
Za'atari Camp WASH Facilities Management Intro and FAQ – June 2014

The aim of this document is to help District Field Staff in their discussion with the refugee community about WASH issues. It sets out the protocol for resolving common problems. In knowing how issues are resolved it is hoped that District Field Staff will be able to appropriately advise the refugee community how to best seek support.

Note: This document will require revision from time to time as there is a planned handover in maintenance activities at WASH Blocks that will result in changes to the referral process. In addition, any changes to the role of District Teams and the Community Police (both new functions at the time of writing) should also be included in the revision.

Introduction

At Za'atari the WASH Sector has been going through a process of handing cleaning and small-scale maintenance over from WASH Implementing Partners (ACTED/Oxfam/JEN depending on District) to WASH Centre User Committees (WASH Committees). To date, WASH Centres have been and continue to be targets for theft and vandalism. The intention of getting the community to manage them is to promote a sense of ownership within the users of the WASH facility.

It is important that, where it is working, all humanitarian actors continue to reinforce this governance structure to encourage it to function well.

Before they are handed over from the WASH Implementing Partners, UNICEF's maintenance contractor gets them up to a minimum quality standard (two water tanks, 1/3 of original taps present, clear drainage lines etc.). The WASH Committee then signs an agreement with the WASH Implementing Partner to say they take on the responsibility of managing the facility, with the support of the WASH Implementing Partner.

The WASH Committees are monitored and supported by the WASH Lead Partner for the District:

- ACTED - Districts 1,2,9,10,11,12
- JEN – Districts 3,4,5
- Oxfam - Districts 6,7,8

Each Committee a budget of up to JD400/month (depending on the number of Blocks managed) to manage and from which the cleaning and maintenance activities are funded. This is not a salary. Before they can be handed over to the WASH Committee from the WASH Implementing Partner they are brought up to a minimum standard. We have around 364 functional WASH Blocks at Za'atari and the process of maintenance to ensure minimum standards and handover is almost completed. This means that it, across the whole camp, the following situations may apply at the moment:

1. WASH Blocks being cleaned and managed by WASH Committees and supported by WASH Implementing Partners (ACTED/JEN/Oxfam). Maintenance issues that cannot be resolved by the WASH Committee are referred to the WASH Implementing Partner.
2. WASH Committees have been set up but the maintenance to get them up to minimum standards has not been completed so the WASH Implementing Partner is still responsible for cleaning (through cash-for-work) and maintenance, in consultation with the WASH Committee.
3. In some areas, WASH Blocks have been so badly vandalised/looted that they are no longer functional and there is currently nothing for a WASH Committee to do hence, they often have stopped operating. In this instance, the WASH Implementing Partner is responsible for all cleaning and maintenance.

Please read the WASH Committee Leaflet provided to the community and the WASH Committee ToR attached for details of their role.

Frequently Asked Questions/Common Issues

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1. There's no water at WASH Blocks/public tapstands but the tanks are ok
 2. There's no water at WASH Blocks/public tapstands because tanks are broken or missing
 3. There's no water in privately owned/controlled water tanks
 4. WASH Blocks have missing taps / minor maintenance issues
 5. WASH Blocks have blocked toilets
 6. WASH Block wastewater (sewage) tanks are full and need to be emptied (desludged)
 7. Private wastewater tanks are full and need to be emptied (desludged)
 8. People have been asked to pay for water filling or wastewater desludging by trucks with ACTED/OpenHands/UNICEF logos
 9. There are no bins or bins are not being emptied
 10. How to get Cash-for-work for cleaning WASH, Blocks, rubbish collection
 11. WASH Committee is not supporting the user community
 12. Complaint about a WASH Implementing Partner
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1. ***There's no water at WASH Blocks/public tapstands but the tanks are ok***

Response to refugee: People should report the problem to their WASH Committee in the first instance. Water supply is the responsibility of UNICEF's Partner, ACTED. If WASH Block tanks or public tapstands are empty refugees (preferably WASH Committees) can call ACTED directly on –

- ACTED - Naser Abu Daher/Deputy Water Manager
- ACTED - Muhammad / Abu Daher/Supervisors for water deliver

District Number	Phone number
1.2.6.11	0777078564
3.4.9.10	0777250971
5.7.8.12	0777406672

If there are on-going problems with filling of specific points this should be reported to the WASH Implementing Partner for follow-up, ideally through the WASH Committee if in place.

Note (background information for Staff): Safe drinking water is distributed by truck to public WASH Blocks and public tapstands. There is an allowance of **35 litres per person per day**. The amount of water going to each District depends on the number of people living in a District. More tanks do not mean more water. Population data is endorsed and received by UNHCR.

