

Workshop report:

# Moving from humanitarian to sustainable WASH services in the Middle East Region

Amman, Jordan: 19-21<sup>st</sup> September 2017



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## Acknowledgements

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Thanks to Bertrand Bainvel, (Deputy Regional Director, UNICEF) and Marc Hensel, Director of Humanitarian Emergency Assistance and WASH, Middle East and Eastern Europe WV), who opened the meeting.

Particular thanks to those who travelled from afar to attend this meeting, e.g: Tom Slaymaker (UNICEF), Nathaniel Mason, (ODI) Anders Jagerskog and Yogita Mumssen (World Bank).

For all those who gave presentations, thanks to: Hamed Bakir (WHO), Monica Ramos (ECHO), Aoife Keniry (WV), Guillaume Pierrehumbert (ICRC), Vincent Gengler (Action against hunger), Hrayr Wannis, (UNICEF), Marielle Snel (WV), Michael Wicker (WV), Carol Awad (UNICEF), Ralph Yaacoub, (WV), Fiona Ward (UNICEF), Shoubo Jalal, (UNICEF), Miikka Niskanen (WV Finland), Tom Slaymaker (UNICEF) and Nathaniel Mason (ODI).

Thanks to Jesse Route for the facilitation and to Monica Hubert, Communications Officer from WV USA.

Report written by: Anne Lloyd

## EXECUTIVE SUMMARY

Although many of the countries in the Middle East region have advanced water and sanitation services; several countries face numerous challenges, such as water scarcity, energy crises, complex social and political dynamics and conflict. While the international community continues to respond to the on-going humanitarian needs across the Middle East region, there is a critical need to start thinking beyond the emergency to achieve the Sustainable Development Goals (SDGs).

In order to advance the discussion on how to better support sustainable WASH services in the region, World Vision and UNICEF organised and funded this meeting for agencies funding and implementing Water, Sanitation and Hygiene (WASH) services in the region. Twenty five people attended, from 11 different organisations (including UN, donors, NGOs, a private organisation and the Red Cross), working either globally, regionally, or based in countries within the region. The meeting took place at the Kempinski hotel, Amman, Jordan between 19<sup>th</sup> and 22<sup>nd</sup> September 2017.

It should be noted that it was decided not to include Government Counterparts in this very first workshop since the outcome wasn't clear, there was limited clarity on the initial process and it was believed that there was a need to be clear on ideas to present to this audience.

The meeting had three main objectives:

- To identify and share experiences of practice in proper water, sanitation and hygiene behaviour and ensuring sustained WASH services, in particular for the Middle East Region, with a focus on moving from humanitarian to long term sustainable WASH development
- To identify key recommendations based on presentations and discussions
- To identify gaps and potential work that may emerge

Throughout the meeting there were presentations with discussions based around six themes:

- Humanitarian interventions
- WASH in public institutions
- WASH and conflict sensitivity
- Monitoring & evaluation
- Water scarcity & insecurity
- WASH Sustainability

The participants discussed which activities for these themes could be done at three different phases (emergency relief, reconstruction/rehabilitation, sustainability); this led to an agreement that although there is great diversity and many challenges within the region, everyone is aiming at sustainability.

Participants considered the five different areas of WASH sustainability, (Financial,

Institutional, Technical, Environmental and Social) and identified specific areas for action to support local stakeholders (communities, civil society including the private sector, and authorities).

A summary of the group work outcomes was compiled by Nathaniel Mason (Senior Research Fellow at ODI). Key points include:

- Diversity of contexts and rapid change
- Complex political dynamics
- High costs for services
- Increasing pressure on natural resources
- Social tensions and conflict

The meeting started with a draft of some key messages, which were further developed during the meeting, around these key points:

- WASH is on a continuum, not in compartments.
- A service is more than a sector.
- Partnerships need to push in the same direction.
- Sustainable services require sustainable finance and good governance.
- Sustainable services require a holistic approach.
- Water and Peace/building.
- Immediate need to initiate active coordination/engagement

Participants agreed that all agencies supporting WASH should aim to support sustainable, safely managed services, in line with the SDGs, regardless of whether the context is an acute emergency, a protracted crisis, or a more stable context. Participants agreed that an important next step will be to validate the framework with a wider group of stakeholders, with an ultimate goal of using it to inform country-level actions.

Overall, the participants appreciated the meeting; and the majority of those who completed a short feedback form at the end of the meeting felt that the objectives of the meeting had almost been achieved, ranking 3 out of a range of 1 (very little) to 4 (completely achieved). The key highlight for the participants was the opportunity to discuss with a wide variety of stakeholders. It was noted by the WV Regional WASH Adviser: ‘this meeting is a milestone, inter-sectoral cooperation is so important to seriously move forward.’ The Regional WASH Adviser for UNICEF concluded: I think everybody realises that World Vision and UNICEF took it upon themselves to organise this event; from now on the World Vision and UNICEF logos will disappear; this is about us... this is our work... we are committed to take this forward.”

## **INTRODUCTION**

This workshop was jointly organised and funded by World Vision and UNICEF as part of a longer term regional sharing and learning process. As a workshop, it sought

to identify and share proven good/useful practices in the water, sanitation and hygiene (WASH) sector, discussing lessons learnt on innovative approaches in dealing with WASH in the Middle East Region with a focus on technical, economical, financial and sociocultural issues. The focus is on how to move WASH from humanitarian development towards a transitional phase of long-term sustainable WASH services.

The rationale for this workshop exchange is that WASH in the Middle East is increasingly being recognised as being a priority in line with achieving sustainable development through the Sustainable Development Goals (SDGs) by numerous stakeholders ranging from donors to WASH experts.

Various international platforms have been successful in raising a focus on WASH In general, though far less in the Middle East Region context. In many places across the Region, there are pockets of good WASH practices that have been developed and successfully implemented; but as the workshop in this sector has been weak these practices have not been developed at a scale necessary for attaining the SDGs in relation to WASH. The aim is to identify and learn from useful practices, that bring out tangible and sustainable results, building on practical, reality based solutions and experiences identified by a wide group of stakeholders.

### **The participants:**

Twenty five people attended, from 11 different organisations (including UN, donors, NGOs, a private organisation and the Red Cross), working either globally, regionally, or based in countries within the region including Syria, Jordan, Palestine and Jordan. A full list of participants is attached in **Annex 1**. The meeting took place at the Kempinski hotel, Amman, Jordan between 19<sup>th</sup> and 22<sup>nd</sup> September 2017. The agenda for the meeting is attached in **Annex 2**.



## The objectives:

- To identify and share experiences of practice in proper water, sanitation and hygiene behaviour and ensuring sustained access to WASH, in particular, for the Middle East region with a focus on moving from humanitarian to long term sustainable WASH development;
- To identify key recommendations based on presentations and discussions; and
- To identify gaps and potentially work that may merge.



**Photo: Monica E. Hubert,  
World Vision U.S**

## Background: WASH in the Middle East Region

Although many of the countries in the Middle East region have advanced water and sanitation services; several countries face numerous challenges, such as water scarcity, energy crises, complex social and political dynamics and conflict. The UNICEF Deputy Regional Director for the Middle East and North Africa Regional Office (MENARO) stated in his opening remarks for the meeting that in this region, the MDGs era elapsed leaving nearly 35 million children deprived of access to improved drinking water sources and improved sanitation in MENA<sup>1</sup>.

Conflict has had a negative effect, and even in some stable and relatively wealthy countries there are still significant gaps in provision of basic services.

Some key data:

- Sanitation MDGs has not been achieved in 10 countries (Morocco, Algeria, Tunisia, Libya, Iraq, Lebanon, Palestine, Sudan, Djibouti and Yemen)
- Overall, water supply MDGs is not achieved in MENA.
- Drinking water MDGs is not achieved in 8 countries (Algeria, Iraq, Palestine, Sudan, Yemen, Libya, Syria, and Lebanon)
- Large disparities between urban and rural and wealth quintiles continue to exist.

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<sup>1</sup> Please note that the WASH MENA statistics derive from the JMP group, 2016.

