

WASH Sector Coordination

Minutes of weekly Zaatari camp WASH sector coordination group

Date: Monday 26th January 2014

Venue: UNICEF caravan of Zaatari Base Camp

Time: 11:00 AM- 12:30PM

Duration: 1.5 hours

Present: Habib ur Rehman– chair (UNICEF), Romain Briey (JEN), Anne Rapin (ACTED), Mohamed Ugool (UNICEF), Ahmed Ali (UNICEF), Mohamed Alhamwan (UNICEF), Matthew Richard (UNHCR) – minutes, Gwinola Grouhel (Oxfam), Ashraf Al-Saber (JEN), Nadia Kerlin (REACH), Catherine Sherwood (UNHCR), Murad Al-Shishani (UNHCR), Wajdi (Open hands), Einar Sorevik (UNICEF), Tabata Floretto (ACTED), Phillip Bato (ACTED), Syed Yasir Ahmad (Oxfam), Shahruh Ibraginov (ACTED), Mohamed Biley (UNICEF), Jamal Shah (UNICEF)

- ❖ For WASH info & documents, refer to the on-line “Box” storage:
https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549
- ❖ 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/zWLXyXMBEM/Waste%20Water%20Assesment%20-%20Old%20Camp>

1.0 Update on WASH Block Handover

Summary of discussions	<p>1.1 On Thursday UNICEF, JEN & Open Hands met and agreed on levels of repair needed for District 4.</p> <p>1.2 On Tuesday morning ACTED, UNICEF & Open Hands will meet and discuss return of removed water tanks/water tank stands in districts 10 & 11.</p> <p>1.3 It was advised that UNICEF compile a document or table on WASH block handovers to track and monitor progress.</p>
Action Points	<p>1.4 Relates to 1.3. UNICEF to discuss further.</p> <p>1.5 Related to 1.2: ACTED, UNICEF & Open Hands will meet and discuss return of removed water tanks/water tank stands in districts 10 & 11.</p>

2.0 Update on water supply

Summary of discussions	<p>2.1 There was a concern raised by Oxfam that water tanks installed in Districts 7 & 8 by “Mani” need proper foundations as some are losing their balance and therefore unsafe. In districts 7 & 8 concrete bases are missing from many units but exist in most other districts (at WASH blocks built by THW). Today Oxfam and Openhands will visit sites to estimate the cost.</p> <p>2.2 ACTED reported that at BH # 2 chlorine pump gives high dosage – UNICEF has raised the issue with Amman. The pump was replaced on Wednesday but some agencies have reported problems.</p> <p>2.3 ACTED reported problems with rusty water tanks. They will be meeting with the contractor to explain cleaning and best practice. There are 90 trucks so the process will take up to 1 week. Stories of ‘bags of rust’ from water trucks after 1 month of use. We need a regular system of cleaning trucks. However JEN do not have same problems. Yasser Ahmad (Oxfam) suggested changing trucks before holes develop. The tanks are 10cm thick but eventually the steel will erode and develop problems.</p>
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	<p>2.4 On Tuesday 28 January, at the CCM meeting, Yassar Ahmad (UNICEF) will present an overview of the planned water supply network and a more in-depth presentation for next WASH coordination meeting.</p> <p>2.5 Concerns over the high speeds of water trucks in the camp, missing plate numbers and lids of closet water tanks left open after refilling. Agreed that it is difficult to raise awareness on this issue due to the transient nature of the camp population and young children who don't necessarily understand the risk.</p> <p>2.6 The conflict over water access between two groups in district 8 was resolved. However the issue of tank privatization remains an issue. The UNHCR protection team is trying to resolve the issue with the responsible WASH committee member and return the missing tank.</p> <p>2.7 Catherine sent a FAQ to the Zaatari WASH Coordination group and received feedback. However we now need to map out and develop a process diagram for a complaints mechanism. It was suggested to meet soon, this was approved by the group but no date was set.</p>
Action Points	<p>2.8 Related to 2.1: Open Hands and Oxfam need to do an assessment in District # 7.</p> <p>2.9 Related to 2.2: UNICEF need to contact Mercy Corps for replacement of pump at borehole #2 and check the chlorine issue.</p> <p>2.10 Related to 2.3: ACTED to report on cleaning of water trucks. A regular system should be developed to clean water trucks to avoid build-up of rust.</p> <p>2.11 Related to 2.4, Oxfam to give presentation on water network in next Zaatari WASH sector meeting on 2nd February 2014.</p> <p>2.12 Relates to 2.7: Meet to develop a FAQ process diagram</p>

