

World Vision Syria Response – Wash Sanitation and Hygiene

BACKGROUND:

World Vision (WV) is a relief, development and advocacy organization that works with children, families and communities to overcome poverty and injustice. Inspired by Christian values, the organization is dedicated to working with the world's most vulnerable people and serves all people regardless of religion, race, ethnicity or gender. As a child-focused organization the prevention, response and protection of children experiencing violence, neglect and all types of exploitation is essential to WV's mandate to bring change and increase the wellbeing of children.

World Vision Syria Response (WVSR) has been operating inside Syria, Jordan and Turkey since 2011.

We provide life-saving protection, education, WaSH (water, sanitation and hygiene), livelihoods and health services to refugees, internally displaced persons (IDPs) and local communities impacted by the ongoing conflict now in its 10th year. The war has killed 55,000 children within Syria and left 13.4 million Syrians in need of humanitarian assistance. 6.7 million of whom are internally displaced, uprooted from their homes and exposed to continuous attacks and shelling. Almost 6.08 million of those in need are children.¹ The COVID-19 pandemic, the economic crisis and the lack of accountability for the grave violations against children and civilians have further compounded the situation of Syrian children, their families and host communities.



In 2020 alone WVSR:



reached more than **3 million people**



including **456,000** Syrian people with critical health services since the beginning of the year



more than **208,000** Syrian people were provided with child protection services.



More than **70 per cent** were children.

In response to the significant needs created by this humanitarian emergency, WVSR aims to fulfil the following strategic goal: **By 2023, World Vision Syria Response aims to contribute to the improved well-being of 1,700,000 girls and boys affected by the Syria refugee crisis, by addressing their humanitarian needs, promoting and protecting their rights.**



WORLD VISION WASH PROGRAMME:

In response to the situation outline above, and in line with the WVSR Strategy objectives, WVSR's Water, Sanitation, and Hygiene (WASH) programs in Jordan and Syria take three main 3 strategic directions to respond to the need of basic water supply, sanitation and hygiene of vulnerable Jordanians, Syrian refugees and IDP populations. The strategic objectives are implemented with careful consideration to short and long-term service improvement and resilience building in the water and sanitation sector. WASH activities prioritize children's needs during implementation, while keeping an active role in response to the evolving humanitarian needs, mitigating the consequences of COVID19 epidemic, climate change and other global impacts on the crisis. WVSR strives to utilize opportunities to conduct research and advocacy associated with the WASH sector.



Strategic Objective 1: Improve access to sufficient and safe water supply and services and encourage demonstration of best water conservation practices.

WVSR WASH implementing actions target vulnerable people who are facing water shortage and aims to provide emergency water supply and/or sustainable improvements of their water system. WVSR applies an integrated and optimized water use efficiency approach considering different water supply interventions; particularly, through improving water infrastructure, water conservation practices, and integrated efforts of reducing the inefficient domestic and agricultural usage of water through the reallocation of fresh water resources. Rehabilitation of municipal and household water facilities is a vital action that will ensure the safe access to water and reduce the amount of water loss.

This WVSR objective contributes to achieving the sustainable development goals (SDG) indicator 6 on safely managed drinking water services at the national level. Additionally, WVSR promotes the use of water saving gadgets through all its in-house rehabilitation activities.



Strategic Objective 2: Improve access to sufficient and safely managed sanitation service and encourage demonstration of the best hygiene and coping practices.

WVSR promotes access to safe sanitation services and facilities for the underserved population in camps and host communities both in Jordan and Syria through rehabilitating/upgrading sanitation facilities and deteriorating septic systems. WVSR seeks to reintegrate the infrastructure and utilizes opportunities to connect vulnerable shelters to safe sewer networks. Wastewater from domestic or public institutions is a non-conventional water source that can be treated and used for other purposes, such as for irrigation or toilet flushing. WVSR focuses on introducing the community to the benefit of wastewater reuse and maintains efforts to increase the household/ institutions connectivity to decentralized wastewater systems. By doing so, WVSR aims to improve water use efficiency, reduce the environmental impact of the wastewater, and reduce climate change impact. The challenges faced by menstruating girls and women are impacted by strength of infrastructure, social norms and beliefs, and often a lack of knowledge on safe menstrual hygiene management. In line with WVSR's commitment to promoting gender equality under Sustainable Development Goal 4, emphasis is placed on menstrual hygiene management as an important step towards safeguarding the dignity, bodily integrity and overall life opportunities of women and girls.