MENA on the SDGs WASH Ladders reflects that:

- Nearly 10 million in MENA only have access to unimproved drinking water sources
- Over 3 million people in MENA use untreated surface water for drinking purposes
- Nearly 9 million people in MENA continue practicing open defecation
- Nearly 12 million children in MENA only have access to unimproved sanitation facilities

The key WASH-Related threats to children in MENA and more specifically child WASH Service deprivations include the following:

- Over 35 million children currently lack access to safely managed drinking water supply services
- Over 100 million children currently lack access to safely managed sanitation services
- Nearly 4 million children do not practice safe hygiene
- Increasing number of children affected by humanitarian situations

More specifically regarding water scarcity and insecurity:

- MENA is home to about 6% of world's population but has access to measly 2% of the world's renewable fresh water.
- MENA is home of 12 of the world's most water scarce countries.
- By the year 2050, two-thirds of MENA countries could have less than 200 m<sup>3</sup> of renewable water resources per person per year; Absolute Water Scarcity

In terms of climate change, this will play an even stronger role for WASH and specifically water scarcity with:

- Temperature increase between +0.8 Celsius and +2.5 Celsius in the last 100 years – higher than world average
- Acceleration of warming in the last 30 years

## OPENING REMARKS

<p>Betrand Bainvel Deputy Regional Director, Middle East and North Africa Regional Office (MENA RO), UNICEF</p>	<p>... the WASH situation in this region is fairly advanced, but with many problems including water scarcity, energy crises and conflict, with over 50 million people in need of WASH humanitarian assistance in the region.</p>	
<p>Marc Hensel Regional Director of Humanitarian Assistance and WASH World Vision</p>	<p>... need to work together with close coordination, invite participants to network, and plan ahead, forming alliances to identify synergies.</p>	
<p>Omar El Hattab Regional Advisor WASH, Middle East and North Africa Regional Office (MENA RO), UNICEF</p>	<p>...World Vision and UNICEF has organised this meeting, as a starting point, it is not a 'one-off'. It is for us to decide how to move forward.</p>	
<p>Marielle Snel Regional WASH Advisor, WV Middle East and Eastern Europe</p>	<p>...this is a baby step, moving us forward on a long path; aim is to get some 'key take-ways' with a statement of intent; looking for shared ownership</p>	
<p>Nathaniel Mason Senior Research Fellow ODI</p>	<p>... framing ideas around 4 key WASH messages; here is a model, what do we think? What do resilient services look like?</p>	



## OBJECTIVE I: SHARING EXPERIENCES

In order to set the scene, a paper was shared prior to the meeting, with 4 key WASH messages, giving participants an opportunity to reflect and expand on these during the meeting.

### Four key messages:

- WASH as a continuum, not in compartments
- A service more than a sector
- Partnerships need to push in the same direction
- Sustainable services require sustainable finance



**Photo: Monica E. Hubert, World Vision U.S**

Using posters from a recent WV meeting in Zambia to help trigger discussions, the participants started to share ideas about WASH in the Middle East context for three phases:

- Emergency relief
- Reconstruction and rehabilitation
- Sustainable WASH

considering the hardware aspects, interim issues between hard and software and the software aspects were addressed.

There were lively discussions for each phase, with participants sharing ideas and experiences.

A discussion was held on the definition of sustainability, and this was agreed to include these aspects<sup>2</sup>

- Financial
- Institutional
- Technical
- Environmental
- Social

There were presentations by participants throughout the workshop on a range of topics for WASH in the Middle East, including: the context – both regional and country specific, WASH in public institutions, gender and WASH, disability inclusive WASH, monitoring and evaluation for WASH, the donor perspective, water scarcity and conservation of water.

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<sup>2</sup> These terms were used in a mapping document of WASH Sustainability tools in 2014 by IRC, AguaConsult, Triple S. [https://www.ircwash.org/sites/default/files/triple-s\\_wp10mappingofwashesustainabilitytools.pdf](https://www.ircwash.org/sites/default/files/triple-s_wp10mappingofwashesustainabilitytools.pdf)

These presentations focused around **6 themes**, to help provide a basic framework:

- Humanitarian interventions
- WASH in public institutions
- WASH conflict sensitivity
- Monitoring and evaluation
- Water scarcity and insecurity
- Sustainable WASH services and the SDGs

A summary for these presentations is in **Annex 3**, all the presentations available on Dropbox:

[https://www.dropbox.com/sh/xlz3aqa423z0by5/AAACqRpiO07a4gLj36KulLI\\_a?dl=0](https://www.dropbox.com/sh/xlz3aqa423z0by5/AAACqRpiO07a4gLj36KulLI_a?dl=0)

The aim was to use the themes and the presentations to discuss key issues, main activities and recommendations for each of the three phases (Emergency, Rehabilitation to Sustainable WASH); this proved overly ambitious, and one participant suggested a matrix, considering sustainable WASH at all phases. Given the diversity of contexts within the region, it was felt unhelpful to have phases and compartments; “everyone is aiming for sustainability - so we all have a common objective.”



**Photo: Anne Lloyd**

At the end of the first day of the meeting, there was animated discussion and reflection of the key issues, and Nathaniel Mason (ODI) summed up with 4 different clusters of issues for the region:

- Financial aspect – complicated and costly
- Safely managed service – for health
- Environmental – water scarcity
- Institutional and accountability dimension

It was agreed that it helped to have a set of common themes to help plan the action to achieve sustainable WASH in the region; although different countries within the region have different contexts. Omar El Hattab thanked everyone for “the really engaging discussions”, and Marc Hensel appreciated “the opportunity to have dialogue,” noting that a lot needs to come together to achieve sustainability.

Day 2 started with the participants sharing thoughts on their reflections on important issues discussed during Day 1. Points included:

- Even the development sector has not cracked sustainability yet – so it is a challenge
- Understanding when NGOs should exit is a challenge
- The need for neutral, independent access in humanitarian action
- Agriculture and industry are some of the biggest consumers of water in the region
- The importance of data to help with planning, evidenced based programmes
- This is a good milestone getting everyone together, inter-sectoral cooperation is important, we need to be one voice

## OBJECTIVE 2: KEY RECOMMENDATIONS

The planned agenda changed for Day 2, with a focus on discussing activities linked to the key aspects of sustainability, drawing from lessons learnt, the discussions and presentation.

The thematic presentations continued, including two presentations by Tom Slaymaker on the Joint Monitoring Program (JMP).

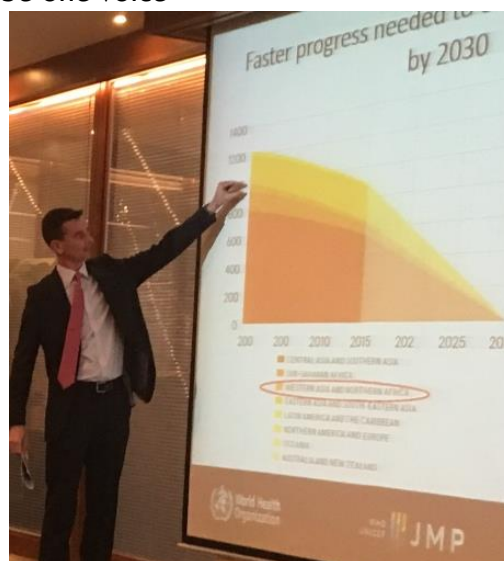


Photo: Anne Lloyd

In groups, participants discussed specific actions (linked with the 5 aspects of sustainability), which would then lead to recommendations.

“WHO do we need to do WHAT to improve sustainability of WASH in the region?”



Below is a diagram reflecting the issues reflected on when focus on sustainable WASH issues



The outputs of these discussions were compiled and are included here in **Annex 4** providing the basis for some recommended actions.



**Photo: Monica E. Hubert,  
World Vision U.S**

## Key messages

As part of one of the final group exercises, a focus was also placed on reflecting on key messages around WASH in the region. The following are the key messages with addition input from the social, environmental and technical, and institutional group:

1. **WASH is on a continuum, not in compartments.**
2. **A service is more than a sector.**
3. **Partnerships need to push in the same direction.**
4. **Sustainable services require sustainable finance and good governance.**
5. **Sustainable services require a holistic approach.**
6. **Water and Peace/building.**
7. **Immediate need to initiate active coordination/engagement**

The full text is in **Annex 5**, compiled by Nathaniel Mason (ODI).

