ACTED Jordan WASH Update
September 2014

→ HOST COMMUNITIES
→ AZRAQ
→ ZAATARI
Host Communities Update

- School WASH Rehabilitations
- Household WASH Rehabs
- WASH Community Infrastructure Rehabilitations
- Hygiene promotion
ACTED Jordan – WASH interventions update

School WASH Rehabs

• 18 school WASH rehabs in Mafraq, Irbid and Zarqa govs.

• Water storage tanks, toilets and toilet blocks, wash basins, tap stands, sewers, hygiene promotion sessions

• Challenges: long-term maintenance of facilities, blockages in sewers, no standards from WASH Sector, overlap with other agencies

• Achievements: 15 schools completed and handed over, good relationship with schools and education directorate, high quality of work, good project procedures developed
WASH in Households

• 550 Household WASH rehabs in Mafraq and Zarqa

• Water storage tanks, internal water pipes, sinks, taps, wash basins, showers, hot water heaters and WASH NFI vouchers

• Challenges: large number of rehabs in short timeframe, fewer households than anticipated require rehabs

• Achievements: Contract signed, Assessment tool developed, >350 eligible households identified
• 5 pilot sites in Mafraq Governorate

• Mobile toilets, water storage tanks, WASH NFI vouchers, WASH committees, hygiene promotion

• Challenges: numbers constantly changing, facilities need to be mobile with no permanent structures

• Achievements: 5 sites selected, toilet prototype approved, installations ongoing.
• 10 projects, 5 water and 5 wastewater

• Installation/maintenance of booster pumps, rehab of pump stations, sewer line replacements, sewer cleaning

• Challenges: difficulties getting data from water authorities, long selection process, overlaps with other agencies

• Achievements: Draft definitive design documents reviewed, construction phase prequalification tender assessed, roadmap to start implementation done
Hygiene promotion across five governorates in North Jordan in collaboration with schools, CBOs, INGOs, municipalities, vulnerable outreach communities

- Sessions include personal hygiene, environmental hygiene, menstrual hygiene, pregnancy and newborn hygiene

- Challenges: Managing relationships with community partners (financial incentives)

- Achievements: Last month 21 Women’s Events, 6 health clinic events, 15 children's events, 2 clean up days with a total of 3697 beneficiaries
Azraq Update

- Water supply
- Wastewater management
- Solid waste management & camp cleaning
- Hygiene promotion
Azraq water supply overview
• 35L/p/d

• Three weeks of Sept: 8,178m$^3$ of drinkable water supplied, 88% to water stations.

• Three weeks of Sept: 9 microbiological tests, >500 FRC tests.

• Challenges: uncertain population figures, boreholes 40Km from camp, relatively high TDS require RO at boreholes.

• Achievements: No complaints about water quantity; no coliform bacteria found since camp opening; FRC pilot seems successful.
## Azraq wastewater overview

<table>
<thead>
<tr>
<th>Village</th>
<th>Holding tanks/village</th>
<th>Holding tank usable volume (m³)</th>
<th>Wastewater / person / day (m³)</th>
<th>Wastewater / village / day (m³)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>868</td>
<td>6.88</td>
<td>0.007*</td>
<td>57.4</td>
</tr>
<tr>
<td>6</td>
<td>808</td>
<td></td>
<td></td>
<td>25.8</td>
</tr>
<tr>
<td>TOTALS</td>
<td></td>
<td>1676</td>
<td></td>
<td>86.2</td>
</tr>
</tbody>
</table>

* 0.007 m³ of wastewater generation per capita per day is based on a convenience survey.
ACTED Jordan – WASH interventions update

Wastewater management

• August: 2,813m³ of WW collected and disposed

• Transfer site: 2 * 30m³ holding tanks

• Challenges: >70% of water supplied does not end up in WASH blocks’ holding tanks (mainly due to spillover and disposal at the water points); WWTP is far from the camp; uncertainties on population

• Achievements: No wastewater overflow, except in some agencies compounds where holding tanks are faulty.
## Azraq SWM overview

<table>
<thead>
<tr>
<th>Village</th>
<th>No. of blocks</th>
<th>No. of plots</th>
<th>Shelters</th>
<th>Populaton / village</th>
<th>Solid waste/perso/ person/day (m$^3$)</th>
<th>Solid waste/village/day (m$^3$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>20</td>
<td>223</td>
<td>2676</td>
<td>8600</td>
<td>0.0045*</td>
<td>38.7</td>
</tr>
<tr>
<td>6</td>
<td>15</td>
<td>203</td>
<td>2436</td>
<td>3200</td>
<td>14.4</td>
<td>14.4</td>
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<tr>
<td>TOTALS</td>
<td>35</td>
<td>426</td>
<td>5112</td>
<td>11800**</td>
<td></td>
<td>53.1</td>
</tr>
</tbody>
</table>

* 0.0045m$^3$/person/day according to field survey.

