



WATER, SANITATION AND HYGIENE



The Trust Fund supports access to safely managed water through improved infrastructure, training, and hygiene promotion sessions.

In this priority sector - which is strongly related to the wellbeing and health of the refugees, IDPs and host communities - the Trust Fund aims at:

1. Improving access to safely managed water and sanitation services;
2. Strengthening local WASH capacities and
3. Improving WASH infrastructure.

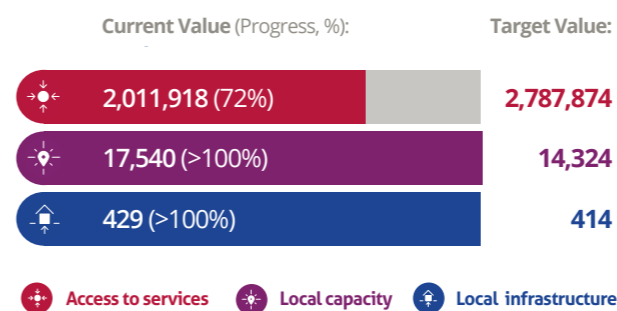
The Trust Fund has supported **22 interventions and components and 16 leading implementing partners, who are contributing to improve access and capacities to deliver safely managed water and WASH infrastructure in Lebanon, Jordan, Iraq, Türkiye and, to a lesser extent, the Western Balkans.** The main implementing partners of the Trust Fund WASH portfolio encompass: ACTED, AFD, CISP, EIB, FAO, GIZ, GVC, Intersos, the Ministry of Labour, Employment, Veteran and Social Affairs from Serbia (MoLEVSA), NRC, UNDP, UN-Habitat, UNICEF and World Vision. Six actions are still being implemented.¹⁵

Progress in this sector globally has increased for the reporting period in all areas, especially regarding access to water. WASH KPIs, although still lower

than the average of KPI's progress, have continued to advance during this reporting period in terms of access to safely managed water (72% vs. 40% in previous period) and metres of water and wastewater transmission and distribution lines constructed (65% vs. 46%) due to the finalisation of various projects in Lebanon having reported final achievements and implementation progress in Türkiye. Capacity building in this sector displays a high level of output delivery (100% vs. 89% previously). In terms of number of municipal and regional WASH infrastructure, global progress is high



WASH PRIORITY SECTOR OUTPUTS



→ 15. These actions are being implemented in Lebanon (ACTED: T04.272, AFD: T04.206), Jordan (EBRD: T04.92, GIZ: T04.208, AFD: T04.27), and Türkiye (EIB: T04.155).