Strategic Objective 3: WASH issues are jointly addressed by professionals and technical actors.

WVSR cooperates with entrepreneurs and scientific research institutions to apply modern water efficient technology and methods. Universities, research centers and consultancy firms are approached for potential research/ evaluation collaboration with the WaSH sector. Environmental and climate change impacts are carefully considered in collaborative efforts. WVSR seeks to support and work with entrepreneurs who develop innovative water and sanitation solutions for vulnerable communities. The collaboration will cover prototyping the idea, testing, and scale up. This approach will ensure the optimum benefit of the existing partnerships that includes, to name a few, the strategic partnership with Grundfos, Sesame Street, Proctor and Gamble, and Solar World.

TECHNICAL CAPACITY:

As a leading non-governmental organization in the WASH sector in Jordan and Syria, WVSR is strongly positioned to provide rapid and sustainable WASH support to vulnerable Syrian and Jordanian communities. WVSR has significant technical experience, well trained staff, and technically advisory structure to implement quality emergency and long-term resilient WASH projects. WVSR technical experience includes direct implementation as well as well-established partnerships with local NGOs and other INGOs in both Jordanian and Syrian contexts.

WVSR WASH programming ensures gender mainstreaming throughout implementation and program assistance is sensitive to local concepts of gender roles and dynamics at individual, household, and community levels. Equity considerations are respected in all implemented projects based on intersecting barriers, privileges, challenges, and perspectives identified for and by the beneficiaries in relation to their access to WASH services.

To provide transparency to all stakeholders (including donors, WV Regional Offices, beneficiaries, etc.), and to ensure program targets are met, the WVSR program team monitors the impacts of WASH activities by regularly reporting findings and verifying output quality. The Monitoring, Evaluation, Accountability and Learning (MEAL) department is involved in all project phases. The MEAL team performs both regular monitoring as well as random visits during the project implementation phase. At the project closure or turnover the MEAL team evaluates outcomes through indicator tracker tables (ITT) to ensure the quality and improvement of the project. To assess the indicators and impact of WVSR's WASH interventions, the MEAL team applies both quantitative (e.g. household surveys) and qualitative (e.g. Focus Group Discussions) data collection and data analysis methodologies. In addition, WVSR regularly conducts feedback sessions, installs hotlines and suggestion boxes to provide accountability to donors.



Ghazi* helping his son using water to wash his hands after not having access to clean sterilized water for a long time. Thanks to Japan Platform (JPF), World Vision was able to benefit about 275 families (1,750 people, half of them children) from the project. © World Vision.

PROJECT PORTFOLIO:

Jordan Portfolio



In May 2013, World Vision hired 135 skilled staff to respond to the escalating needs of Syrian refugees in Jordan. In Azraq Camp, a refugee camp located approximately 100 kilometers east of Amman, opened in April 2014 and hosts around 36,874 Syrian refugees, nearly 21% are under five years old. WVSR was one of the first organizations to support the refugees in the camp. WVSR planned, built, and installed most of the camp's water and sanitation infrastructure, and conducted hygiene awareness sessions in schools and kindergartens. WVSR manages the solid waste collection and sorting in the camp through its green center, conducts hygiene promotion and awareness sessions, and distributes hygiene and latrine cleaning kit. Private latrines were also constructed at shelter level as a COVID-19 response measure during 2021.

In 2014, WVSR's programs included drainage and road work, as well as diaper and winter clothing distributions in the Za'atari Refugee Camp, the largest Syrian refugee camp in Jordan. In host communities, where the majority of Syrian refugees reside, WVSR supports vulnerable people in 50 informal tented settlements through hygiene and cleaning kits distributions and latrines construction.

In host communities, WVSR offers lifesaving income opportunities for both Syrian and Jordanian people through cash for work opportunities that are integrated in the implementation of large scale soil erosion and water dams sediment control projects. These projects support the country in dealing with water scarcity, and decreases sources of tension in host communities by offering lifesaving income opportunities for both Syrian and Jordanian people.

WV has also been working to improve the hygiene and health status in schools through rehabilitation of school WASH facilities benefiting both Syrian and Jordanian children. This also promotes and encourages school retention for the most at risk children. In 2021, WVSR has been targeting 9 schools in the northern governorates of Jordan by installing wastewater treatment systems to reduce the environmental hazard of the eco-destructive wastewater soak pits and to introduce best environmental and hygiene practices for children and teachers in these schools.