## Group work outcomes

Immediately following the meeting Nathaniel Mason (ODI) summarised the group discussions and produced a draft document of the outcomes; noting the numerous challenges in the Middle East Region to achieve sustainable WASH services. The draft document was shared and following feedback was updated; and is included here, written by Nathaniel Mason (ODI):

Sustainable water supply, sanitation and hygiene (WASH) services face numerous challenges in the Middle East Region, including water scarcity, complex social and political dynamics, and conflict. These have intensified in recent years with several conflict-related protracted crises. Many countries in the Middle East have achieved high levels of access to basic water and sanitation services. However, conflict has damaged infrastructure and is likely to have reduced access. Available data also suggests that access to higher quality ('safely managed') services is lower, even where access to basic services is high.<sup>3</sup> Furthermore, where basic and safely managed WASH services exist, financial, institutional, environmental, technical and social aspects of sustainability may be threatened.

In September 2017, agencies funding and implementing WASH in the Middle East Region convened in Amman, Jordan, to explore how to best create an opportunity out of the conflict challenge and how to use the emergency response as an entry point for advancing sustainable WASH services.<sup>4</sup> Partners discussed the specific challenges they face, and identified areas for action to help to address those challenges. This note summarises the outcomes of the workshop, as a first step towards a framework for transitioning from humanitarian WASH assistance to sustainable WASH

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<sup>3</sup> WHO and UNICEF Joint Monitoring Programme (2017) Progress on Drinking Water, Sanitation and Hygiene. 2017 Update and SDG Baseline. World Health Organization (WHO) and United Nations Children's Fund (UNICEF): Geneva.

<sup>4</sup> Including Action Against Hunger, ECHO, International Committee of the Red Cross, Norwegian Refugee Council, USAID/OFDA, UNICEF, World Vision, and The World Bank

services in the Middle East Region. Such a framework is intended to help both implementing and funding partners to provide more effective and accountable support to people who lack sustainable WASH services, as well as to local institutions.

***Diversity of contexts and rapid change.*** Participants agreed that contexts evolve quickly and vary significantly between and within countries. In protracted crises, widespread extreme needs spike in unpredictable ways, and humanitarian, reconstruction/ rehabilitation and development programming may be necessary at the same time, in different locations within a country. Recent emergencies highlight the importance of emergency preparedness in all contexts, as well as establishing clear frameworks immediately at the onset of crises. Such frameworks are needed: to coordinate between development and humanitarian donors, implementing agencies, and authorities in conflict-affected areas, as well as with other sectors; to gather robust data and analyse and communicate it effectively; and to work according to common and locally appropriate standards.

***Complex political dynamics.*** Ideal standards for WASH governance, such as the concept of national leadership, become especially challenging where political authority is fragmented, for example where there are multiple authorities within a single country. However, participants agreed that wherever possible, international partners need to progressively support appropriate authorities at country level and below to take leadership of WASH services, while respecting principles of neutrality and independence to ensure that all have equitable access to the services, including most vulnerable, without any distinction.

***High costs for services.*** Citizens in the Middle East Region are often accustomed to receiving water and sanitation services through complex networked infrastructure, especially in urban areas. This, together with challenging logistics and recurrent damage from conflict, increases costs for rehabilitation and operations and maintenance. At the same time, willingness to pay the full costs of water services may be limited where there is a history of subsidies. Participants agreed that it is critical for the full life-cycle costs of service delivery solutions to be understood as part of programme design, including whenever possible during emergencies, and to work with service providers towards sustainable tariff systems. At the same time, sustainable financing solutions may require work on the demand side, to build acceptance of a return to user tariffs and fees where there is an ability and willingness to pay, whilst protecting the vulnerable. This can mean integrating with emergency cash transfer programming in the short term, and resilience/recovery focused social protection programming in the medium term, when services are properly managed and provide consistent and reliable access to water (in quantity and quality).

**Increasing pressure on natural resources:** Water scarcity is a daunting challenge and will be further exacerbated by climate change in many areas in the region.<sup>5</sup> Pollution caused by inadequate wastewater and solid waste management poses additional health risks. Other key resources, particularly energy and land, are rarely managed in an integrated way together with water. Participants agreed on the crucial importance of both software and hardware solutions to improve the efficient management of natural resources that underpin WASH – including but not limited to water. Technological innovation, in collaboration with the private sector, has a key role to play and could also enhance social inclusion and financial affordability. Finally, climate smart agriculture programming is an essential aspect of managing resilience to climate related shocks, as well as ensuring that water conservation is adequately covered in other sectors.

**Social tensions and conflict:** the way in which WASH services are delivered can increase tensions between communities and between citizens and authorities – for example where certain groups are excluded. Water has also been used as a tactic of warfare in the Middle East Region. Participants agreed that the modality of WASH service provision may affect conflict dynamics, while services can be affected by conflict. Participants suggested a number of measures to reduce harmful effects, including taking a conflict sensitive approach, applying ‘do no harm’ principles, and, in the longer term, advocating and supporting governments to tackle international tensions related to water, such as transboundary disputes. During conflicts, compliance with international humanitarian law must be strengthened to ensure that essential wash infrastructure, service providers and humanitarian workers are protected. Similarly, to ensure water networks and other key infrastructure are not used as targets or as political bargaining chips, ultimately impacting on vulnerable populations’ access to WASH services.

Participants agreed that all agencies supporting WASH should aim to support sustainable, safely managed services, in line with the SDGs, regardless of whether the context is an acute emergency, a protracted crisis, or a more stable context. Participants considered five different areas of WASH sustainability,<sup>6</sup> and identified specific areas for action to support local stakeholders (communities, civil society including the private sector, and authorities). Potential areas for action illustrated below are examples. Participants agreed that an important next step will be to validate the framework with a wider group of stakeholders, with an ultimate goal of using it to inform country-level actions.

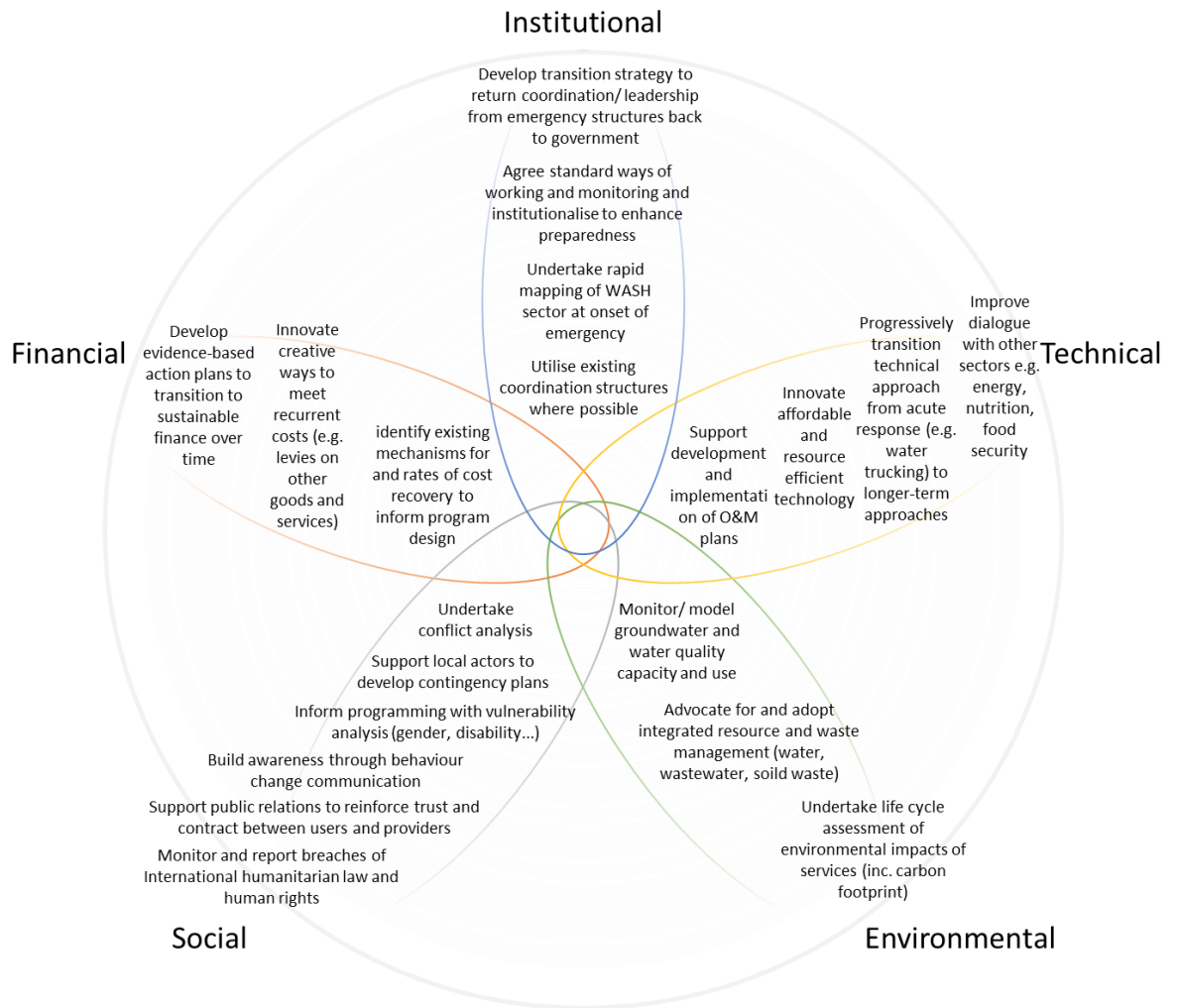
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<sup>5</sup> World Bank (2016) High and Dry: Water, Climate Change and the Economy. World Bank Group: Washington, D.C