WASH disaggregated results

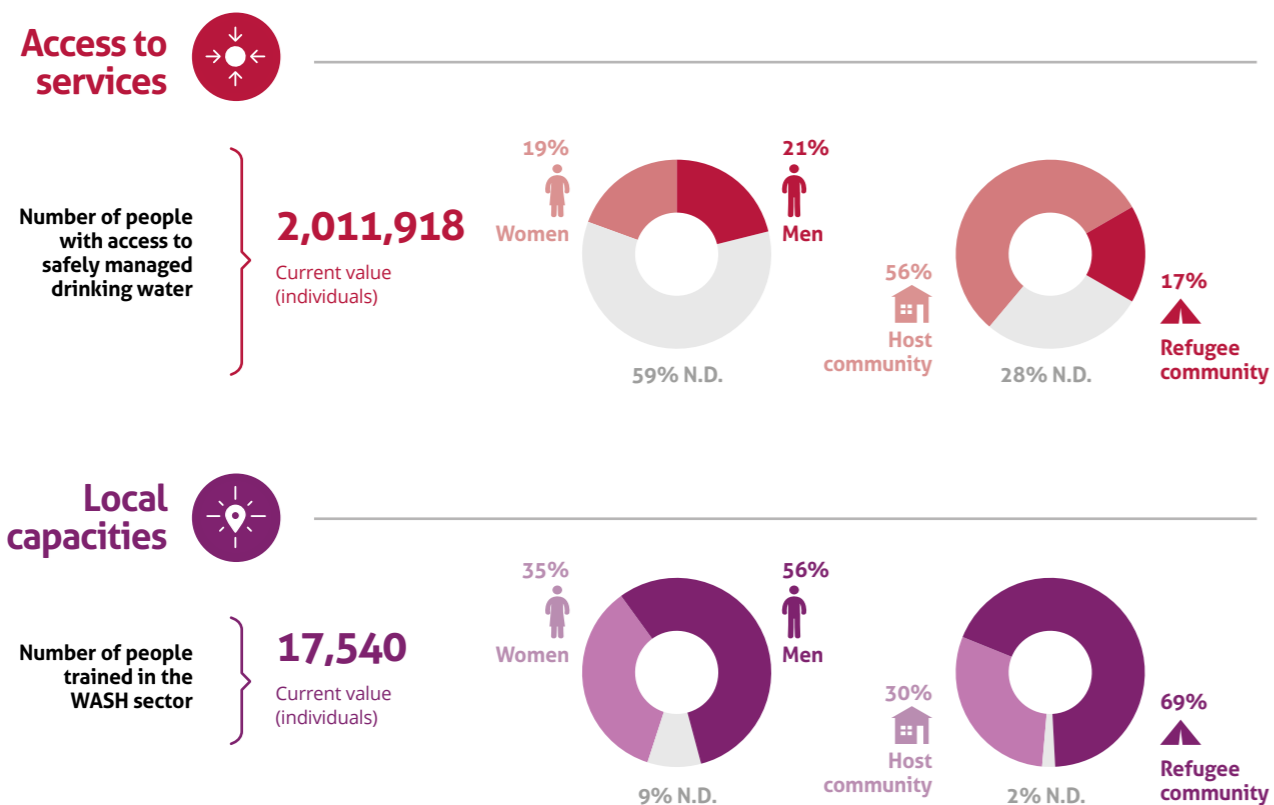


Figure 12: Trust Fund: WASH results disaggregated by sex and community of origin (as of 31/03/2024)
*N.D.: Not disaggregated.

although some projects still show some margin to deliver their planned targets in terms of access to water, particularly in Lebanon (AFD: T04.206) and, to a lesser extent, ACTED: T04.272), in Jordan (T04.92) and Türkiye (T04.155) -this latter one in terms of measurement in its final report. Some slight improvement in training can be made in Jordan (T04.92) and Lebanon (T04.272), as well as in infrastructure

delivery in Lebanon (particularly T04.206, and to a lesser extent, T04.272) and Jordan (T04.92).

Considering the data on direct services (Figure 12), **access to safely managed water has been equal in terms of sex disaggregation whereas more men have been reached than women with training in WASH related topics.**

According to available data - which could be improved in its quality - **host communities are getting more access to safely managed water**, while refugees are being reached with WASH related training to a larger extent.

WASH OUTCOMES IN LEBANON

The project *“Improved Drinking Water Services in Lebanon” (T04.206)*, implemented by AFD in collaboration with UNICEF, is the most recent one assessed by a ROM mission (02/24) in the sector. The project aims at promoting increased access to improved water supply services for all populations in the intervention areas. It also supports the Lebanese Water Sector Recovery Plan by prioritizing the improvement of water production and delivery services across the country. Focus is given to the completion of unfinished storage and distribution projects, the alleviation of energy cost and securing better continuity through the installation of solar power generation and the enhancement of the efficiency of the operations through the rehabilitation of existing pumping stations. Due to initial delays, **individual behavioural changes** after improved access to water, are not evidenced yet. Deficiencies in the planning process, especially in relation to inaccurate assessments of the working conditions, and of the limited relevance or feasibility



of some projects, have led to replan some of these actions. This had an impact on the schedule and the implementation began in the winter season with worse outdoor conditions. The ROM mission reports that all ongoing works are under satisfactory professional supervision, and all works for solar improvements in 14 water stations have been procured. Eight stations will be upgraded and equipped, and these works are being implemented too. It is not clear yet -it will be in the next round of reporting- if the liability period will be respected within the project schedule. One water channel is expected to be rehabilitated during 2024. Improvement works of six gravity distribution systems and three water systems are completed and being verified. Once all 32 works are finalised, so that drinking water production and distribution is enhanced and water



facilities are equipped with solar energy systems, the project expects to reach more than 1.5 million people from Beirut and the regions, especially those who suffered in the past from water shortages during the summer. It is also expected that connections to the public water network increase due to solarization, as they become more efficient and sustainable.

In the context of **local organisations and institutions**, the main beneficiaries are the Water Establishments (WEs) and their technical teams responsible for the operation and maintenance of the water facilities. Although no changes are evident yet, WE technical teams will participate during the improvement process. It is expected that with improved technologies and facilities, efficiencies are generated, and services are, therefore, improved. Skilled WE

technical teams have identified the needs for rehabilitation and network extension, which will translate into more sustainable networks. It is also expected that they will be able to maintain those upgraded facilities. Municipalities will eventually engage in assessing the performance of the water infrastructure investment. It is not clear yet to what extent the relationship between WEs and municipalities will change. Additional effects might be energy savings through the new equipment and improvements in early detection of failures, which might mean better prevention of service disruption and reduction of costs. This could also improve relationships between WEs and the subscribers. These institutional effects depend on adequate financial and human resources in the WEs, which at this stage, remains uncertain, since WEs continue to show vacancies.

The project did not specifically include any advocacy to influence **changes at the regulatory or national policy level**. According to the ROM report, *“the water supply system in Lebanon remains unsustainable and fragile unless necessary water sector reforms enable the WEs to function according to their mandate”*. It can be highlighted that this project is aligned with the National Water Sector Strategy Update 2020 and the 2022 Roadmap to Recovery of the Water Sector in Lebanon policy, prioritising the rehabilitation of existing infrastructure and completing small to medium unfinished systems with high impact on service continuity. The increase of power generated from solar photovoltaic is an additional goal that will be attained at national level once works are completed. There continue to be some limitations regarding available personnel in the Ministry of Energy and Water (MoEW). The project did not conceive explicit direct engagement at Ministry level either.