2. ***There's no water at WASH Blocks/public tapstands because tanks are broken or missing***

Response: People should report the problem to their WASH Committee in the first instance. If there is no WASH Committee people can contact the WASH Partner directly through Community Mobilisers or Hygiene Promoters. The WASH Committee is the formal point of contact for WASH Partners.

If damage has been caused by an ACTED water supply truck or a desludging truck, if possible people should take name of the driver/operator, the location, truck number and date/timing of the incident so the incident can be reported to the WASH Partner for referral to the appropriate agency and the driver/operator traced and held to account.

Note: The WASH Partner will then make an assessment of the damage.

- If it is repairable the WASH Partner will request OpenHands/Bab Al Amodd to remove the tank and repair it, a working tank should be left in its place.
- If it cannot be repaired, the WASH Partner will request to UNICEF that it is replaced.
- If it has been broken by a Water Filler – the Water Filler will be asked to pay for replacement if he can be traced (the WASH Implementing Partner will refer it to ACTED).

If it has been broken through vandalism or stolen the WASH Partner will try and resolve the issues with the community and will report the incident to UNICEF Security Officer (WASH Partner will manage directly).

3. **There's no water in privately owned/controlled water tanks**

Response: The WASH Sector does not provide water to privately owned/controlled tanks either for free or for money. This includes controlled water points that maybe in public spaces but where access to the tap is controlled by a small number of individuals who do not allow others to use it.

Note: If ACTED trucks are seen filling private water tanks (within compounds or where taps are controlled by individuals) by Staff, this should be reported to ACTED/Unicef directly by Staff. If possible photos of the trucks filling the tank including the location, vehicle number and the date and time should all be included in the report to be emailed to: zaatari.water@acted.org AND cc'ing fndivo@unicef.org

4. **WASH Blocks have missing taps / minor maintenance issues**

Response: People should report the problem to their WASH Committee in the first instance. If there is no WASH Committee people can contact the WASH Partner directly through Community Mobilisers or Hygiene Promoters. The WASH Committee is the formal point of contact for WASH Partners.

At handover to WASH Committees, a third of the original taps in each WASH Block were/will be replaced (however, this is not to say they will not go missing after handover). Therefore:

- Where handover has taken place WASH Committees become responsible for taps, there should be enough money within the WASH Committee Budget for replacement of the occasional tap.
- Where handover is scheduled to take place but hasn't yet happened, the minimum number of taps will be replaced at that time.

Note: Missing taps are common problems. Sometime damage/theft occurs in isolated cases, sometimes it's coordinated and widespread. In some areas, as soon as they are replaced, they go missing. It is not sustainable or useful to continue to support this kind of theft from public facilities by replacing parts in areas with chronic theft issues. Supporting a functional WASH Committee is seen as a mechanism to try and combat these kind of acts.

As agreed upon during the WASH Coordination Meeting held on Aug. 25th2013, UNICEF WASH Implementing Partners should submit all incidents (theft/vandalism etc.) related to WASH assets utilizing the simplified incident reporting template provided by Yara Dababneh from UNICEF. This information will be utilized for incident tracking and trend analysis. Incidents will be submitted to the UNICEF Security team (dhardy@unicef.org, ydababneh@unicef.org) and the UNICEF WASH team.

In addition, note that REACH-UNICEF undertake regular checks of WASH facilities to determine levels of functionality.

5. **WASH Blocks have blocked toilets**

Response: The problem should be reported to the WASH Committee in the first instance. People should ask the WASH Committee to try and fix the problem. WASH Committees have been given tools (called 'snakes') and gloves to try and remove simple blockages. If the WASH Committee cannot clear the blockage they should report it to the Lead WASH Partner who will make an assessment and support the WASH Committee to fix the problem.

Note: Sometimes people put diapers/sanitary towels and other waste that should be put in a bin (often bins are not there – these have typically been stolen), down the toilet which can cause blockages.

After the WASH Lead Partner has made an assessment they may contact JEN who have more advanced tools for clearing blockages (high-pressure hoses) that can be used in all areas, not just the areas where JEN is lead WASH Partner. Oxfam also has similar tools they can use in their Districts. If this doesn't work the WASH Partner will arrange for the maintenance contractor to look at the problem via Open Hands –

- OpenHands – Wajdi - 0799262551

There are changes happening to the way maintenance activities are undertaken. This system will change in the next few months.

6. WASH Block wastewater (sewage) tanks are full and need to be emptied (desludged)

Response: Wastewater at communal WASH Blocks is removed by OpenHands by desludging trucks (this is a free service). In the event that tanks need desludging people can call OpenHands directly -

- OpenHands – Mohammed – 079 542 2632
- OpenHands – Khalil – 079 914 8753
- OpenHands – Yousuf Ibrahim (Arabic/German/English Speaker) – 079 651 6618

Note: If there are repeated problems / the trucks have not come, the issue should be reported to the Lead WASH Implementing Partner, either through the WASH Committee or directly if one does not exist. Who will look to resolve the issue with UNICEF/OpenHands.

