

## WASH Sector Coordination

### Minutes of weekly Za'atari camp WASH sector coordination group

**Date:** Sunday, 4 May 2014

**Venue:** UNHCR Caravan F-1A, Buffer Zone, Zaatari Base Camp

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

**Duration:** 1.5 hours

**Present:** Habib ur Rehman - Chair (UNICEF), Matthew Richard – minutes (UNHCR), Diana Elfawair (UNHCR), Andy Boscoe (Oxfam), Wajdi Abu Saif (Open Hands), Jafer Shraiden (Bab Elamood), Rana Harbawi (Unicef), Ramez Morgus (ACTED), Tabata Fioretto (ACTED), Flore Dazet (ACTED).

- ❖ For WASH info & documents, refer to the on-line “Box” storage, [https://www.box.com/signup/collablink/d\\_528023294/7a4a32df9e549](https://www.box.com/signup/collablink/d_528023294/7a4a32df9e549), and the WASH Working group page on the UNHCR portal: [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=18](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=18)
- ❖ REACH’s maps and weekly WASH reports can be found on the on-line “Drop Box” storage: <https://www.dropbox.com/sh/n9ngx1oy848q644/v6gd24hWRa>
- ❖ REACH’s maps on the latest wastewater assessment (currently only Ds 1,2,3,4 and 12): <https://www.dropbox.com/sh/n9ngx1oy848q644/c5Hjdii1j0/Waste%20Water%20Assesment%20-%20All%20Camp>

1.0 Update on WASH Block Handover	
Summary of discussions	<p><b>1.1 Handovers update.</b> UNICEF have developed an Excel file regarding WASH block handover which 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. No WASH committees have yet been established in districts 1 &amp; 2. The majority of THW WASH blocks in these districts have been vandalised and not used as toilet facilities, only as water storage facilities. The Dalal WASH blocks in districts 1 &amp; 2 are well maintained but they are often not de-sludged. In district 8 WASH committees are being established to support the new WASH facilities. In total there are 417 facilities listed in the excel file. 295 facilities have been handed over to WASH committees, 42 facilities are not operational due to vandalism. In March and April Oxfam installed 19 new facilities in district 8. In total there are 364 operational facilities.</p>
Action Points	<p><b>1.2 Handovers update. Relates to 1.1, (rolling action):</b> Open Hands to provide weekly update on WASH block handovers using the excel file and UNICEF to distribute with along with MoM through email.</p> <p><b>1.3 Related to 1.1:</b> UNICEF will check the possibility of minimizing of vandalism of yellow WASH/toilet blocks. Francis (UNICEF) to follow-up.</p>

2.0 Update on water supply	
Summary of discussions	<p><b>2.1 Boreholes 1 &amp; 2:</b> The boreholes have a maximum output of 2,400M<sup>3</sup> per day but there is some loss during flush-out of turbid water, truck filling/leakage and the filtration system. Water delivery is scheduled from 0600-1800 everyday. On some days tanks are dry by 1600-1700. The tanks are re-filled at a rate of 50 and 60 M<sup>3</sup> per hour at borehole #1 &amp; 2 respectively. There is 1,235M<sup>3</sup> of storage at borehole number 2 but only 80M<sup>3</sup> at borehole number 1. This is insufficient so additional tanks are planned.</p> <p>Reported problems at the boreholes due to high dosage of chlorine. The tanks do not allow for flush-out of water if this problem occurs. All 4 tanks at the 2 on-site boreholes are connected directly to the filling</p>

	<p>stations. Suggested to install flush-out valve to close off and flush out in scenarios of high turbidity and chlorine. UNICEF contacted Peter (Oxfam) to request installation of new T95s to increase storage at boreholes. Suggested that ACTED contact Peter to ensure the idea of 'flush-out valves' are included into the new design. Also issues with low chlorine levels of water stored at T95, delivered from outside boreholes. Reminded that agencies are responsible for monitoring chlorine levels. Oxfam/Acted need to formalise this arrangement/ MoU in order to check and chlorinate the T95s on a regular basis.</p> <p><b>2.2 Extended Working Hours for Water Supply:</b> ACTED raised the issue that after 2 PM, filling times of trucks significantly increases due to lack of NPSH (Net Positive Suction Head) and trucks have to wait few extra hour so that when T-95 are refilled than both filling station start working. MercyCorp (Naser) has proposed to increase the water trucking hours. Mohammed Jertila (UNHCR) organised permission for trucks to remain in the camp until 20:30.</p> <p><b>ACTED update on water distribution:</b></p> <p>Decrease of water distributed in 7 districts. Distribution is based on REACH statistics which are out of date (est. 95,000). The actual population is likely less so need to adjust and decrease. Districts 1,2,3,4 have decreased by 30M<sup>3</sup>, but increase in Districts 7. Total distribution of 3,800M<sup>3</sup> daily. UNICEF have received complaints from field staff and refugees of insufficient water distribution. ACTED have responded to water quantity issues with the recruitment of 12 new water monitors due to arrive next week. ACTED also to set up a new delivery schedule with timings of delivery along with a monitoring strategy. There is currently no system to validate or prove delivery of water.</p> <p><b>2.3 WASH FAQ summary (still pending):</b> There are concerns that district team members have neglected to read the document due to its length. The WASH FAQ has been summarized into a 1-page document by Hester Clark (UNHCR) which has been shared with UNICEF and circulated to WASH sector partners for their comments. UNICEF will make arrangement for translation of FAQs.</p>
<p>Action Points</p>	<p><b>2.4 Borehole operation. (Rolling action). Relates to 2.1,</b> Babel Amood to give weekly update on the operation of boreholes 1 &amp; 2.</p> <p><b>2.5 Extended Working Hours –Relates to 2.2:</b> Diana (UNHCR) to follow-up and provide update at the next meeting.</p> <p><b>2.6 WASH FAQ. Relates to 2.4:</b> Habib will make arrangements for incorporating the comments into the summary of FAQ and translate it into Arabic.</p>

