions of municipalities, governors). In addition, criteria will be developed for addressing WASH needs for different shelter types as well as supporting and adopting an integrated spatial-based approach to address needs.

The sector will conduct assessment of the impact and sustainability of water and water infrastructure implemented by the international communities since the beginning of the Syrian crisis. Through impact evaluation, the sector will be able to understand what works and what does not and get a glimpse of what obstacles to overcome to attain positive outcomes.

Output 1.3 – Hygiene awareness and responsible use of water services and environment safeguard targeting the most vulnerable in hosting and displaced communities are increased.

This output aims at enabling and empowering communities to adopt more responsible water, sanitation and hygiene practices, mitigating health and environmental impacts and rationalizing demand.

The sector response will increase the quality of its community-based behaviour change initiative, emphasizing public health, environmental protection, and water demand management. Broadly speaking, a two-pronged approach will be used:

- Promoting personal, domestic, and environmental **hygiene** activities by:
 - Providing in-kind support in cases of inaccessible hygiene materials (with particular attention to soap and menstrual hygiene items) in complementarity with other sectors such as Shelter, etc. to vulnerable households, particularly those affected by emergencies, displaced newcomers, or otherwise at risk, focusing on the needs of women and girls, persons with specific needs (disabled, elderly, SGBV survivors, etc.) and those living in substandard living conditions
 - Safe handling of solid waste and wastewater and cleaning of common areas and sanitation facilities with support of WASH committees, Focal Points or Community Mobilizers;
 - Support the development of programmes delivered through other sectors in public facilities such as schools, healthcare centers, social development centers, and other community centers and municipal gardens; train hygiene promoters from the Ministry of Public Health, the Ministry of Education and Higher Education, and the Ministry of Social Affairs on comprehensive hygiene, Water Safety or environmental safeguard at municipal level to complement the community-based mobilization programmes already running in informal settlements and vulnerable locations;
- Clean polluted areas and plant trees that improve sanitation and environmental health conditions.
- Improving **awareness on water conservation** and responsible use, including:
 - **Launching awareness campaigns** for water conservation and promote sharing responsibility with the community, and also supporting water establishments in initiating subscription campaigns, water metering, and consumption-based tariffing;

⁵ National Guideline for rainwater harvesting systems, MoEW & UNDP, 2016

- Awareness raising of children and youth about the value of water and water saving practices, both in schools and through extra-curricular activities.
- Strengthening needs identification and planning at the community level, as key ways of **transferring responsibility** for conservation and encouraging more responsible practices.
- Improving awareness on actions to be undertaken at household level to mitigate potential onsite water contamination based on the Joint Monitoring Programme⁶(JMP) and Water Safety Plans (WSP) results of the pilot areas: reservoirs cleaning, etc.
- Improving awareness on sound sanitation management at the household level:
 - Targeted awareness raising about household wastewater management, for example concerns related to open defecation and non-connection of household latrines to water courses.
 - Coordinate with the Social Stability sector to promote awareness raising campaigns on solid waste management practices in Informal Settlements by the WASH Partners;
 - Launch mobilisation campaigns: cleaning of irrigation canals to prevent flooding, riverbanks, etc.

The sector will work closely with the Communication Working Group at the Water Establishment to ensure complementary and joint messaging. The sector will feed into the updated National Water Sector Strategy by sharing good practices and experiences at field level and building on evidence-based approaches.

The sector will work closely with the Social stability sector to ensure alignment of messages to national guidelines.

1.2 Assumptions and risks

The sector strategy is based on assumptions that are necessary to enable implementation of interventions and achieve the sector outputs:

- **The update of the National Water Sector Strategy will be finalized by the end of 2019:** The strategy is expected to be available this year and to be circulated to all water actors. This will ensure a clear framework to guide new projects and encourage mobilization of funds. At the beginning of 2020, the sector will also develop an evaluation of all construction projects that have been implemented since 2013. It will contribute to the strategy or be used to identify best practices and priority projects in case of delays to finalize the strategy.
- **Commitment and accountability across the Government to ensure that improving the supply and quality of water remains a priority:** Water quality and supply is a cross-sectoral issue. The Ministry of Energy and Water depends on a shared commitment across the Government of Lebanon to limit practices (in both public and private sectors) that impact water quality. The sector strategy will factor in evidence based and advocacy to respective ministries to demonstrate the potential long-term cost of unsafe water and wastewater management to child survival and growth, to learning, to the economy, and to social stability and the environment. It will also ground this strategy under those under development to meet Lebanon's commitments to the Sustainable Development Goals.
- **Donors provide sufficient visible funding to meet LCRP commitments:** The proportion of sector funding to meet critical needs of the sector is at its lowest point since the crisis began. Further prioritization, using specific criteria (equity, socio economic status, alignment, conflict sensitivity and multi-sectoral impact) will be required if underfunding continues to ensure that the most vulnerable communities/households are addressed first at the expense of more medium-term sectoral reforms.

