



WASH

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 WASH services;
2. Strengthening local WASH capacities and
3. Improving WASH infrastructure.

The Trust Fund has supported **22 interventions and 16 lead 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 EUTF 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, WAI, and World Vision. 11 actions are still being implemented during this period.¹⁷

Progress in this sector globally has increased for the reporting period

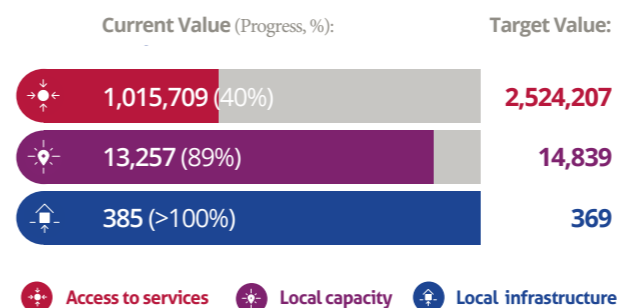


in all areas, especially regarding access to water and installation of transmission and distribution lines. WASH KPIs, although still lower than the average of KPI's progress, have advanced

during this reporting period in terms of access to safely managed water (40% vs. 17% in previous period) and metres of water and wastewater transmission and distribution lines constructed (46% vs. 26%) due to the finalisation of various projects in Lebanon having reported final achievements. Capacity building in this sector displays a high level of output delivery (89% vs. 73%). In terms of number of municipal and regional WASH infrastructure, relative progress remains at a similar level compared to previous period since they have been already achieved.



WASH PRIORITY SECTOR OUTPUTS



→ 20. These actions are being implemented in Lebanon (ACTED: T04.272, UNICEF: T04.294, AFD: T04.206), Jordan (EBRD: T04.92, GIZ: T04.208, UNICEF: T04.245, WAI: T04.27), Iraq (UNDP and UN Habitat: T04.132, UN Habitat: T04.247) and Türkiye (EIB: T04.155, a component of UNDP: T04.76).