<sup>6</sup> Schweitzer, R. Grayson, C., & Lockwood, H. (2014) Mapping of WASH sustainability tools. Triple-S Working paper 10. IRC: The Hague



**Figure 1: Elements of WASH Sustainable Services**



## **OBJECTIVE 3: GAPS, POTENTIAL FURTHER WORK & NEXT STEPS**

The meeting was wrapped up with a discussion on the next steps.

**Based on the group work, the following are some of the suggested next steps from the social, environmental, technical, institutional and financial,**

*Next steps on social aspects:*

1. Develop of a draft strategy which entails:
  - a. Mapping of national strategies, humanitarian strategies, etc.
  - b. Review of coordination mechanisms and how they may/may not link
  - c. Reviewing of existing (or upcoming) parallel process/working group
  - d. Engage with WASH cluster regarding accountability/leadership and progression

*Next steps on the environmental and technical aspects:*

- Disseminate within our respective organizations
- Share key areas of feedbacks with authorities from the countries in the region
- Collect and share within the group best practices which support the key messages
- Strengthen link with private sector about new technologies and business models
- Develop do no harm checklist to link humanitarian and development along the continuum

*Next steps on the institutional and financial aspects:*

- Review of framework and next steps by other sectoral stakeholders, key NGO actors, development donors (through bi-lateral meetings, other forums, email review, etc)
- Stratify countries of focus \*e.g. countries with humanitarian response, countries in preparedness, etc in order to identify countries to invite to next meeting
- Advocacy with donors, governments, UN on the recommended framework
- UNICEF: Integrate recommendations into their processes (develop mapping tool/checklist)
- Literature review on relevant regional themes to inform strategy/framework
- Briefing with Global WASH Cluster
- Identify a pilot country to develop coordination platform (or build on to existing) and develop ToR for the platform
- Develop dissemination strategy (online forums – SuSana, regional meetings of Arab countries, regional forums, NGO networks)

## **CONCLUSION: The way forward**

This meeting was considered a milestone, assisting the group to move forward; reflecting key issues, examining opportunities and working in partnerships on WASH sustainability in the Middle East Region; achieving more durable results.

As this meeting was considered a success, the next step is to have a workshop meeting in March 2018 which will include participation of a priority group of MENA countries, including stakeholders from Governments, to discuss the paradigm shift and to agree on the regional framework drafted in this meeting.

Omar El Hattab summarised the way forward as:

“While the framework does capture the various strategies, themes and issues to be addressed, these still need to be translated into actions at country level. It’s against that backdrop that one of the envisaged outcomes from the March workshop will be an agreement on formulation of country level strategies for “transiting from Humanitarian WASH Assistance into Development WASH Services”.

Upon successful conclusion of the March workshop, it’s envisaged that work at country level will immediately start with a view of concluding priority country level strategies before the end of 2018.

Simultaneously, the group will embark on preparation for a 3<sup>rd</sup> workshop towards the end of 2018 for including the rest of MENA countries for the same purpose”.

Overall, the participants felt it was a successful meeting. A selection of quotes about the meeting:

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**Anders Jagerskog, Senior Water Resource Management Specialist, World Bank, World Group:** “For me, the workshop has been useful. . . . I am coming from the development sector . . . primarily for me to learn and understand how the humanitarian sector thinks and to see potential entry points where the World Bank can come in useful and complement, provide synergy with the humanitarian actors”.

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**Omar El Hattab, Regional Advisor WASH-MENA (Middle East and North Africa)**

**UNICEF:** “I think everybody realize that World Vision and UNICEF took upon themselves to organize this event. From now on the World Vision and UNICEF logos will disappear. This is about us. . . . This is our work. We are committed and we will take this forward.” “I really can’t thank World Vision enough for their remarkable partnership. It’s been a privilege working with you Marc and Marielle. . . . This partnership will only strengthen.”

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**Carol Awad, WASH Officer, UNICEF Palestine:** “I felt this was an opportunity and platform to have all the voices together—implementers, donors, etc.—and look forward to us working together. The workshop was really effective. All were able to represent their ideas. Looking now to how we will realize, following up together, working to contextualize, and process in-country.”

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**Ralph Yaacoub, National WASH Leader, World Vision Lebanon:** “It was enriching to hear experiences from other countries, other NGOs. It’s more about unifying our vision and having a common standpoint regarding pressing issues like moving from emergency to sustainable WASH.”

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## Feedback from the participants

The participants completed a short feedback form at the end of the meeting; all the comments compiled in Annex 6, and here is a selection of a few of the comments:

### Do you think the meeting objectives were achieved?

The majority ranked 3; out of the range from one (very little) to four (completely achieved); feeling the objectives were almost achieved.



### What did you enjoy most about the meeting?



### What do you think would have made the meeting more successful for you?



## ANNEX I: LIST OF PARTICIPANTS

UNICEF & WV Workshop "Moving from humanitarian to sustainable WASH services"		
Name of participant	Organization	Position
Ammar Fawazi	NRC	Regional WASH advisor Middle East
Anders Jagerskog	World Bank	Senior Water Resources Mgmt Specialist, World Bank, World Bank Group
Angelica Fleischer	OFDA	WASH Advisor, Office of U.S. Foreign Disaster Assistance; United States Agency for International Development Washington, DC
Aoife Keniry	WV Syria	Syria Programme Manager World Vision
Carol Awad	UNICEF Palestine	WASH officer
David Munkley	WV Jordan	Head of Operations
Fiona Ward	UNICEF Jordan	Wash technical advisor /Référent technique operationnelle Wash for KRI, Joran, Yemen and Djibouti
Guillaume Pierrehumbert	ICRC	Regional Water and Habitat Advisor for the Near and Middle East, International Committee of the Red Cross (ICRC), Amman, Jordan
Hamed Bakir	WHO	Coordinator, Environmental Health Interventions Unit & Regional Advisor WASH, Climate and Health. WHO Eastern Med. Regional Office/ Centre for Env. Health Action.

Hrayr Wannis	UNICEF Regional MENA	M& E Officer
Lynn Bou Saba	WV Lebanon	WASH manager
Marc Hensel	WV Regional MENA	Director of Humanitarian Emergency Assistance and WASH, Middle East and Eastern Europe
Marielle Snel	WV Regional MENA	Regional WASH Advisor, WV Middle East and Eastern Europe
Michael Wicker	WV KRI	National WASH Lead
Miikka Niskanen	WV Finland/Finida	Head of Humanitarian Aid and Grants, WV Finland
Miralana Atoui	WV Lebanon	Resource Acquisition and Management Manager
Monica Ramos	ECHO	WASH and Shelter Expert, Middle East and Eurasia- Regional Office Amman, Jordan
Nathaniel Mason	Overseas Development Institute	Senior Research Fellow
Omar El Hattab	UNICEF Regional MENA	Regional Advisor WASH, UNICEF Middle East and North Africa Regional Office (MENA RO)
Ralph Yaacoub	WV Lebanon	National WASH Lead
Rasould D. Mikkelsen	Grundfos	Director , Global Partnerships, Grundfos LIFELINK
Shoubo Jalal	UNICEF Regional MENA	Regional Gender Advisor, MENA
Tom Slaymaker	UNICEF HQ	Sr. Statistics and Monitoring Specialist (WASH), Data & Analytics Section/Division of Data, Research and Policy
Vincent Gengler	ACF	Wash technical adviosor for KRI, Jordan, Yemen & Djibouti

Yogita Mumssen	World Bank	Senior Infrastructure Economist, Global Water Practice, World Bank.
<b>Facilitator and Communications</b>	<b>Position</b>	<b>Organisation and role</b>
Anne Lloyd	Consultant	Freelance consultant: Report writer for the meeting
Jesse Route	Three Stones International	CEO: Facilitator for the meeting
Monica Hubert	WV US	Communications Officer



## ANNEX 2: AGENDA



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### Moving from humanitarian to sustainable WASH services Amman, Jordan; September 19-21th 2017

#### Objectives

- To identify and share experiences of practice in proper water, sanitation and hygiene behaviour and ensuring sustained access WASH, in particular, for the Middle East region with a focus on moving from humanitarian to long term sustainable WASH development;
- To identify key recommendations based on presentations and discussions; and
- To identify gaps and potentially work that may merge.