⁶ It should be noted that Lebanon is one of the first countries in the world, through the WHO/UNICEF Joint Monitoring Program for Water Supply, Sanitation and Hygiene (JMP), to establish a clear baseline from which to measure progress on achieving universal and equitable access to safe and affordable drinking water for all (SDG6.1).

The sector will continue however to advocate for a shared common vision for the water sector as critical to Lebanon's long-term wellbeing and stability.

- **The water demand-supply ratio remains stable:** The most likely potential imbalance of the current demand-supply ratio would be the result of extreme weather as the number of people inside Lebanon has been relatively stable since 2015. Should Lebanon experience either a drought affecting water supply or a new influx affecting demand, the sector strategy would be required to respond using emergency response mechanisms in place.
- **All priority populations continue to be accessible:** Currently sector partners can reach almost all parts of the country. To protect against any potentially destabilizing changes making access harder, the sector will build the knowledge of communities and provide them with the tools to manage their resources safely and more independently.

While these assumptions are pertinent to support the implementation of the sector strategy, the main risks that could hinder achievements include:

- Non-commitment to the National Water Sector Strategy by the ministries, Water Establishments, Sector partners and civil society. This would have an impacts on the implementation of the strategy and would adversely affect donor's investment interest.
- Non-commitment of guidelines on Sanitation in Informal settlements by Ministry of Social Affairs (MoSA), Ministry of Energy and Water (MoEW), Ministry of Interior and Municipalities (MoIM) and Ministry of Environment (MoE). This could hinder operations and environmental protection.
- Delay in validating the environmental prioritization of informal settlements. This would increase the gap between sector partners and national institutions, and as a result increase the pressure on the partners and hinder their ability to support the innovative interventions.
- Lack of enforced cost recovery mechanisms, lack of sense of ownership, economic challenges facing municipalities, and water establishments limited capacity to assume O&M costs. Alone or together, these significant and accumulating risks would influence the sustainability of the interventions.
- Lack of livelihood opportunities for refugees and reduced capacity to cover increasing fees (water supply, wastewater management) would increase the vulnerability of refugees, increased movement of refugees with related required humanitarian support would increase the demand on water and thus burden the planned service.

Lessons learned from the sector response indicate a need for more effort to be made to foster collaboration between the MoEW and its institutions (WE and LRA) and between MoEW and other ministries. The sector will adopt a mitigation plan by strengthening inter-sectorial coordination and advocate to encourage inter-ministerial coordination and collaboration at an early stage. Throughout the year, the sector will keep the Water Sector Risk Analysis⁷ tool up to date.

1.3 Identification of sector needs and targets at the individual/HH, community and institutional/physical environment level;⁸

The total population in need across all cohorts in the water sector has been defined as equivalent to the percentage of people that do not have access to safely managed water in Lebanon. This is based on data from the Lebanon water quality survey.⁹

⁷ Water sector risk analysis is the exercise that identify the risks that could be faced. It supports the sector partners in identifying the mitigation measures and minimize the impact on strategy implementation.

⁸ This can include Governorates, Districts, Cadasters, villages ...etc.

⁹ WHO/UNICEF (2016), JMP Lebanon water quality survey (unpublished).

In general, this may be understating the needs since it does not account for those households or areas that do not have water quality issues but might instead have wastewater management needs which are much more widespread. Nevertheless, it gives the best approximation in lieu of detailed vulnerability mapping, across the country, of the varied layers of needs and is based on internationally recognised standards of assessment.

The sector targets institutions, communities that are unserved or poorly serviced, vulnerable groups, and households as well as individuals. The sector will target 80 percent of the population groups of displaced Syrians, Palestine refugees from Syria and Palestine refugees from Lebanon, whilst targeting 40 percent of the most vulnerable Lebanese. This reflects the sector capacity and anticipated resourcing. The inter-agency vulnerable localities map has been a key tool for the sector to identify cadastres which have the highest concentration of Syrian refugees, deprived Lebanese and Palestinian refugees. 251 cadastres are currently targeted, pending an update of the map as new poverty data becomes available.¹⁰

The Ministry of Energy and Water will be targeted for institutional support in its responsibilities for policy making, national planning and water resource management, whilst the four water establishments and the Litani River Authority are the primary targets for improving service provision,.