WASH OUTCOMES IN JORDAN

The project **West Irbid Wastewater Network (T04.92)**, implemented by **EBRD**, aims at increasing access to wastewater services in 18 towns in West Irbid and creating employment opportunities in the area.

In the context of **individual behavioural changes**, there are still no changes to report, since infrastructure is still being built and improved. The **ROM report (09/23)** informs about expectations that the population in the area is having about the wastewater network. Communities have expressed they are *“very keen to switch from cesspools or septic tanks to a sewerage network as soon as this is possible”* if the connection costs are affordable. The one-time connection costs around 700 Jordanian dinars and poor households will not be able to afford it. The project will need to address this, because if the number of connections is not high enough, *“the new treatment plant would not be able to function optimally”*. According to the mentioned report, 230,000 will be benefitting from all project packages of water network improvements, and more than 1,000 people will benefit from local jobs. To date, 562 jobs (94% men and 93% host community members) have been created.

In the context of **local organisations and institutions, changes** are not visible yet. At the time of the ROM mission, some progress has been made after a series of delays, and up to date, 30% of the 500 km sewer pipes has been built. Even once all the planned pipes of the wastewater network are completed, for the wastewater treatment plant to work, two conditions need to be fulfilled: a high connectivity rate, and a new wastewater treatment plant in place. The Water Authority of



Jordan (WAJ) is actively engaged with the project, and is enabling WAJ to learn, resolve problems, and improve their visibility in front of the community. The ROM report highlighted that the *“project design has created a positive context for service delivery and improved the chances for effective implementation”*, although there are no visible effects at this level yet. The ROM also informs about potential positive changes in terms of having a system that will be *“easier to operate, more reliable, affordable and environmentally friendly”*. However, the capacity of the Yarmouk Water Company (YWC), who is responsible for

operation and maintenance, needs to be improved during the construction of the network. WAJ's capacity is being strengthened in tendering, procurement for implementation, technical oversight of infrastructure works, cooperation with donors and cooperation with communities. WAJ has taken community services as a new responsibility.

The project has not predefined any specific **changes at regulatory and/or national policy level**. The project is aligned with the new national water strategy 2023-2040, especially with one of its priorities of wastewater reuse in a context of water scarcity in the country. Inadequate maintenance of the network which leads to losses and leakages remains as one of the main challenges. Therefore, wastewater collection and treatment are part of the project goals. To increase the percentage of population with adequate wastewater and treatment facilities, one of the Ministry's National Strategic Wastewater Master Plan priorities, is also at the heart of the project. The Ministry of Water and Irrigation (MWI) and WAJ continue aiming at enhancing quality of services, but they face lack of technical and financial capacity in the wastewater sector.

WASH OUTCOMES IN TÜRKIYE

The **Municipal Resilience Facility (T04.155)**, implemented by **EIB**, aims at improving access to municipal water supply, waste, and water services to strengthen the long-term resilience of Turkish communities neighbouring the Syrian border affected by the influx of Syrian under Temporary Protection (SuTP). The main WASH outcome in Türkiye at **individual level** is improved access to water and sanitation services at a *“reasonable cost”*, because after the project intervention, there will be no need for water trucking or emptying sanitation tanks. Specific behavioural changes of the population had not yet been recorded at the time of the recent **ROM mission (04/24)**. Nevertheless, the report mentions improved living conditions in target municipalities reaching more than 800,000 Turkish and Syrian people.

In terms of **local institutions and organisations**, the project will contribute to reduce the capacity gaps in the municipal water supply, waste, and water infrastructure in the selected municipalities. Currently, 16 (of 24) water and wastewater investments are completed and in operation and have been provisionally accepted by municipal authorities. The municipalities and water directorates will use these investment projects to deliver improved services.

Some facilities have been damaged during the 2023 earthquake and still need to be connected to the sewerage network. In Hatay, the water directorate is facing some capacity related challenges due to time and budget limitations. Small municipal water and wastewater utilities in Southeast Türkiye have, according to the ROM report, modest financial and technical capacities compared to metropolitan directorates, but financial resources are limited in both cases, so that the Trust Fund support is covering a financial gap too. As an unexpected positive effect of the project, Ilbank's implementation capacity has been strengthened, especially in procurement and social and environmental responsibility, as the planning, contracting and implementation capacities of the local utility companies.

Results at **national policy level** in the WASH sector continues to be limited. The improvements will lead to reduce water losses in the network and related non-revenue water. Utility companies could charge a higher price if services improve. Additionally, according to the ROM report, some water authorities have installed solar panels that generate additional financial revenues. The wastewater treatment plants could eventually also reduce their operating costs by using solar panels.