#### Specific themes

The following are a key thematic working sessions which include:

1. Humanitarian interventions
2. WASH in public institutions
3. WASH conflict sensitivity
4. Monitoring and evaluation
5. Water scarcity and insecurity
6. Sustainable WASH services and the SDGs

#### Outputs

All presentations will be published on the UNICEF and World Vision site. The key outputs from the workshop event include: (1) key recommendations based on the specific themes reflected by a range of stakeholders from donors to humanitarian and development agencies; and (2) Plan of Action towards a regional WASH strategy. The more specific deliverable are cited at the end of the programme schedule.

<b>Tuesday September 19<sup>th</sup></b>	<b>DAY 1</b>	
08:30-09:00	Registration	
09:00-09:15 09:15-09:30	Introductions Opening ceremony	Bertrand Bainvel (Deputy Regional Director, UNICEF) Marc Hensel (World Vision MEER- Director of HEA and WASH)
09:30-9:45	Introduction of participants	
09:45-10:00	Objectives, outputs, structure of the programme (framework of analysis), logistics and expectations	Omar El Hattab (Regional WASH Advisor- UNICEF) and Marielle Snel (Regional WASH Advisor- World Vision)
10:00-10:30	Part I: Setting the scene: Moving from humanitarian to sustainable WASH (20 minute presentation with 10 min. discussion)	Nat Mason (Senior Fellow, Overseas Development Institute, UK)
10:30-10:50	Tea/coffee	
10:50- 11:25	Part II: Setting the scene: WASH threats and opportunities in the ME region (20 minute presentation with 10 min. discussion)	Hamed Bakir (Coordinator, Environmental Health Interventions Unit & Regional Advisor WASH, Climate and Health, WHO)
11:25-12:30	Group work: Reflecting on the different WASH phases in the ME region	Marielle Snel (Regional WASH Advisor- World Vision) and Omar El Hattab (Regional WASH Advisor- UNICEF)
12:30-13:30	Lunch	
13:30-16:30 Incl. coffee break	<b>A/ Practices in each theme.</b> Participant to share experiences in the 6 themes (total 1.5 hours- 30 minutes in each room) <u>Parallel sessions:</u> Presentation and group work/brainstorming on the different themes (1-6) with rotation of participants and accrued collection of good practices. <b>Goal: Capture practices and activities that could/ should be considered for a regional sustainable approach to WASH under each thematic area</b> <b>Activity: List the activities of each of these phases</b>	<ol style="list-style-type: none"> <li>1. Humanitarian interventions (technical response)- Monica Ramos (ECHO)</li> <li>2. WASH in conflict sensitive contexts / mitigating tensions through WASH interventions- Aoife Keniry (WV, Northern Syria)</li> <li>3. WASH in public institutions- Hamed Bakirh (WHO)</li> <li>4. Water scarcity and insecurity - Vincent Gengler (ACF)</li> <li>5. Monitoring &amp; evaluation. (UNICEF)</li> </ol>

		6. Sustainable WASH services and the SDGs- Christia Schilling (KfW)
16:30-17:00	Feedback by theme leaders with written up flip chart (flip charts put into the gallery room) and brief wrap up (copy of key messages)	

Wednesday September 20 <sup>th</sup>	DAY 2	
09:00-9:30	Part II: Setting the scene- MENA and the SDGs Groups formation (20 minutes with 10 min. discussion)	Tom Slaymaker (UNICEF/WHO)
09:30-10:30 Incl. coffee break	<b>B/ Categorisation, mapping, prioritisation and recommendations in each theme</b> <u>Parallel sessions:</u> group work/brainstorming on the different themes (1-6) with rotation of participants and accrued collection of prioritisation and recommendations <b>Goal: Capture practices and activities that could/ should be considered for a regional sustainable approach to WASH under each thematic area</b> <b>Activity: List the activities of the theme</b>	7. Humanitarian interventions (technical response)- Michael Wicker (WV Iraq) & UNICEF  8. WASH in public institutions- Carol Awad (UNICEF Palestine) & Marielle Snel/David Munkley (WV Regional MEER/WV Jordan)  9. Monitoring & evaluating- UNICEF
10:30-10:45	Tea/coffee	
10:45-12:30	<b>Goal: Capture practices and activities that could/ should be considered for a regional sustainable approach to WASH under each thematic area</b> <b>Activity: List the activities of the theme</b>	10. WASH in conflict sensitive contexts / mitigating tensions through WASH interventions- Aoife Keniry (WV, Northern Syria) and UNICEF 11. Water scarcity, insecurity, water safety planning and energy for water supply in the region- Fiona Ward (UNICEF Jordan) &

		Lynn Saba/Miralana (WV Lebanon) Bou Atoui 12.Sustainable WASH services and the SDGs – focus large disparities exist between urban and rural and wealth quintiles - Tom Slaymaker (UNICEF/WHO)
12:30-13:30	Lunch	
13:30-17:00	<b>C/ Group work: Plan of Action Matrix</b>	

<b>Thursday September 21<sup>st</sup> DAY 3<sup>7</sup></b>		
08:30-09:00	Start up of the day, short recap' and expected outcomes of the day and methodology. Group presenters are ready. IT equipment checked and ready. (Flip chart/powerpoint)	
09:15-09:30	Recommendations of parallel group analysis work (Phase 1) in world café style	Thematic group leads
09:30-09:45	Recommendations of parallel group analysis work (Phase 2)	
09:45-10:00	Recommendations of parallel group analysis work (Phase 3)	
10:45-11:00	Tea break	
11:00-11:30 11:30-12:00	Specific recommendations per stakeholder Summary overview Round table of follow-up per stakeholder; possible network and KM sharing mechanism	Thematic group leads Nat Mason Omar El Hattab & Marielle Snel
12:00-12:15	Evaluation	
12:15-12:30	Closing and farewell	

**Deliverables:**

- Workshop report
- Key takeaways from the workshop (4 pager)
- Statement of intent based on key messages
- Matrix of key commitments
- Briefing paper to WASH in the Middle East: Moving towards sustainable WASH

<sup>7</sup> In this morning's session the participants will also share the learning and prioritization/recommendations to a wider audience in MENA countries through a webex/Skype session.