Prioritization by sector partners will be according to the following criteria:

- **Equity:** Prioritize vulnerable groups, households and individuals (i.e. female/child headed households, elderly or disabled persons and minors) who face particular risks or require specific assistance, and on geographical areas with the highest concentration of affected people and with no/poor access to sufficient quantity, quality and continuity of services.
- **Alignment:** Prioritize implementation of pre-planned specific projects identified as essential within the Government of Lebanon's strategies and master plans, which benefit the most vulnerable communities and would make the greatest contribution to the Sustainable Development Goals.
- **Conflict sensitivity:** Prioritize areas most at risk of resource-based conflict, where community relationships are at their most fragile. In particular, partners could use the Social Stability sector's tensions mapping to ensure that high tension cadastres are also considered in targeting.
- **Multi-sectoral impact:** Prioritize addressing multi-sectoral risks to health, environment, protection (PWSN, etc), education and social stability, with a focus on environmental degradation, water-borne disease incidence rates and educational retention supporting the delivery of an increasingly integrated response with other sectors.
- **Livelihood opportunities:** Prioritize creating income generation to both vulnerable Lebanese and refugees

¹⁰ A Rapid Poverty Assessment was undertaken by MOSA, UNDP, UNICEF and WFP. Update of the most vulnerable cadastres using a multi-derivational index is ongoing.

Complementarity between actions: Prioritize the interventions that complete previously or on-going implemented actions by other partners.

Population Cohorts	Total Population	Total Population in Need	Total Population Targeted	Total Population Targeted								
				# Female	# Male	%Male	# Children (0-18)	% Children	# Adolescent (10-17)	% Adolescent (10-17)	# Youth (18-24)	% Youth (18-24)
Lebanese population								31.2%				
Displaced Syrian								53.1%				
Palestine refugees from Syria (PRS)								38.1%				
Palestine Refugees in Lebanon (PRL)								38.1%				
GRAND TOTAL												

Type of institution	Total	Targeted
Municipality		
Hospitals		
Schools		
Water establishments		
Social Development Centers		
Central Ministries		
(add where applicable)		

2. Mainstreaming of Accountability to affected populations, Protection, Conflict sensitivity, Age and Gender, Youth, Persons with Specific Needs and Environment - 2 pages max.

Conflict sensitivity and Social Stability: Water and wastewater are one of the major sources of tensions between communities in Lebanon¹¹. The water sector aims to reduce social tension through ensuring equitable and dignified access for all vulnerable communities, whether poor Lebanese, Palestine Refugees or displaced Syrians. Balanced access to services not only mitigates the risk of resource-based conflict but also promotes a climate in which people feel their needs are met fairly and proportionately. Many sector activities contribute to building community resilience (awareness raising, training, community mobilisation, etc), and to creating productive fora for discussion and problem-solving. Importantly, as evidenced through surveying, the positive impact of humanitarian interventions is maximized when coupled with dialogue processes.¹² Partners are thus encouraged to ensure that consultations processes that preferably bring differing communities together accompany their WASH interventions through the project cycle.

Conflict sensitivity is one of the leading prioritization criteria for the sector, and the water sector will coordinate with Social Stability's to analyse areas of tension to find ways of addressing concerns related to water and sanitation. In addition, partners will be encouraged to conduct their own analyses and take mitigating measures to emerging conflict risks by applying the Do No Harm framework to their interventions.¹³ The Social Stability sector is prepared to assist with training and mentoring on how to use this framework. Regarding management of Solid Waste, the Water Sector will collaborate closely with the Solid Waste task Force to ensure that all wastes produced by WASH activities are properly collected and safely disposed.

Protection

The WASH sector will work to mainstream protection inclusive of persons with specific needs, accountability, gender and youth through a protection mainstreaming approach.