** According to UNHCR official figures (early September)
• August: 2,359m$^3$ of SW collected and disposed

• Transfer site: 1 * 12’ closed container

• Challenges: (initially) construction debris from shelter suppliers; disposal of excess bread; difficulties in recruiting IBV cleaners; no clarity on school WASH infrastructure O&M

• Achievements: No or very little theft of waste bins; camp is clean; school cleaning successful; transfer site is kept clean

Planning to shift from m$^3$ to tonnes
Azraq Hygiene promotion overview

• Key messages
  • Household, Group sessions (male/female etc)
  • Involvement of Syrian refugees
  • Water conservation, storage, stagnation, use and cleaning of toilets, food littering, etc

• Community Activities/children

• WASH Kits distribution
Zaatari Update

• WASH centres repair & maintenance
• Solid waste management
• Water network
• Water supply
• Hygiene promotion
### Zaatari R&M overview

<table>
<thead>
<tr>
<th>Type of RMW activities</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water tanks related repairs</td>
<td>21</td>
<td>17</td>
<td>24</td>
<td>62</td>
</tr>
<tr>
<td>Water pipes related repairs</td>
<td>64</td>
<td>102</td>
<td>100</td>
<td>266</td>
</tr>
<tr>
<td>Sewerage pipes related repairs</td>
<td>13</td>
<td>50</td>
<td>52</td>
<td>115</td>
</tr>
<tr>
<td>Sewerage pipe blockages</td>
<td>33</td>
<td>38</td>
<td>69</td>
<td>140</td>
</tr>
<tr>
<td>Septic tank related repairs</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Sanitary fittings replacements</td>
<td>0</td>
<td>7</td>
<td>5</td>
<td>12</td>
</tr>
<tr>
<td>Welding works</td>
<td>15</td>
<td>32</td>
<td>157</td>
<td>204</td>
</tr>
<tr>
<td>Concrete works</td>
<td>1</td>
<td>22</td>
<td>23</td>
<td>46</td>
</tr>
<tr>
<td>Painting</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Backfilling</td>
<td>0</td>
<td>0</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Tier3 works</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>149</td>
<td>270</td>
<td>461</td>
<td>880</td>
</tr>
</tbody>
</table>
## WASH center standards community expectation survey

Select max. 3 improvements that you like to see for your WASH centers

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Number of answers</th>
<th>% of answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lights</td>
<td>242</td>
<td>86%</td>
</tr>
<tr>
<td>Floor tiling</td>
<td>218</td>
<td>77%</td>
</tr>
<tr>
<td>Plastering of the walls</td>
<td>145</td>
<td>51%</td>
</tr>
<tr>
<td>Painting of the wall inside</td>
<td>118</td>
<td>42%</td>
</tr>
<tr>
<td>Artistic painting from outside</td>
<td>84</td>
<td>30%</td>
</tr>
<tr>
<td>Transparent sheet for the roof</td>
<td>76</td>
<td>27%</td>
</tr>
</tbody>
</table>
Zaatari SWM / camp cleaning overview

Coverage: whole camp (collection), ACTED districts (cleaning and provision of waste bins)

Quantity: average 600m³ / day (19 garbage trucks), 1m³ communal SW storage every 150 people; camp cleaning in ACTED districts through 475 Cash for Workers

Disinfection of the garbage bins once every two months

Challenges: theft, misuse and misplacement of waste bins by refugees

Achievements: the camp is kept clean; Planning to switch from m³ to tonnes
Zaatari Hygiene promotion overview

- Key Messages about Pest Control and Food safety, wastewater control

- Methodology & Approaches:
  Group & Group sessions, Campaigns & special activities to cover all sectors of the camp community

- Collaborating with other partners (Save, UN Women & Health Sector)

- August Figures:
  5580 Individual session- 2255 Group sessions

- Developing new HP tools (next slide)
Where are we at?

- ‘Communal Plus Plus’ → agreed in ZWNET (May 2014)
- Executive design → done
- Call for expressions of interest and company shortlist → done
- Tender docs → done
- Selection of company → planned (late October 2014)
- Implementation → planned (start in 2014)
Zaatari water supply overview

ACTED Account Monitor dispatches the water truck according to the schedule

District Checkpoint: ACTED Representative and Community representative check the truck number, destination, volume.

Water Information Board, displayed at Community Centers: truck number, time, volume, street.

Informs ACTED Field Supervisor of the district & street (truck number + volume)

ACTED Field Supervisor advises Water Community Focal Point for reception

Water Community Focal Point meets truck at reception point

Water Community Focal Point accompanies Water Filler and countersigns each water delivery

Water Filler and Community Focal Points fill in the delivery report

Water Filler gives reports to the Field Supervisor and the Account Monitor

ACTED Supervisor controls reports and collects them for data entry

ACTED supervises assists delivery whenever possible and runs spot checks.
Highlights of new water distribution mechanism

**District level: District Checkpoints and Water Information Boards (fully operational in Districts 1, 2, 9, 10, 11, 12)**

Water information Boards: truck number, destination, time, volume, total volume of water received.

- Approx. 90% of the trucks stop at checkpoints throughout the camp
End of update

Thank you for your attention