## ANNEX 3: SUMMARY OF PRESENTATIONS

Presentation	Key issues	Discussion, next steps
<p><b>1. Water, Sanitation and Hygiene in the Eastern Mediterranean Region; Status. Threats and Opportunities</b>  <i>Hamed Bakir  Coordinator,  Environmental Health Interventions Regional Advisor WSH &amp; Climate Change &amp; Health. WHO</i></p>	<ul style="list-style-type: none"> <li>• Background: diverse region, conflicts &amp; political unrest, water-scare countries</li> <li>• Although 87% have access to basic drinking water, &amp; 73% have access to basic sanitation, such services are not necessarily safely managed per SDG 6, targets 6.1 &amp; 6.2</li> <li>• WHO recommends an integrated preventative framework for safely managing drinking water &amp; sanitation services</li> <li>• Challenges within the enabling environment</li> <li>• Insufficient information to report on safely managed services</li> <li>• There are opportunities – e.g. good management models &amp; good progress to learn from in some countries</li> </ul>	<ul style="list-style-type: none"> <li>• WSH remains the top priority within the Regional Health &amp; the Environment Strategy: Member states ranked WSH as they top environmental health priority</li> <li>• Main priorities listed as:</li> <li>• Strengthen drinking water safety management</li> <li>• Strengthen national sector performance monitoring, strategic assessment &amp; analysis</li> <li>• Sustain achievements &amp; prevent slippages in service coverage</li> <li>• Updated national drinking water quality standards integrating preventative water safety management</li> </ul>
<p><b>2. Scene setting: Moving from humanitarian to sustainable WASH services</b></p>	<ul style="list-style-type: none"> <li>• Framing ideas around 4 key messages: <ul style="list-style-type: none"> <li>• WASH as a continuum, not in compartments</li> <li>• A service more than a sector</li> <li>• Partnerships need to push in the same direction</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• A hierarchy of underlying causes prevent humanitarian and development WASH from working more effectively together; act as a wedge driving humanitarian &amp; development apart; to tackle this, need to turn the wedge on its head, need</li> </ul>

<p><i>Nathaniel Mason</i> Senior Research Fellow ODI</p>	<ul style="list-style-type: none"> <li>• Sustainable services require sustainable finance</li> </ul>	<p>actions at 3 levels: operational processes, incentives &amp; norms</p>
<p><b>3. Moving from humanitarian to sustainable WASH services</b> <i>Monica Ramos</i> ECHO Regional WASH and Shelter Expert (MENA) ECHO</p>	<ul style="list-style-type: none"> <li>• ECHO's role &amp; coverage in the region</li> <li>• ECHO's challenges in the region: <ul style="list-style-type: none"> <li>• Quality assurance and control vis-à-vis partner's capacity and skill sets</li> <li>• Inclusion / understanding of role of the service providers and private sector (national policies / master-plans)</li> <li>• Multipurpose cash programming and how it translates to delivery modalities for WASH</li> <li>• Balancing life-saving, humanitarian assistance and links to required improvements of infrastructure and governance / regulatory frameworks</li> </ul> </li> </ul>	<p>Discussion points</p> <ul style="list-style-type: none"> <li>• Leadership in technical support and guidance aimed at quality assurance and control and increasing partner's capacity and skill sets</li> <li>• Coordination of partners and donors to effectively link emergency to development</li> <li>• Policy and governance of water and sanitation sector by host governments</li> <li>• Emergence of social safety / protection systems which provide financial assistance to access basic services and commodities</li> </ul>
<p><b>4. Conflict sensitivity in WASH programming, NW Syria</b> <i>Aoife Keniry</i> Syria Programme Manager World Vision, Northern Syria</p>	<ul style="list-style-type: none"> <li>• Context: pre-conflict baseline – MIC with high quality services provision. Issues include: water scarcity, climate (drought), population movement &amp; geographic coverage</li> <li>• Measuring impact of the conflict on water, targeting water facilities – 'weapon of war'</li> <li>• Use of conflict assessment in programme design</li> </ul>	<ul style="list-style-type: none"> <li>• Many on-going challenges:</li> <li>• Working with local councils, ownership, scale of programme, displacement patters in N. Syria</li> </ul>

<p><b>5. WASH in public institutions, an ICRC approach in protracted armed conflicts</b>  <i>Guillaume Pierrehumbert  Regional Water and Habitat Adviser Near &amp; Middle East  ICRC</i></p>	<ul style="list-style-type: none"> <li>• ICRC Public Health Approach</li> <li>• Essential services during armed conflicts, includes strengthening compliance with IHL; enhance the resilience of essential services in urban areas – urban resilience is a function of protection &amp; operation response</li> <li>• E.g. of WASH interventions in hospitals in Gaza – 6 months after the end of hostilities – all MoH hospitals were fully functional</li> <li>• Humanitarian – Development nexus, towards more sustainable humanitarian interventions – responses during periods of shock should support, not undermine, longer-term investments in periods of development opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Further information:</li> <li>• World Bank Turbulent Water Report @ <a href="http://www.worldbank.org/en/events/2017/04/03/turbulent-waters">http://www.worldbank.org/en/events/2017/04/03/turbulent-waters</a></li> <li>• ICRC Urban Services Report @ <a href="https://www.icrc.org/en/document/urban-services-protracted-conflict-report">https://www.icrc.org/en/document/urban-services-protracted-conflict-report</a></li> </ul>
<p><b>6. Water scarcity in Middle East Region</b>  <i>Vincent Gengler  Action against hunger  Middle East WASH Adviser</i></p>	<ul style="list-style-type: none"> <li>• MENA is hosting about 6% of world’s population but has access to measly (1-2%) of the world’s renewable fresh water.</li> <li>• MENA is hosting 12 of the world’s most water scarce countries (Jordan: 3rd; Yemen: 7th) → 20 in 2040</li> <li>• Water scarcity in the Region; in emergency (in camp); in emergency (out of camp), in Resilience and development: On going activities; in Resilience and development: Plan and strategy</li> </ul>	<p>Conclusion</p> <ul style="list-style-type: none"> <li>• Do not harm approach</li> <li>• Awareness vs Action</li> <li>• Emergency, Resilience &amp; Development</li> <li>• Integrated comprehensive multi sectorial &amp; multi targets approach;</li> <li>• Demand and resources management by reducing the losses, adapt behaviors &amp; improve efficiency from the sources to the consumers;</li> <li>• If possible rely on alternative water source (Rain water, Wadi, river) + Water recycling</li> </ul>
<p><b>7. Thematic session on</b></p>	<ul style="list-style-type: none"> <li>• JMP Database</li> </ul>	<ul style="list-style-type: none"> <li>• How to bridge the gap in between the different</li> </ul>

<p><b>Monitoring</b>  <i>Hrayr Wanniss</i>  <i>M &amp; E Officer</i>  <i>UNICEF, MENA</i></p>	<ul style="list-style-type: none"> <li>• Data requirements, sources, challenges and reporting</li> <li>• Example of data from Syria</li> <li>• Need standardisation of data</li> </ul>	<p>continuums on monitoring for WASH in the region?</p> <ul style="list-style-type: none"> <li>• What should be the focus of strategic monitoring activities in various contexts?</li> <li>• Should there be separate frameworks/standards? or they should be one overarching?</li> <li>• What can be the role of donors, partners and UN towards this?</li> </ul>
<p><b>8. Towards sustainable WASH</b>  <i>Marielle Snel</i>  <i>Regional WASH Advisor, WV Middle East and Eastern Europe</i></p>	<ul style="list-style-type: none"> <li>• Need to focus on systemic change</li> <li>• 3 phases: Initiating the change, Learning &amp; testing, Replicating &amp; scaling</li> <li>• Diagram to represent “whole system” – focus on all important elements: Catalyst &amp; sector support, WASH governance, Sustainable service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding what each of the countries in the region are doing around WASH</li> <li>• Reflecting on WASH funds provided for each of countries, &amp; aligning with business plans – make more realistic</li> <li>• Aligning MEER WASH ambitions with those as reflected in the Global WASH strategy</li> </ul>
<p><b>9. Humanitarian Intervention of the Kurdish Region of Iraq: “Leveraging partnerships”</b>  <i>Michael Wicker</i>  <i>WASH Program Manager, WV-KRI</i></p>	<ul style="list-style-type: none"> <li>• Background of programme in Kurdish Region of Iraq</li> <li>• Disability inclusive WASH away from home</li> <li>• Water scarcity – Sesame St &amp; Government engagement</li> <li>• Conflict affected WASH reconstruction</li> <li>• Partnerships are key; especially for ‘soft components’ working with others who are more specialised, e.g. Handicap International</li> </ul>	<ul style="list-style-type: none"> <li>• Not to forget: water conservation, &amp; disability</li> </ul>



