



WATER SECTOR

PEOPLE IN NEED



2,688,072

PEOPLE TARGETED



1,375,474

REQUIREMENTS(US\$)



2020 212 million

PARTNERS



32

GENDER MARKER



2a

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SECTOR OUTCOMES

Outcome #1



\$212 m

More vulnerable people in Lebanon are using safely managed drinking water and sanitation services whilst reducing health and environmental risks and improving water quality by increasing the proportion of wastewater that is safely treated.

Indicators

Percentage increase in proportion of population using safely managed drinking water services.

Percentage increase of boys, girls, women and men with appropriate hygiene knowledge, attitudes and practices.

Percentage increase in proportion of wastewater safely treated.

POPULATION BREAKDOWN

POPULATION COHORT	PEOPLE IN NEED	PEOPLE TARGETED	51% Female	49% Male
Lebanese	1,500,000	689,892	351,845	338,047
Displaced Syrians	990,000	539,213	274,999	264,214
Palestinian Refugees from Syria	20,161	17,138	8,741	8,398
Palestinian Refugees in Lebanon	177,910	129,231	65,908	63,323

Overall sector strategy

By 2020, men, women, girls, boys and persons with specific needs living in vulnerable areas 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 Water 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 by supporting 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 by filling policy gaps, empowering the Water Establishments' capacities to sustain water and wastewater services, and enabling the Ministry of Energy and Water (MoEW) to launch the updated National Water Sector Strategy¹. This strategy is a first step towards helping the Government and communities make better use of resources. The updated strategy aims to develop a stronger evidence-based measure for water investments, identified through a global and rational methodology, which helps in prioritizing concerns 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 Syria crisis. This evaluation will support the elaboration of evidence-based good practices in the Water sector, and highlight gaps faced as well as recommendations for future interventions.

Secondly, the sector response will strengthen service delivery by increasing the efficiency of public systems through rehabilitation and extension of inadequate water and wastewater infrastructure, which will ultimately improve access of vulnerable populations to water and sanitation. 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/

(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.

or generators, more efficiently to extract ground water and minimize the cost of pumping water. The Water Establishments will also be supported to reach a higher standard through improved operation and maintenance, aiming to ensure better quantity and quality of services.

At the community level, the sector will engage to empower displaced Syrians and vulnerable host communities to change behaviours that damage their health, the environment and undermine water security. Beneficiaries will participate more actively in the identification of their wastewater needs and in planning how to solve them. The response will build trust between Lebanese communities and the Water Establishments, aiming to increase subscriptions. Finally, the sector will contribute substantively to prevent social tensions between community groups through targeted interventions, such as building dialogue and consultation processes around water interventions.

Through this response, the sector will contribute to:

- **Immediate assistance to vulnerable populations** by ensuring that all men and women, in particular the most vulnerable (such as the poor, persons with specific needs, and elderly), have equitable access to safe drinking water, basic sanitation and hygiene (SDG 1.4 and LCRP Objective 2).
- **Strengthening national systems** to deliver services that ensure universal and equitable access to safe and affordable drinking water and adequate and equitable sanitation and hygiene for all. This can be achieved by building the capacities of MoEW and Water Establishments to fulfil their respective responsibilities and promoting NGO, civil society and private sector participation and partnerships. This approach will combine the efforts and resources of different actors and thus strengthen systems and better address inequities in accessing WASH services (SDG 6.1 and 6.2 and LCRP Objective 3).
- **Reinforcing Lebanon's economic, social and environmental stability** by improving cost recovery for water and wastewater supply systems and generating construction related jobs, which eases economic stresses. The sector is committed to: i. ensure equitable access to services and reduce inefficiencies and losses to optimise use of water resources and ii. prevent and alleviate social tensions as well as mitigate negative environmental consequences by improving the management and treatment of wastewater and protecting 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 the stability of 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 updated strategy provides a comprehensive road map for water, wastewater and irrigation in Lebanon, including for

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 to any population regardless of their nationality and will include a pro-poor consideration for the populations that are often left without access to officially provided water services or with inadequate service and quality.