Syria Portfolio



In Northwest Syria, WVSR and partners have had a leading role on water safety programs in eight communities in Idlib Governorate to ensure all households receive safe, chlorinated water. This is achieved through a holistic approach to ensure water safety from source to the end user with regular, frequent household and water tanker engagement. Multiple barriers of water disinfection were addressed along with the training of IDPs and host communities. WVSR trained water truck drivers on water treatment and testing. WV and its implementing partners support water supply through water trucking and rehabilitation, as well as operational support for the pumping stations and water networks. All points of transfer of the water is monitored and tested to ensure all provided water is chlorinated and verified as safe at the point of use.



WVSR has also rehabilitated and built latrines with integrated handwashing facilities to IDPs and host communities. All latrines are designed to be inclusive and considerate of gender, age, and disability status with user groups consulted prior to installation. WVSR sanitation programs incorporate desludging services, rehabilitation of sewage networks and solid waste management services. In 2018, WV established the Sequence Batch Reactor (SBR) wastewater treatment plant in Azaz Sub-district through WV private funding. The plant is currently treating around 450m³ of wastewater on a daily basis with 90% treatment efficiency and serves around 11,500 individuals who live in Sujo camp.

WVSR sanitation programs include context-appropriate hygiene promotion sessions. These awareness raising sessions are core to WV's hygiene promotion programs in Syria. With a specific focus on children and women, core topics include menstrual health management, water disinfection, water conservation, and COVID-19/disease transmission prevention measures.

WVSR leverages its partnership with Sesame Street to deliver its "WASH-Up!" hygiene promotion programming both in Jordan and Northwest Syria by raising awareness on water conservation in a healthy and hygiene manner; in order to trigger changes of the children's behaviors. Sesame WASH Up! approach includes a wide range of very interactive materials, which allow disseminating the same message repeatedly but in an entertaining way, through different games and stories.

IMPACT:



1,671,152

people were provided with critical clean water in Northern Syria through water trucking and support of pumping stations and distribution networks. The water quality was monitored to ensure water quality standards



41,535

Syrians refugees in camps in Jordan had Solid Waste Management services, including the collection, sorting and disposal of waste. Solid waste services were provided through a cash for work program that provided refugees with employment opportunities



269,445

Syrian people received hygiene and covid-19 supply kits and other hygiene promotion activities to reduce the spread and risk of diseases



1,101,795

Syrian people benefited from solid waste removal via regular waste collection, provision of garbage containers, and proper disposal in authorized sites

COORDINATION AND COLLABORATION:

WVSR recognizes that these achievements cannot be accomplished alone and has developed strategic partnerships that enable the organization to build technical expertise, implement innovations, and to collaborate to increase effectiveness in the field. WVSR engages in multi-sectoral initiatives (with WASH as a significant component) to improve social cohesion in the country and decrease pressure on public services in Jordanian host communities. WVSR facilitates some of its WASH programming through local NGO partners, who have expertise in civil empowerment, education, health promotion, and infrastructure development.

WORLD VISIONS GLOBAL WORK IN WASH:

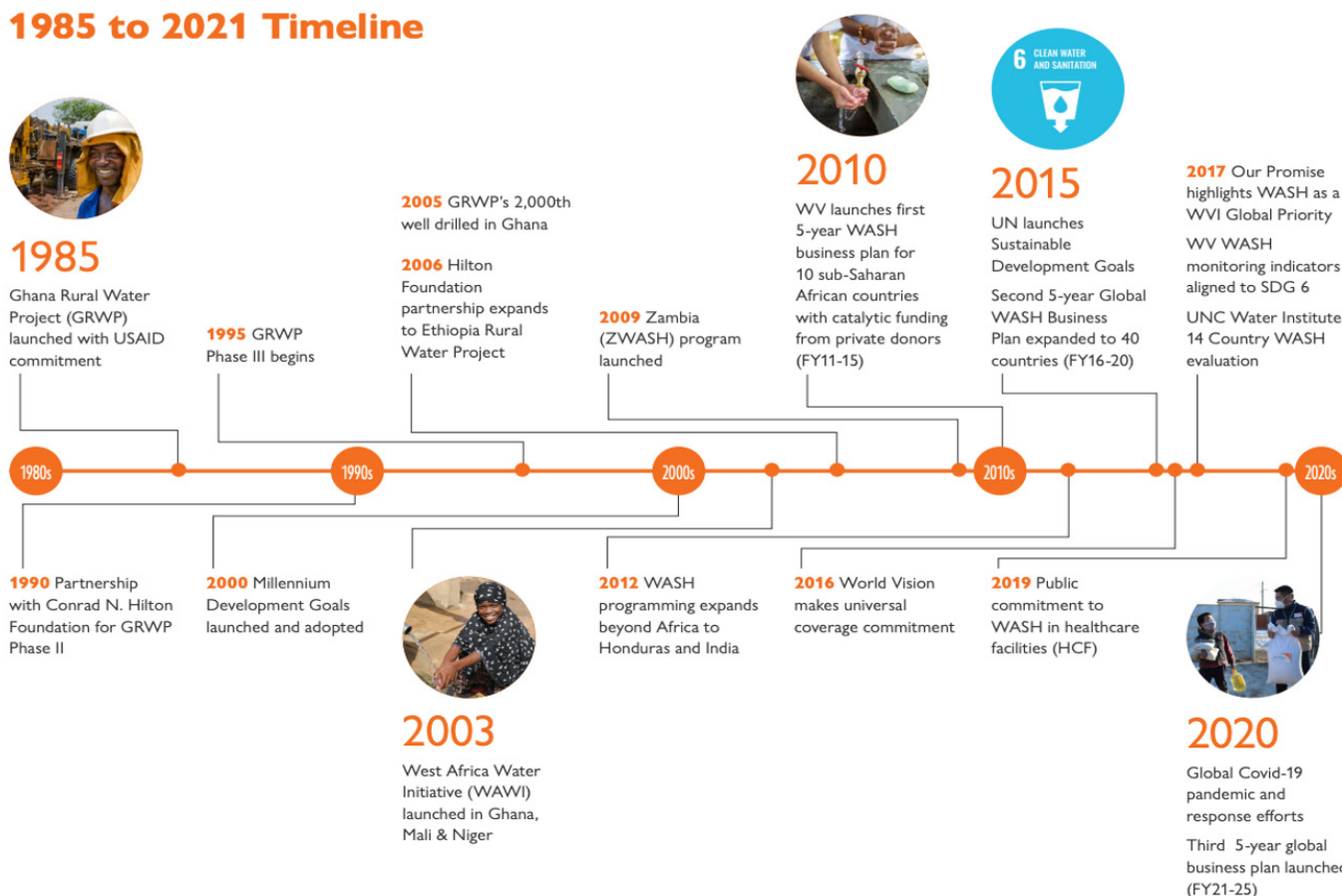
Over the past 35 years, WV has become one of the largest non-governmental providers of clean water in low and middle-income countries, but our work, goals, and responsibilities do not stop there. What began as a water project focused in one geographical region has multiplied and matured to impact an estimated 20 million people globally with clean water, 12.5 million with improved sanitation, and 20 million with hygiene promotion in the last business plan period of 2016-2020 alone.²

WV's ability to accomplish this work has been possible due to the tireless efforts of dedicated staff members, the vision from its leadership, a commitment to learning, and the trust and shared vision of donors and partners who stand strongly behind the aspiration that every child deserves clean water. In 2010, WV also began to use a business planning process to incentivize funding with an intention to grow investment for larger-scale WASH programming beyond one-off grant projects. The expansion of our work over the past decade, guided by two consecutive business plans (2011-2015 and 2016-2020) demonstrates the success of the business planning process.

WV's Global Strategy - Our Promise 2030³ - aligns WV's organizational mandate and mission with its commitment to deliver on the global sustainable development goals (SDGs) to end extreme poverty by the end of this decade.

Within the strategic imperatives of Our Promise, WASH is highlighted as one of the organization's five priority sectors. Our Promise also mandates the organization to extend and increase work in fragile contexts to reach the most vulnerable and to collaborate for broader impact. These imperatives position WASH programming as a priority for investment; drive greater integration with other priority technical areas through multi-sectoral interventions; focus efforts to prioritize the most fragile contexts and ensure that our WASH programming around the world is aligned toward supporting the fulfillment of SDG 6. WV's technical WASH guidance is found in the Integrated WASH Core Project Model which provides the framework and guidelines for all WASH implementation. Embedded in the model are important programmatic shifts which address major gaps in WV that were identified in past assessments and evaluations.

1985 to 2021 Timeline



¹ 2021 Humanitarian Needs Overview: Syria Arab Republic

² Numbers of people reached are estimated based on 2016-2019 actual numbers (16,073,423 sustainable water; 10,244,898 sanitation; and 16,533,935 hygiene) plus 2020 projections— as complete 2020 numbers are not yet available at time of writing.

³ World Vision International (2017). [Our Promise 2030](#).



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