

## WASH Sector Coordination

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

**Date:** Sunday 16 March 2014

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

**Time:** 11:00- 12:20

**Duration:** 1.20 hours

**Present:** Habib ur-Rehman - chair (UNICEF), Matthew Richard - minutes (UNHCR), Catherine Sherwood (UNHCR), Wajdi Abu Saif (Open hands), Phillip Bato (ACTED), Francis Ndvio (UNICEF), Khali Ansara (IMDAD), Romain Briey (JEN), Rana Harbawi (UNICEF), Andy Boscoe (Oxfam), Suheil Al Mousa (World Vision), Mohammed Ugool (UNICEF), Ashraf Al-Saber (JEN), Nadia Kevlin (REACH), Hisham Qeshta (Bab-El Amood), Giselle Hall (REACH), Mohammed Al-Hahamwa (UNICEF), Mohammed Bataineh (World Vision), Shahruh Ibragimov (ACTED), Tove Corcarat (UNHCR), Mohammed Ugool (UNICEF), Omar Al-Qadhi, Cobie Visscher (Oxfam), Francesca Coloni (UNHCR), Fernando Marin (UNHCR), Murad Shishani (UNHCR).

- ❖ For WASH info & documents, refer to the on-line “Box” storage, [https://www.box.com/signup/collablink/d\\_528023294/7a4a32df9e549](https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549), and the WASH Working group page on the UNHCR portal: [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=18](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=18)
- ❖ REACH’s maps and weekly WASH reports can be found on the on-line “Drop Box” storage: <https://www.dropbox.com/sh/n9ngx1oy848q644/v6gd24hWRa>
- ❖ REACH’s maps on the latest wastewater assessment (currently only Ds 1,2,3,4 and 12): <https://www.dropbox.com/sh/n9ngx1oy848q644/c5Hidii1j0/Waste%20Water%20Assesment%20-%20All%20Camp>

1.0 Update on WASH Block Handover	
Summary of discussions	<p><b>1.1 Handovers update.</b> The Excel file created by Wajdi (Open Hands) on WASH block handover is being used as a helpful document to monitor WASH block handover. The table is colour coded. Green relates to ‘WASH blocks handed-over that meet minimum standards’, yellow relates to ‘WASH blocks awaiting handover’, and red relates to ‘vandalised facilities’. The updated WASH block handover chart is attached to the minutes. There are 35 facilities waiting handover. On Tuesday a walk-through of district 12 was conducted with ACTED and UNICEF to assess the hand-over process but this was not completed due to bad weather. The UNICEF Zaatari WASH snapshot for Jan-Feb was also shared with the group and is available on the UNHCR data portal.</p> <p><b>1.2 WASH Committee Monitoring. Carried forwards:</b> Catherine (UNHCR) proposed a review of the handover process to evaluate its success and failures. It has been 6 months since it started in District 7. Advised to meet and develop checks, indicators and what to monitor. This could be used as a learning tool for partners in the future. Rana (UNICEF) has sent email to partners requesting focal points for evaluation but has not yet received any feedback.</p>
Action Points	<p><b>1.3 Handovers update. Relates to 1.1. (Rolling action):</b> Open Hands to provide weekly update on WASH block handovers using the excel file.</p> <p><b>1.4 WASH Committee Monitoring. Relates to 1.2:</b> Rana Harbawi (UNICEF) to follow-up on this action and partners are reminded to email focal points to her.</p>

2.0 Update on water supply	
Summary of discussions	<p><b>2.1 Borehole#2:</b> No representative from Mercy Corp present at the meeting. ACTED reported continuing issues with boreholes 1 &amp; 2. ACTED requested that Mercy Corps/Bab El-Amood provide an engineer to be based at the borehole and respond to any operational issues. Bab el-Amood are contracted with UNICEF</p>

	<p>to be present 8 days a month at the boreholes (For example on Monday and Wednesday). Last week Habib met with Bab El-Amood to clarify agreement. Bab El-Amood confirmed that they will attend all future WASH meetings. The borehole is not operational 24/7 but instead works from 06:00 until 16:00 continuously.</p> <p><b>2.2 WASH FAQ:</b> Request for UNHCR to get WASH FAQ translated into Arabic for staff.</p>
Action Points	<p><b>2.3 Borehole operation. (Rolling action). Relates to 2.1,</b> Mercy Corp to give weekly update on the operation of boreholes 1 &amp; 2.</p> <p><b>2.4 Borehole operation. Relates to 2.1:</b> UNICEF to meet with Bab Al-Mood to discuss problems with borehole operation. Bab El-Amood to share borehole operation schedule with ACTED.</p> <p><b>2.5 WASH FAQ in Arabic. Relates to 2.2:</b> Nasser from Mercy Corp has offered to do this.</p>