- Aligned with Lebanon's efforts to meet obligations under the 2030 Agenda for Sustainable Development and the SDGs 1, 2, 3, 4, 6 and 11², in particular SDG 6 which ensures the 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 (established in 2016), 2) national KAP study which provides a baseline for measuring progress on appropriate hygiene knowledge, attitudes and practices, and 3) the ongoing national study of WASH in institutions which will provide a baseline of SDG progress for Public schools, Public Health Centres, Social Development Centres, 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.
- Built on lessons learned from pilot projects (Water Safety Plans, Cash for WASH, on-site improved sanitation in informal settlements, customer database creation and Non-Revenue Water management) to propose improved and innovative solutions to sustain access of vulnerable communities to water and wastewater services.

LCRP Impacts, Sector Outcomes, Outputs and Indicators

The sector contributes directly to three strategic objectives of the LCRP:

- Strategic Objective 2: 'Provide immediate assistance to vulnerable populations'
- Strategic Objective 3: 'Support service provision through national systems'
- Strategic Objective 4: 'Reinforce Lebanon's economic, social and environmental stability' (by prioritizing interventions that mitigate the environmental impact of the Syria 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 while 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 to: strengthen national systems, policy and strategic frameworks; manage resources; and improve the quality of services provided. The sector will support the MoEW and Water Establishments in developing the reforms, studies and plans. These studies will reinforce the capacities of the public institutions, set sector priorities and ensure a common vision between the key sector institutions. For this purpose, a communication strategy has been developed to help transform the Water Establishments of Bekaa, South and North into 'customer-centric' public establishments. It is in its second year of implementation. Better communication 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 continue to support 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 studies on water safety and quality that contribute to protecting ground water and improving water quality. The sector will provide equipment to WEs and training to WEs staff to improve on all operational aspects. This would include operation and maintenance of networks, chlorination systems, renewable energy use for water production to subscription campaigns and fee collection.

Sector partners, in coordination with WEs, have developed the procedure for project implementation with WEs. This SoP aims at facilitating the coordination mechanism and implementing 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 activities to WEs.

The sector will support the MoEW 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 to

(2) SDG 1: No poverty; SDG 2: Zero Hunger, SDG 3: Good Health and Wellbeing, SDG 4: Quality Education, SDG 6: Clean Water and Sanitation; and SDG 11: Sustainable cities and communities.

develop climate change adaptation behaviours in the curriculum, as well as organizing environment-related events and campaigns with youth.

The sector will continue to support the 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 local actors' 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 host 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 the least access, primarily displaced Syrians in temporary locations, by implementing more localised and cost-effective solutions to reach them.

The impact of informal settlements on the environment will be added to the criteria of prioritization of sites. In 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 environmental impact of the most prioritized informal settlements. Investments will be considered in the frame of the updated national strategy's overall priorities.

The sector will follow an updated methodology which consists of the following elements:

- **Develop an environmental model** to prioritize improved sanitation interventions in informal settlements based on the environmental risks associated with wastewater 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.).
- **Prioritize the most vulnerable** living in informal settlements according to the findings of the environmental model and available assessments such as socio-economic, protection risks and epidemiological surveillance, in addition to the available funding for the needed intervention. The sector will also examine the possibility of using the inter-sectorial vulnerability

assessments as necessary.

- **Transition informal settlements** to decrease 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-à-vis the systems installed. The Water sector emphasizes the exigent role of NGOs in operating and maintaining innovative and cost-efficient solutions of wastewater treatment system in informal settlements.
 - For solid waste: contribute to the promotion of 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.
 - For water: improve understanding of 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 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 intervene using accurate information on critical needs. Response partners will be encouraged 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 (Water 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. Water and Social Stability partners will ensure proper referral and response mechanism in line with their available

(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.

resources.

- **Improve the coordination with the Protection sector** to ensure case referrals of protection issues that could be addressed by Water 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 access to services. This evaluation will serve as 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 wastewater. The response of the 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 which intends to develop a roadmap for infrastructure investment (in addition to the management roadmap) which considers 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 wastewater management by targeting the most vulnerable areas and addressing the most urgent issues.

The sector will work to protect sources 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, with the aim of improving water quality through a systematic methodology which consists of identifying and addressing the causes of pollution from the source to the households.