<b>3.0 Update on waste water drainage – all areas</b>	
<p>Summary of discussions</p>	<p><b>3.1 Private pits:</b> Issues regarding private pit de-sludging. Pits of up to 20 litres are difficult to access for de-sludging trucks as they are too small. They need to be bigger or regulated but raising awareness on this issue is a challenge as private pits are not permitted in the camp. This issue needs to be addressed especially with the arrival of summer and potential for disease to spread from stagnant water. The planned wastewater network will not arrive until next year due to lack of funding - the camp cannot wait for this. What can we feasibly do to improve situation? Suggestions to invest in additional private water storage facilities. But this is a serious funding commitment requiring estimated 22,000 containers. Earlier initiatives for extra water storage in the camp have failed, e.g. water barrels, red tanks – we need a more innovative solution. A sub-working group in Zaatari has been established to address the issue and to bring forward a suitable solution at the Amman level. The sub-working group met with Oxfam (chair), JEN, IMDAD and UNICEF. It was decided that all partners will conduct an assessment and report on the most suitable solution based on findings. Oxfam has mentioned that Peter has shared MoM. JEN has mentioned that there should not be any sub-working group for private pits because there is no viable solution to address this issue. It is suggested that the metallic septic tanks which are not properly used or being under used, could be utilized more efficiently if WASH sector can get the data of those septic tanks. UNICEF agreed to talk to IMDAD for its help for this assessment. Habib (UNICEF) asked IMDAD to provide an assessment or a list of the tanks that are being de-slugged more often and the</p>

	ones are not used or lightly used. Fadi (Imdad) to provide update.
Action Points	<b>3.2 De-sludging assessment, Relating to 3.1:</b> Fadi (Imdad) to give update at the next meeting

4.0 Hygiene briefing / Updates	
Summary of discussions	<ul style="list-style-type: none"> <li>• Ongoing piloting jerry cans cleaning with ACTED</li> <li>• Environmental day scheduled for 5 June. Planning starts this month.</li> <li>• UNICEF received complaints from MdM about insects and flies. <ul style="list-style-type: none"> <li>○ Who is responsible for vector control? For rodents it was UNHCR/NRC. Diana to check.</li> </ul> </li> <li>• Hygiene kit distribution for June? No plans.</li> </ul>
Action Points	<ul style="list-style-type: none"> <li>• Diana (UNHCR) to follow-up on vector control plan</li> </ul>

5.0 AOB	
Summary of discussions	<p><b>5.1 Updated Camp Population Data:</b> UNICEF and ACTED have requested from UNHCR to provide latest district wise population data to ACTED so that ACTED can reschedule it water distribution plan. This was circulated with the minutes of meeting of water supply issues in Za'atari on 28 April.</p> <p><b>5.2 Water Distribution Inequalities:</b> UNICEF has mentioned about complaints regarding unequal distribution of water among refugees. ACTED has mentioned that they are in process of hiring of 12 water field monitors who will be in Za'atari camp performing their duties from 1<sup>st</sup> week of May 2014. A separate meeting took place on Monday 28<sup>th</sup> April 2014 to discuss the issue and find out possible solutions for different water supply problems. The MoM have been circulated.</p> <p><b>5.3 Abandoned WASH Equipments/Facilities:</b> Unicef (Habib) raised an issue to see the possibility of taking back the unused/damaged WASH equipment/tools/facilities in order to repair and re-use wherever they are needed. Majority of WASH sector colleagues have mentioned that it might not be easy due to refugees reluctance and if we decide to do this, then there should be a clear policy and should be done at same time/day in whole camp to avoid any kind of riots/vandalism.</p> <p><b>5.4 Vector Control/Fly Campaign:</b> It has been mentioned by few WASH sector colleagues that different kind of flies and mosquitoes are growing in camp which could be a potential threat for diseases and diseases transfers.</p> <p><b>5.5 Draft Za'atari Camp WASH Minimum Standards Monitoring Framework:</b> Habib has re-circulated framework and will print-off indicators for the next meeting for the WG to discuss further. Once finalized Matthew will upload onto the portal.</p>
Action Points	<p><b>5.6 Vector Control – relates to 5.4:</b> UNHCR (Diana) will check whether a potential fly-campaign could be organized in combination with upcoming rat campaign in June 2014. All partners should explore the option of developing CM and HP campaigns to sensitize refugee population on pests (in particular flies) and risks related to solid waste management during the summer.</p> <p><b>5.7 WASH Minimum Standards Monitoring Framework – relates to 5.5:</b> Habib to print-off indicators for the next meeting for the WG to discuss further.</p>

**Proposed agenda for next meeting:**

- Review of action points

- Briefing by Nadia on REACH report on “Preliminary findings of social profiling assessment and service delivery priorities”. **Still pending.**

## **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