### 3.0 Update on waste water drainage – all areas

Summary of discussions	<p><b>3.1 Wastewater spillage into the Wadi:</b> UNICEF has entered into a contract with Lafi Company to clean three main holes and to increase the dropboards on both the north and south drainage lines. Construction of gate is now complete for the northern and southern lines. UNICEF are monitoring the area however this was difficult last week with all the rain. Due to high discharge of wastewater it might be worth re-visiting the idea to build an additional storage area for excess wastewater. The problem is further exacerbated by refugees who discharge wastewater through connections to the stormwater pipes from tents/caravans.</p> <p><b>3.2 Grill on drainage line:</b> The rains last week have forced the grill off at the end of the stormwater drainage line. This is a health and safety risk and should be reinstalled.</p> <p><b>3.3 Removal of wastewater:</b> There are concerns that some de-sludging trucks are discharging loads directly into the wadi. However this was explained as a confusion between stormwater trucks and de-sludging trucks which are different. Storm water trucks are discharged into the wadi, and de-sludging trucks are discharged at Akeidar WWTP. De-sludging trucks are monitored carefully and drivers will only receive payment for removal of wastewater following exit from the camp tracked by a series of receipts. Payment is dependent on load (3 JD/M<sup>3</sup>).</p>
Action Points	<p><b>3.4 Wastewater spillage into the Wadi. (Rolling action), Relates to 3.1.</b> UNICEF to update on progress and re-visit the idea of additional wastewater storage.</p> <p><b>3.5 Grill on drainage line, relates to 3.2:</b> UNICEF to follow-up.</p>

### 4.0 Hygiene briefing by Rana Harbawi (UNICEF)

Summary of discussions	<p>Focus areas for the month:</p> <ul style="list-style-type: none"> <li>• Scabies</li> <li>• Water conservation</li> <li>• Women's hygiene</li> <li>• World Water day, 22 March 2014</li> </ul> <p><b>Hygiene taskforce meetings:</b> District field teams would like to support the promotion of hygiene awareness through district meetings. Encouraged to engage more with the hygiene taskforce meeting and for partners involved with hygiene promotion to attend district team meetings. Messages to be passed on from district and hygiene meetings.</p>
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5.0 AOB	
Summary of discussions	<p><b>5.1 Solar lights in WASH blocks:</b> 110 solar lights were installed in female WASH blocks last year, UNICEF advised 36 currently remain. Some have been vandalized but majority remain functional. The main issue effecting operation is dirt/dust collecting on panels. The panels need to be regularly cleaned with a dry cloth. It was advised that this should be a regular maintenance activity for WASH committees. Guidance should be developed for the WASH committees to incorporate regular cleaning of panels in maintenance activities. Oxfam have shared there guidance notes for cleaning solar panels.</p> <p><b>5.2 SRAD reporting:</b> SRAD have expressed concern about the lack of reporting regarding WASH related security incidents. All partners are reminded to report all security incidents to Yara Dababneh (UNICEF National Field Security Advisor/focal point in Zaatari) using the template circulated with the minutes last week. Note that the SRCD have changed SRAD (Syrian Refugee Assistance Department).</p> <p><b>5.3 WASH minimum standards:</b> A sub-working group have finished developing minimum standards for WASH services in Zaatari. Catherine has circulated to the Zaatari WASH Coordination group and received comments. It was highlighted that there is a gap regarding WASH in schools. This will be discussed in the hygiene taskforce meeting later today.</p> <p><b>5.4 Oxfam update on new WASH blocks in District 8:</b> Oxfam have started installation of 11 new WASH blocks in district 8. 3 are now installed and operational, 8 remaining with 4 starting tomorrow (Monday 17 March).</p> <p><b>5.5</b> Oxfam requested UNHCR to provide information on institutions in districts 5, 6, 7, 8 &amp; 9. This will enable a cross-check on the design of the new water supply network for these districts. REACH have sent the coordinates but Oxfam need detailed information and planning figures in order to assess demand.</p> <p><b>5.6 REACH weekly monitoring reporting:</b> Last week Nadia Kevlin (REACH) presented data from REACH weekly WASH monitoring report. Suggested that it is a good time to review data collected and incorporate with WASH minimum standards. Every week REACH has a team of 12 staff who monitor conditions of WASH blocks. The team collects data and compiles into a weekly report however there has been no analysis overtime. Type of data collected includes: levels of heavy damage, functionality of taps, missing doors, presence of fascas, existing blockages. Reports are available on the WASH dropbox and the UNHCR portal. Suggested to redesign questionnaire to update data collected so it is more useful for WASH partners.</p> <p><b>5.7</b> A representative from the UNICEF field team informed the WASH working group about the lack of water in district 9 (street 5). Last week some of the UNICEF district field officers were threatened by a refugee because of this issue. They have asked this to be addressed.</p>
Action Points	<p><b>5.8 Solar lights, relates to 5.1.</b> UNICEF to re-circulate table of solar lights installed/remaining. Nadia (REACH) to modify REACH Weekly survey to include rapid assessment on functionality of solar lighting.</p> <p><b>5.9 Relates to 5.5:</b> UNHCR site planning to provide Oxfam with required information.</p> <p><b>5.10 REACH Weekly reporting, relates to 5.6:</b> Nadia to incorporate WASH minimum standards into REACH weekly monitoring questionnaire and email to Zaatari WASH working group for review.</p>

### Proposed agenda for next meeting:

- Review of action points

## **WASH HOTLINES**

### **REPAIRS HOTLINE:**

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

### **WATER HOTLINES:**

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

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

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

### **Solid Waste Hotline**

- 079 802 1475 Yanal Nasaa (ACTED)

### **JEN storm water desludging hotline:**

- 079 569 4125