Water consumption in the agricultural and tourism sectors remains high compared to the domestic sector. Agricultural interventions are mainly targeted by the Food Security sector; however, it is necessary for the Water sector to consider addressing the rationalization of water demand and improvement of access to safe water. Thus, the sector will be collaborating with FAO and the Food Security sector to identify synergies and combine efforts in line with the new irrigation management strategy of MoEW.

Rainwater harvesting technologies will be explored

(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.

as an alternative water source to reduce/alleviate the salinization of ground water in coastal areas and improve general water availability. The guideline for rainwater harvesting⁵ validated by MoEW will serve as the main document to facilitate 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 focus on urban and peri-urban WASH needs, outside the informal settlements (vulnerable people living in poorly served non-residential and residential buildings), by: i. collecting better evidence on needs, including through the Vulnerability Assessment of Syrian Refugees in Lebanon (VASyR), Collective Sites Mapping Tool (COSIMA), neighbourhood profiling and WaSH Assessment Platform(WAP) and ii. involving local entities (particularly municipalities and Unions of municipalities, governors). In addition, criteria will be developed to address WASH needs in different shelter types, and to support and adopt an integrated spatial-based approach when addressing needs.

The sector will conduct assessments on the impact and sustainability of water and water infrastructure implemented by the international community 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 in order 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, while emphasizing public health, environmental protection, and water demand management. Broadly speaking, a two-pronged approach will be used:

- **Promote personal, domestic, and environmental hygiene activities:**
 - **Provide 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, 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

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

Points or Community Mobilizers;

- **Support the development of programmes delivered through other sectors in public facilities** such as schools, healthcare centres, social development centres, and other community centres 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 safeguarding 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.
- **Improve awareness on water conservation** and responsible use, including:
 - **Launch awareness campaigns** on water conservation and promote sharing responsibility with the community, and supporting water establishments in initiating subscription campaigns, water metering, and consumption-based tariffing;
 - **Awareness raising of children and youth** about the value of water and water saving practices, both in schools and through extra-curricular activities.
 - **Strengthen needs identification and planning at the community level as key ways of transferring responsibility** for conserving and encouraging more responsible practices.
- **Improve 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.
- **Improve awareness on sound sanitation management at the household level:**
 - Targeted awareness raising on household wastewater management, including concerns related to open defecation and non-connection of household latrines to water courses.
 - Coordination 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 such as 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

⁽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).

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.

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 2019 and be circulated to all water actors. This will ensure a clear framework to guide new projects and encourage fund mobilization. At the beginning of 2020, the sector will also develop an evaluation of all construction projects that have been implemented since 2013. This will contribute to the strategy and 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 to limit practices (in both public and private sectors) that impact water quality. The sector strategy will factor in evidence-based 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, to social stability and the environment. It will also ground this strategy under development strategies to meet Lebanon's commitments to the SDGs.
- **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 since the crisis began. If the underfunding continues, further prioritization will be required to ensure that the most vulnerable communities and households are addressed first (using specific criteria such as equity, socio-economic status, alignment, conflict sensitivity and multi-sectoral impact). At the same time, the sector will continue 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 result from 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 that make 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 ministries, Water Establishments, sector partners and civil society. This would have an impact on the implementation of the strategy and would adversely affect donor's investment interest.
- Non-commitment to guidelines on sanitation in informal settlements by the Ministry of Social Affairs, Ministry of Energy and Water, Ministry of Interior and Municipalities and Ministry of Environment. 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, notably for water supply, wastewater management, would increase the vulnerability of refugees. Increased movement of refugees with related required humanitarian support would also increase the demand on water and thus burden the planned service.

Lessons learned from the sector response indicate a need for more 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.

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

In general, this may be reflective of needs since it does not account for 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, while 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, while 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.

(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).

(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.

- **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 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.