<p><b>10. KAP in Palestine schools</b>  <i>Carol Awad  WASH Specialist  UNICEF Palestine</i></p>	<ul style="list-style-type: none"> <li>• <a href="https://prezi.com/view/MxhtAXH0T2VfBKnjmv5c/">https://prezi.com/view/MxhtAXH0T2VfBKnjmv5c/</a></li> <li>• Background &amp; data from KAP and study on menstrual hygiene practices in schools in West Bank and Gaza.</li> <li>• Recommending: WASH infrastructure &amp; supplies, hygiene education &amp; funding</li> <li>• For Menstrual hygiene: separate bathrooms, equipped sanitary cabinets, wash basins inside bathrooms, available water, waste-bins, painkillers &amp; door locks</li> </ul>	<ul style="list-style-type: none"> <li>• Follow-up:</li> <li>• Providing cleaning kits</li> <li>• Counsellors &amp; hygiene coordinator will continue the sessions</li> <li>• The MOEHE will build on the plan set jointly in each school, impact will be reported accordingly</li> </ul>
<p><b>11. WASH away from home</b>  <i>Marielle Snel  Regional WASH Advisor, WV Middle East and Eastern Europe</i></p>	<ul style="list-style-type: none"> <li>• World Vision’s growing experience in non-household WASH area has revealed that, for us to really achieve our programming targets, there needs to be much more governmental support, stakeholder participation, project funding and institutional support from both the national and international community.</li> </ul>	<ul style="list-style-type: none"> <li>• For more descriptive overview of country work,</li> <li>• water scarcity programmes in the countries,</li> <li>• WASH away from home webexs and</li> <li>• upcoming workshop refer to:</li> <li>• <a href="http://www.wvi.org/MEERO">www.wvi.org/MEERO</a></li> </ul>
<p><b>12. WVL Water conservation programme</b>  <i>Ralph Yaacoub,  World Vision Lebanon  WASH Lead</i></p>	<ul style="list-style-type: none"> <li>• Think innovatively to ensure effective water conservation - water conservation level analysis and response, community and school education (e.g. media awareness campaigns)</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with governments on water conservation, &amp; donors for money for long term funding for humanitarian to development</li> <li>• Integrated water management including energy useage</li> <li>• Develop action plan key stakeholders</li> <li>• Education of communities &amp; sharing best practice with key stakeholders</li> </ul>
<p><b>13. Water conservation in host</b></p>	<ul style="list-style-type: none"> <li>• Water scarcity necessitates conservation</li> <li>• Water conservation in host communities –</li> </ul>	

<p><b>communities</b>  <i>Fiona Ward WASH  Technical Adviser  UNICEF</i></p>	<p>rehab of dilapidated leaky systems in host communities, energy efficient systems</p> <ul style="list-style-type: none"> <li>• Water conservation at schools, including recycling / multiple use</li> <li>• Water conservation at camps – eliminate water trucking to invest in infrastructure in communities outside, including data log to monitor use</li> <li>• Collaborate with Government, private sector, INGO, donors to develop / strengthen implement, &amp; support conservation efforts</li> </ul>	
<p><b>I4. Moving from humanitarian to sustainable WASH services; Thematic session on WASH &amp; Gender</b>  <i>Dr. Shoubo Jalal, ,  Regional Gender Adviser MENA UNICEF</i></p>	<ul style="list-style-type: none"> <li>• Critical to understand gender and cultural nuances to provide more effective and efficient provision of WASH</li> </ul>	<ul style="list-style-type: none"> <li>• Perform gender and cultural analysis at the community level</li> <li>• Use learnings from gender and cultural analysis to inform program design and monitoring and evaluation</li> </ul>
<p><b>I5. Disability Inclusive WASH</b>  <i>Miikka Niskanen  Head of Humanitarian Aid and Grants  Disability Inclusion Advisor WV Finland</i></p>	<ul style="list-style-type: none"> <li>• Demonstrate needs, ways &amp; advantages of considering disability in WASH programmes</li> <li>• Considering disability in WASH should be standard</li> </ul>	<ul style="list-style-type: none"> <li>• More advocacy needed for disability to be considered, include Education depts, donors; capacity development needed for all stakeholders</li> </ul>

<p><b>16. JMP 2017 Update</b>  <b>Monitoring inequalities in MENA/WANA</b>  <i>Tom Slaymaker</i>  <i>Sr. Statistics and Monitoring Specialist (WASH), Data &amp; Analytics</i>  <i>Section/Division of Data, Research and Policy, UNICEF</i></p>	<ul style="list-style-type: none"> <li>• Presentation with graphs to demonstrate WASH inequalities in this region</li> <li>• In WANA region people living in fragile states are 4.5X more likely to lack basic sanitation and 6X more likely to lack basic drinking water</li> <li>• Disparities between urban &amp; rural</li> </ul>	<ul style="list-style-type: none"> <li>• Further information: <a href="http://washdata.org">washdata.org</a></li> </ul>
<p><b>17. JMP 2017 Update</b>  <b>Monitoring SDG WASH targets in MENA/WANA</b>  <i>Tom Slaymaker</i>  <i>Sr. Statistics and Monitoring Specialist (WASH), Data &amp; Analytics</i>  <i>Section/Division of Data, Research and Policy, UNICEF</i></p>	<ul style="list-style-type: none"> <li>• Presentation of type of data used for demonstrating the achievement of SDGs, starting with a description of the JMP ladders for water, sanitation &amp; hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Further information: <a href="http://washdata.org">washdata.org</a></li> </ul>

## ANNEX 4: DISCUSSION POINTS ON THE KEY MESSAGES: on the social, environmental, technical and institutional side

### Social

#### All contexts

- Government & donors: raising awareness e.g. accessibility, understanding how the water system works e.g. water conservation, etc.
- Government: have a community strategy for public relations as a means to create confidence
- Municipalities with support of NGOs: develop contingency plans for emergencies
- Government with support of donors: develop a gender and age strategy
- Implementing partners: document and report breaches of international humanitarian law
- Government, donors, others: ensure inclusion of people living with disability in WASH programming
- Private sector, others: develop behaviour change programmes for water conservation
- NGOs, donors (together with non-WASH sectors): Advocate for and support government to meet the rights of IDPs and refugees in urban areas
- Implementing agencies: undertake conflict analysis to understand religious, political and ethnic tensions.

Awareness raising	Protection	Conflict sensitivity	Social protection and inclusive WASH programming
Government & donors: raising awareness and behaviour change programmes e.g. accessibility, understanding how the water system works e.g. water conservation, etc.	Implementing partners: document and report breaches of international humanitarian law	Municipalities with support of NGOs: develop contingency plans for emergencies	Government with support of donors: develop a gender and age strategy
Government: have a community strategy for public relations as a means to create confidence	NGOs, donors (together with non-WASH sectors): Advocate for and support government to meet the rights	Implementing agencies: undertake conflict analysis to understand religious, political and	Government, donors, others: ensure inclusion of people living with disability in WASH programming

	of IDPs and refugees in urban areas	ethnic tensions	
			CASH-best practices for becoming integrated into WASH programme

### Environmental:

#### All contexts

- Authorities: data collection, monitoring, modelling and analysis on groundwater resources capacity, use and sustainability, [link to Institutional, development of regulatory framework]
- Authorities with WHO and UNICEF: data collection, monitoring, modelling and analysis on water quality, [link to Institutional, development of regulatory framework]
- Authorities: implement integrated wastewater management (collection, treatment, disposal, reuse)
- Authorities: implement integrated solid waste management (separation, collection, recycling, treatment, etc.) [link to social, behaviour change communication]
- Authorities: implement integrated water resources management (not forgetting irrigation) [link to technical]

#### Stable contexts

- Implementing agencies: undertake life-cycle assessment for services and reduce carbon footprint
- Authorities: further assess environmental and cost impact of desalination and other WASH services
- Development organisations: advocate for transboundary water resources management & water scarcity management

### Technical:

#### Conflict/ emergency contexts:

- Authorities with support of implementing partners: enhance emergency preparedness capacity
- Authorities and implementing partners: ensure common standards are implemented or developed

#### All contexts

- Implementing agencies and authorities: improve dialogue between water & other sectors, especially energy, nutrition, food security, livelihood
- Implementing agencies with authorities: support the development and implementation of O&M plans
- Private sector (in partnership with implementing agencies and authorities): develop innovative affordable resources efficient technologies

### Institutional

- **UNICEF: WASH Strategic Coordination Platform:** government, WASH sector stakeholders, donors (development + humanitarian), UN, I/NGOs – plug into existing coordination structure or create new (depends on context)
  - create deliberate transition strategy