The WASH sector will work closely with the Protection Sector to improve the systematic identification of protection risks and mitigation measures through the protection risk analysis¹⁴. This will be done through an

¹¹ A survey undertaken by Social Stability reported that 92.8% of Lebanese interviewed said "the presence of so many Syrian refugees in Lebanon today is placing too much strain on Lebanon's resources, like water and electricity". (Source ARK)

¹² Ark & UNDP, 'Regular Perceptions Survey of Social Tensions Throughout Lebanon: Wave 3', (April 2018)

¹³ See, The Do No Harm Framework: A Brief Description of Seven Steps, Social Stability sector (LCRP)

¹⁴ Protection Risk Analysis (PRA) outlines key protection risks and gaps identified through WASH interventions. Mitigation measures to prevent, remove or reduce these risks have been identified through an inclusive consultative process with

inclusive process at the regional level, and will be used to direct the sectors priority areas for the following year. Meanwhile, the WASH sector will take steps to strengthen the incorporation of protection principles inclusive of age, gender and disability. For example, the sector will ensure that protection, gender and disability are reflected in WASH sector needs assessment, monitoring and evaluation tools. Through improved data collection on persons with disability, by adopting the Washington group questions, the WASH sector aims to better understand and identify the WASH access needs for this group, as well as take steps to disaggregate its indicators by age, gender and disability. To further the inclusion of persons with disability the WASH sector will work in parallel with WASH committees in informal settlements and in coordination with relevant specialised actors to adapt WASH facilities to access needs of persons with disability and older persons at risk.

In order to meet the holistic needs of the most vulnerable, the WASH sector will take concrete steps to improve the safe identification and referral of vulnerable individuals or communities to the appropriate service provider. This will require a review and adaption of the minimum standard on referrals to reflect the needs of WASH partners, introduction of common referral tracking and monitoring tools, and partner reporting to the inter-agency referral monitoring system to enhance accountability to displaced Syrians. Close coordination and capacity support from the Protection and its sub-sectors will be needed.

Accountability to affected populations: The WASH sector will take steps to strengthen complaint and feedback mechanisms for affected populations. In this respect, the South, Bekaa and North Water Establishments will be equipped with Consolidated Call Centers operational 24/7 which will enable customers to register an issue and request a call back. Displaced Syrians living in Informal settlements who do not have access to public WASH services will have access to a hotline. The awareness about the hotline will be supported by WASH and other sector partners. This will allow displaced Syrians to report on grievances, request for assistance and provide feedback in relation to water and wastewater services. The sector will play a more active role in the monitoring of this system, to ensure client-responsive actions are taken, and that trends are used for analysis and learning. The sector will also promote the alignment of partner mechanisms to inter-agency minimum standards on complaint and feedback. The active participation of the community will continue to direct WASH activities through committees, outreach volunteers and community reference groups.

Gender and Youth: Gender and youth considerations are mainstreamed in the water sector response. The mainstreaming is mainly done at programming and field level. At programming level, the sector promotes the incorporation of the new global gender-based violence (GBV) guideline, through considering GBV in new assessments, incorporating GBV risk related questions in questionnaires and focus group discussions. In addition, the sector builds the capacity of the staff that are engaged in outreach activities on WASH related GBV risks and referrals. At field level, the partners will also increase focus on the dignity and protection needs of women and girls, including through a special program connecting hygiene promotion, including menstrual hygiene management and capacity-building to mitigate the risks of gender-based violence where women lack access to segregated, safe toilets. For instance, there are gender-segregated toilets where there are no family latrines and washing facilities. The partners promote women engagement in WASH intervention. Women are taking part in WASH committee/focal points/ community mobilizers in the informal settlements and are trained on water quality monitoring and safe hygiene practices and monitoring of GBV risks. The sector ensured conduct of sessions, training of trainers, involving of youth-led initiatives in communities and informal settlements on WASH topics. Special mainstreaming of youth girls need is addressed through specific activities and provision of items. Youth plays an important role in the established committee at informal settlements to ensure more responsible practices.

organisations and sector coordinators operating in regional fields. This PRA is a living document which should reviewed yearly to ensure contextual and/or programmatic changes reflected. Prioritised mitigation measures will form the basis for the protection mainstreaming action plan.

Environment: The mainstreaming of the environmental aspects is ensured in the water sector response. Protecting the environment, safeguarding of natural water sources and preventing environmental contamination are the main considerations that will be mainstreamed in WASH projects. The sector will cooperate closely with the Environment Task Force led by the Ministry of Environment to identify the major cause of pollution related to the Syrian crisis, and to maximize the benefits and ensure the integration of the environmental marker and consideration of EIA, IEE, etc. in the projects. The sector highlights the importance of adopting environmentally friendly practices and promoting the sorting at source and the reduce, recycle and reuse in work places.

3. Logframe