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

Total sector needs and targets for 2020

Population Cohort	Total Population in Need	Targeted Population	No. of Female	No. of Male	No. of Children (0-17)	No. of Adolescent (10-17)	No. of Youth (18-24)
Lebanese	1,500,000	689,892					
Displaced Syrians	990,000	539,213					
Palestine Refugees from Syria	20,161	17,138					
Palestine Refugees in Lebanon	177,910	129,231					
GRAND TOTAL	2,688,072	1,375,474					

Mainstreaming of accountability to affected populations, protection, conflict sensitivity, age and gender, youth, persons with specific needs and environment

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 by ensuring equitable and dignified access for all vulnerable communities, whether poor Lebanese, Palestine refugees or displaced Syrians. Balanced access to services does not only mitigate 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 create 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 the Social Stability sector 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 solid waste management, 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 Water sector will work to mainstream protection inclusive of persons with specific needs, accountability, gender and youth through a protection mainstreaming approach. The Water 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 inclusive process at the regional level and will be used to direct the sector's priority areas for the following year. Meanwhile, steps will be taken to strengthen the incorporation of

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

(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)

protection principles inclusive of age, gender and disability. For example, the sector will ensure that protection, gender and disability are reflected in sector needs assessment, monitoring and evaluation tools. Through improved data collection on persons with disability, by adopting the Washington group questions, the Water 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 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, concrete steps will be taken to improve the safe identification and referral of vulnerable individuals or communities to the appropriate service provider. This will require a review and adaptation of the Minimum Standard on Referrals to reflect the needs of 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 sector and its sub-sectors will be needed.

Accountability to affected populations: The Water 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 Centres 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 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 with 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, by considering GBV in new assessments, incorporating GBV risk related questions in questionnaires and focus group discussions. In addition, the sector builds the capacity of 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 through a special program, relating to 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.

Partners are encouraged to continue promoting women's engagement in WASH intervention. Women are taking part in WASH committee/focal points, are community mobilizers in informal settlements and are trained on water quality monitoring, safe hygiene practices and monitoring of GBV risks. The sector ensured that sessions, training of trainers which involve youth-led initiatives in communities and informal settlements on WASH topics are conducted. Special mainstreaming of young girls' need is addressed through specific activities and provision of items. Youth play an important role in established committees in informal settlements to ensure more responsible practices.

Environment: Mainstreaming of the environmental will be ensured throughout the Water sector response. Protecting the environment, safeguarding of natural water sources and preventing environmental contamination are key considerations to 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 causes of pollution related to the Syrian crisis, maximize benefits and ensure the integration of environmental markers and considerations of the EIA and IEE in the projects. The sector highlights the importance of adopting environmentally friendly practices and promoting sorting at source and reducing, recycling and reusing at workplaces.

Sector Logframe

Outcome 1: More vulnerable people in Lebanon are using safely managed drinking water and sanitation services whilst reducing health and environmental risks and improving water quality by increasing the proportion of wastewater that is safely treated.

Indicator 1	Description	Means of Verification	Unit	Frequency
	Percentage increase in proportion of population using safely managed drinking water services (SDG 6.1.1)	JMP 2016 and 2020	Percentage	Four years

 Lebanese			 Displaced Syrians			 Palestinian Refugees from Syria (PRS)			 Palestinian Refugees from Lebanon (PRL)		
Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020
36%	N/A	46%	36%	N/A	46%	36%	N/A	46%	36%	N/A	46%

Indicator 2	Description	Means of Verification	Unit	Frequency
	Percentage increase of boys, girls, women and men with appropriate hygiene knowledge, attitudes and practices	KAP survey 2017, 2020	Percentage	Three years

 Lebanese			 Displaced Syrians			 Palestinian Refugees from Syria (PRS)			 Palestinian Refugees from Lebanon (PRL)		
Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020
TBD	TBD	TD	TBD	TBD	TD	TBD	TBD	TD	TBD	TBD	TD

Indicator 3	Description	Means of Verification	Unit	Frequency
	Percentage increase in proportion of wastewater safely treated (Household component to WWTPs of SDG 6.3.1)	WWTP study 2016, 2020	Percentage	Four years

 Lebanese			 Displaced Syrians			 Palestinian Refugees from Syria (PRS)			 Palestinian Refugees from Lebanon (PRL)		
Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020	Baseline	Result 2019	Target 2020
3%	N/A	10%	3%	N/A	10%	3%	N/A	10%	3%	N/A	10%