- Institutionalize emergency standards (implementation processes, SoPs, technical designs) that are developed to ensure they are available for next emergency
- **UNICEF: map sector stakeholders/ gather key documents** (master plans, policy, strategy, budgeted action plan) to understand current WASH service delivery. Consult with development agencies (mapping may already exist) feeding back rapidly to sector for program design and to donors for resource prioritisation
- **WASH Cluster:** In absence of government guidance/policies as a sector agree common:
  - performance indicators, reporting standards to lay groundwork for sector-wide information management system
  - ways of working/standards – to facilitate consolidation of emergency structures into government/development structures (e.g. community level management of water systems)
- **Implementing Agencies:** consider alternative models for financing O&M, accountable services in areas with limited government presence e.g. private sector, WASH committees, CBOs
- All: Commit to collate and publish estimates of WASH services from best available data + need to have more rigorous approach to data collection/research
- Acknowledge that these actions require funding and should be resourced according to the country, regional context
- **Capacity building for WASH institutions** (governments/WASH service providers/local NGOs, CBOs) on emergency response modalities (as a part of preparedness or during the emergency response itself)

Financial

#### Conflict/ emergency contexts

- **UNICEF:** Identify existing cost recovery/ payment system/local taxation (including actual payment rates/ NRW/local tax recovery rate) – to be completed as a second phase of the mapping process
- **Implementing agencies:** develop action plan for transitioning to sustainable finance over time, exploring creative opportunities for O&M (taxes on other products/ services). This may include:
  - Barrier analysis on required level of service vs. customer expectations on payment rates
  - Willingness to pay surveys

## ANNEX 5: KEY MESSAGES

As part of one of the final group exercises, a focus was also placed on reflecting on key WASH messages around WASH in the region. The following are the key messages with addition input from the social, environmental and technical, and institutional group:

8. **WASH is on a continuum, not in compartments.** Meeting WASH needs in the Middle East can involve emergency relief, reconstructing and rehabilitating, and longer term development. But situations do not evolve all together or in one direction – conflict can re-occur, development programming can start in one place while reconstruction and rehabilitation has to be prioritised in others. In providing WASH, we need to be agile, ready to move backward and forward along the continuum in different locations, and do our utmost to meet the most urgent needs today, while actively supporting the transition and/or return to sustainable services. Because of the current situation in the region, the emergency preparedness and response capacity of the service providers and authorities must be further strengthened to meet the immediate needs of the population during acute crisis. In additional, there is a need for evidence base programming which also entails harmonization and alignment of standard indicators in reference in SPHERE and JMP.
9. **A service is more than a sector.** In the long term, people need sustainable and safely managed WASH *services*. For sanitation, that means not just ensuring people have toilets but ensuring that their waste is safely contained or collected and treated. For drinking water it means not just providing a tap but making sure affordable, quality water comes out of that tap whenever it is needed. We won't achieve these goals as WASH experts working as a sector. WASH experts have to think about the full chain of service provision, and how we interact and coordinate with others to strengthen the links in the chain: with energy, health, education, nutrition, and many others. This should include universal access to services which includes inclusive program focus. Also it should focus on environment aspects of vulnerabilities.
10. **Partnerships need to push in the same direction.** Progress depends on everyone pushing in the same direction – civil society, households, private service providers, international agencies and government departments. In the long term, only national governments have the authority to take the lead, even if there may be serious challenges of legitimacy and capacity in the near term. Wherever principles of neutrality and independence allow, we should be starting to support clear national leadership of WASH services, by the appropriate government ministry or institution. This also mean adopting the Do no harm policy.
11. **Sustainable services require sustainable finance and good governance.** As donors/implementers need to ensure that payment for services is initiated as soon as possible/considered in program design.

Foreign aid and households themselves will not be able to finance sustainable services by themselves. Sustainable financing mechanisms are needed to source finance, to get it to the level at which it is needed and to ensure it is spent effectively. We need to use a range of mechanisms at different stages along the continuum from emergency to development: emergency in-kind provision and conditional or multi-purpose cash grants; development grants and loans; tariffs; sectoral public finance; non-sectoral finance like social safety nets; and ultimately private repayable finance like commercial loans. We need to explore and develop a coordinated approach to the development of inclusive financing strategies within the context of a basic need approach (delivered through a multi- purpose CASH programming).

12. **Sustainable services requires a holistic approach.** Optimal technology choices are key to minimizing the social, environmental and financial impact for the short, medium and long/term. The potential impact of climate change and water scarcity must be integrated in the approach. The full life-time costs of a system should be understood and accepted at the onset, including the O&M costs, and capacity required.
13. **Water and Peace/building.** Transboundary water resources management and opportunities to use water as a peace building tool shall be promoted by foreign aid. Interventions should mitigate the potential for conflict between and within communities.
14. **Immediate need to initiate active coordination/engagement** between development and humanitarian donors, UN, NGOs, stakeholders, etc.



## **ANNEX 6: COMPILATION OF FEEDBACK FORMS**

A total of 13 forms were completed, some people did not complete a form; e.g. some were not present at the end of the meeting

### **Do you think the meeting objectives were achieved?**

The majority ranked 3; out of the range from one (very little) to four (completely achieved); feeling the objectives were almost achieved.

Two marked 2, and one marked 4

### **Comments:**

- Good discussion and facilitation – led us to informed discussion on core WASH challenges in MENA
- The outputs are not exactly clear for me apart from a document being produced and another workshop. How will the outputs be operationalized?
- Towards right direction, but not yet very concrete
- We will see when the final outputs are shared
- Ambitious agenda
- Yes, this has been a good start to putting key stakeholders in the same location to discuss key issues on sustainable WASH

### **What did you enjoy most about the meeting?**

- The opportunity for several organisations and donors to sit on the same table and discuss the WASH topics and issues
- Good representation in terms of audience (WV offices, UNICEF offices, donors and NGOs) and diversity in context (Lebanon, Jordan, Turkey, Iraq etc.)
- The discussions were good – getting learned minds together for WASH was very important, It was good to share notes and learn a lot
- The participants were great
- Discussion/presentation on the SDGs
- Good facilitation methods
- Common agreement on most of issues brought upon
- Dialogue, donors, NGOs, UN, Private
- Group discussions
- Very active group work, mix of actors
- Group work with diverse perspectives
- Meeting WASH experts from other INGOs
- Not sure, as all went quite well

### **What do you think would have made the meeting more successful for you?**

- Not sure, as all went quite well
- Networking and learning more about work of other INGOs
- More evidence/data and less anecdotes
- Maybe to be more restrictive on topics in order to be able to go into more details

- Learning of practical examples from the field which we can use in programming
- Too many presentations
- More time for discussion
- Broader range of agencies and countries to participate (focus on Lebanon, Jordan, Iraq and Palestine) (imbalance with WV). Better to have more technical WASH staff for more solid inputs
- If we had started with the IRC framework & defined it for everyone on the first day. The presentations were also not all relevant
- I think more time should have been afforded to the presentations on Day 1 – it was rushed
- Representation from UNICEF Lebanon, as it would supported WV Lebanon in brainstorming and planning during the workshop – especially as the context in Lebanon is very different than the other regions that had representation from UNICEF offices

### **What do you think should be included in a further follow-up meeting?**

- A summary of the discussed points and findings of this meeting, especially for the exercise on the actions affecting sustainability from the 5 points of views: financial, environmental, social, technical, institutional & other
- Follow up on the action points that have been set from this meeting; Country specific workshops; inclusion of other humanitarian and development donors as well as ministries and key stakeholders to push for a development of a strategy and country specific action plans
- Capturing key notes, and moving forward clearly on key goals – or at least defining them
- Not sure as a lot needs to happen before the next meeting and it isn't clear what tools/strategies will be available by then
- Review the recommendations (but not under their columns as there is a lot of overlap, countries to check in with their Govt. & technical counterparts first
- More organisations around the table
- More dialogue-linked to what enjoyed most
- Practical suggestions, less rhetoric
- -> action plan
- Smaller number of concrete action points
- A list of projects by other INGOs; Operational checklist to be used in the field
- Summarise and prioritise 'key steps' identified and put into an action plan

### **Any other comments?**

- Thanks for good organisation, facilitation, timekeeping and discussions
- Link of presentations to theme of workshop wasn't always clear; focus should have been more on the transition and less on the sustainability itself
- To improve next time:
  - Not have presentations in different groups
  - More technical people to attend

- Work done in advance
- Seemed a bit disorganised at times, many things could have been thought out in advance to smoothen the process and ...[illegible]
- Hard to have discussion silos when there is so much overlap
- I have enjoyed it, thanks for the conference