7. Private wastewater tanks are full and need to be emptied (desludged)

Response: Tanks/pits at household level will therefore also be desludged upon request. This is a free service. In the event that tanks need desludging refugees can call OpenHands directly -

- OpenHands – Mohammed – 0795422632
- OpenHands – Khalil – 0799148753
- OpenHands – Yousuf Ibrahim (Arabic/German/English Speaker) – 079 651 6618

Note: Private toilets are not approved or regulated by the WASH Sector, however, sewage poses a high-risk to health and therefore removal of this waste is the safe and responsible thing to do.

8. People have been asked to pay for water filling or wastewater desludging by trucks with ACTED/OpenHands/UNICEF logos

Response: Water filling of WASH Blocks and public tapstands, solid waste removal and wastewater desludging are **FREE** services. This includes desludging of private pits. But as previously stated, private water storage tanks or tanks relocated to areas where trucks do not access via normal delivery routes should not be filled by trucks with ACTED/UNICEF logos regardless of whether or not people are paying drivers for this service.

People should report the problem to their WASH Committee in the first instance. If there is no WASH Committee people can contact the WASH Partner directly through Community Mobilisers or Hygiene Promoters. The WASH Committee is the formal point of contact for WASH Partners. This can also be reported through UNHCR/UNICEF Field Teams or the UNHCR Help Desk.

Note: Any request for payment by drivers should be reported to UNICEF directly by Staff. UNICEF will then refer the case as necessary for management by the responsible agency (ACTED for water supply/OpenHands for desludging). If possible photos of the trucks filling/desludging tanks, including the vehicle number and the date and time should all be included in the report to be emailed to: fndivo@unicef.org and ydababneh@unicef.org and zaatari.water@acted.org (if relates to water supply trucks).

9. There are no bins or bins are not being emptied

Response: If there are not enough bins or bins have gone missing this should be reported to the Lead WASH Implementing Partner, either through the WASH Committee or directly if one does not exist.

Rubbish is removed from bins by ACTED, in the event that bins are not being emptied, problems people can call ACTED directly –

- **079 802 14 75 Yanal Nasaa (ACTED)**

Note: If there are repeated problems / the solid waste trucks have not come, the issue should be reported to the Lead WASH Implementing Partner, either through the WASH Committee or directly if one does not exist. Who will look to resolve the issue with UNICEF/ACTED.

10. How to get hired for Cash-for-work (CFW) for cleaning WASH Blocks, rubbish collection)

Response: Cash-for-work for cleaning of WASH Blocks is being phased out, and instead WASH Committees are becoming responsible for this (it's up to them how the money is managed but typically there is payment of cleaners through the grant payment. Cash-for-work cleaning of public areas is ongoing. Contact the Lead WASH Partner staff directly for information on their Cash-for-work procedure.

Note: Each agency has its own CFW system in place at this time with its own focal people. To ensure a stricter rotation system, UNHCR is developing a CFW section on RIAS. Partners will have access to check all refugees to ensure rotation is actually happening and people are not employed in multiple agencies simultaneously. Note that RIAS will not serve as a recruitment tool.

11. WASH Committee is not supporting the user community

Response: The WASH Implementing Partner is there to both monitor and support WASH Committees. Contact the WASH Partner directly through Community Mobilisers or Hygiene Promoters if there is a problem with the WASH Committee.

The WASH Partner will not make the changes, the community needs to do this but the WASH Partner can facilitate the discussions. The community will need to decide on:

- Removal of certain members and appointment of new ones.
- A new WASH Committee members and work with former members and WASH Partner Community Mobilisers to dissolve the former one.

Note: Where conflicts may arise as a result, support from UNHCR Protection/Field should be sought. This may be referred through the District Meetings coordinated by UNHCR.

12. Complaint about a WASH Implementing Partner

Response: Such complaints can be reported through Complaint Mechanisms specific WASH Partner. ACTED complaints mechanism can be reached by emailing: zaatari.complaints@acted.org; dropping by the ACTED Office and asking to speak with an Accountability Officer; or calling **0798020958/ 079021284**. Contact JEN and Oxfam Staff directly for info about their Complaints Mechanism. Oxfam hotline number is **079 021 9698**.

If the person prefers, to UNHCR Protection or UNICEF/UNHCR Field Assistants or to the UNHCR Help Desk (in the Buffer Zone) for referral to UNICEF and appropriate management.

ATTACHMENT 1 – Terms of Reference - WASH Committees

ATTACHMENT 2 – Community Leaflet on WASH Committees