3.0 Update on waste water drainage – all areas

Summary of discussions	<p>3.1 Concern was raised regarding refugees paying for de-sludging services. It was agreed that agencies will pass a message to refugees that they should not pay for services. It might be possible to utilise the UNHCR mass information campaign for refugees to express concerns. What should refugees do if this happens? What hotline should they call? If refugees are asked to pay for de-sludging they should call the ACTED solid waste hotline and state the plate number of the truck, name of driver, date and time. However this raises concerns over tensions raised between drivers and refugees. Alternatively we should start labelling trucks through a campaign highlighting that 'de-sludging is for free!'</p>
Action Points	<p>3.2 Related to 3.1: All WASH actors in respective districts communicate to refugees that anyone who has a complaint should record name of driver, truck number, date and time. They should refuse to pay and call the ACTED solid waste hotline number to order another truck.</p>

4.0 Hygiene briefing by Rana Harbawi (UNICEF)

Summary of discussions	<ul style="list-style-type: none"> • Reports of very low hygiene standards in Zaatari schools. Campaign started targeting cash-for-work cleaner to raise standards before school start on 9 February • On Wednesday there will be an environmental initiative targeting garbage collection in the camp • There are reports of problems with WASH kits; the soap quality is very poor and often cracks after use. It was suggested that feedback should be obtained from the NRC post-distribution survey. ACTED does check quality of hygiene kits and have. Suggested to cross-check sources and coordinate with NRC. • Detailed discussion on hygiene to continue at 13:00 today
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5.0 AOB	
Summary of discussions	<p>5.1 Gas boilers will not be installed in communal WASH blocks</p> <p>5.2 Nadia Kerlin (REACH) raised the issue of the REACH weekly monitoring. Is it still relevant? Any requests or suggestions? It was suggested that the WASH coordination group meets with REACH to develop further as the PCA has extended until the end of March.</p> <p>5.3 Tomorrow World Vision will start the construction of roads in the camp. It is suggested to coordinate with them as this will impact the delivery of water to WASH facilities. On Monday at 10:30 Mohammed Jertillia will give a briefing on expected time schedules. ACTED, JEN & Oxfam will attend.</p> <p>5.4 Jamal Shah (WASH Sector Chair, UNICEF) clarified the operational issues and purpose of the Zaatari WASH Coordination structure. In addition he highlighted the importance of camps coordination at the national level however explained that Zaatari needs more attention. A new meeting for coordination was suggested to the group. The Zaatari WASH Working Group Meeting would ideally meet every 3-4 weeks depending on demand. Discussions would focus on future planned WASH activities. It will be held in Zaatari with representatives from Amman to attend. The meeting will be held on Monday 10 February 2014, 11:00, UNICEF caravan.</p> <p>5.5 Mohamed Biley (Information Management Officer, UNICEF) explained the problems with lack of information from the field and presented a new information management product to resolve the issue. It is a new tool to monitor and evaluate current and future WASH activities from January 2014 onwards. It will now be used as a central information point for all WASH interventions in RRP6. It will remain as an active working document for reference and reporting. Any intervention will be compiled using this template. A monthly update using the collected data will be compiled and sent to donors and partners. First report coming out end of January and then weekly reports from first week of February. Mohamed needs focal points ASAP. There will be a brief presentation of the reporting system next Wednesday 29 January, 13:00 at the UNICEF office</p>
Action Points	

Proposed agenda for next meeting:

- Review of action points
- Yara (UNICEF security focal person in Za’atari) will give a short briefing on security incident reporting.