WASH - Disaggregated results

EU Regional Trust Fund in Response to the Syrian Crisis

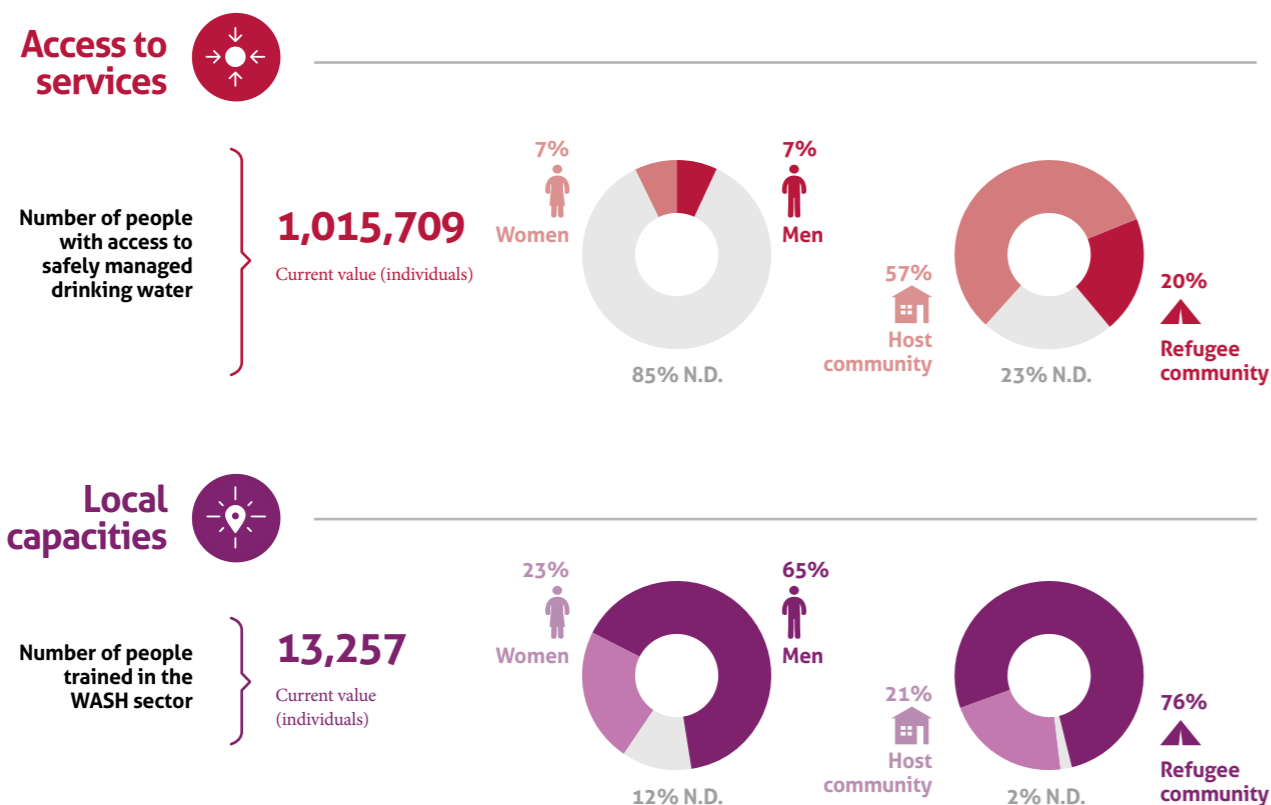


Figure 12: Trust Fund: WASH results disaggregated by sex and community of origin (as of 31/03/2023)
*N.D.: Not disaggregated.

Looking at direct services, **access to safely managed water and to WASH training has been equal in terms of sex disaggregation, while substantially more men have been trained on 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 outcome evaluation highlights that *“in Lebanon, where WASH projects mainly focus on access to water, it is very difficult to capture tangible outcomes”*. The EUTF portfolio evaluation underlines that in targeted municipalities subscriptions have increased by 26%, and service hours have also increased from 2 hours per day to 9 hours per day on average. According to the WASH evaluation, a relationship between EUTF contributions and increased water availability is clearer than with increased subscriptions, because many of EUTF WASH projects did not include it as a specific objective. The outcome evaluation came to the following conclusion: Although throughout 2018 and 2019 the perception was positive with the number of subscribers increasing and positive results in some localities, this has negatively changed in 2020, when the crisis deepened, purchasing power dropped and the water supply capacity, due to electricity crisis, decreased (GVC, CISP and NRC).

In the context of **individual behavioural changes**, the outcome evaluation highlights that *“Syrian refugees’ attitudes, perceptions, and behaviours have positively changed in the period from 2014 to 2021 when it comes to engaging with WASH service operators”*. This was perceived by respondents, because of the wide range of outreach activities and community-

based mechanisms strengthening the relationship between operators and users. Although a majority of responding implementing partners considers that the access to WASH service had increased during the EUTF period, they state that *“this increase is deemed as weak and moderate”*. Despite specific improvements in some localities, the *“level of trust towards water establishments and municipalities remains low, as the population must still (recur to) trucking and private wells to (complement the water received from public services and be able to satisfy their needs)”*. Nevertheless, the last ROM of the ACTED project (12/22) makes evident improved access to water and wastewater in Quzaii, a densely populated neighbourhood of Southern Beirut, for 50,000 people (37,500 Lebanese and 12,500 Syrians). This contributed to reduce the payments to private water lorries. 852 Syrian refugees are accessing nine decentralised wastewater treatment systems installed in collective shelters. Main effects, apart from increased affordability, include the prevention of eviction, income savings and health, although the two latter still need to be analysed in detail. The most recent ROM of the UNICEF action (12/22) underlines the reinforcement of access to water due to the maintenance works undertaken with project support benefitting more than 700,000 Lebanese and Syrian people.



In the context of **local organisations and institutions**, the outcome evaluation underlines that WASH operators have improved their technical capacities because of EUTF Syria-supported interventions. Most of the surveyed implementing partners stated that *“local WASH actors, service providers and other stakeholders, including NGOs, have changed their practices and developed their capacities to provide refugee and host communities with greater access to WASH services as a result of the EUTF projects”*. The increased number of staff in the water establishment from 2014 to 2019 has been a key element, and to a lesser extent, *“the inclusive approach to WASH management and the reduction of discriminatory practices between refugees and host communities”*. The EUTF portfolio evaluation highlights positive institutional and organisational effects at the local scale across the water establishments through geo-referenced customer database, call centres with web portals and trained teams for customer service, communication departments, etc. The portfolio evaluation also concludes that *“the water establishments have (enough) technical know-how to manage the water supply systems with all their components”*, however, the effects of these results are limited due to a current situation of bankruptcy and professional staff leaving the institution due to low salaries. The lack of comprehensive reforms in the sector also have resulted in some capacity building effects

being lost, since they did not occur *“in synergy”*. The ROM of the UNICEF project highlights that water establishments are reinforced through a procurement system to ensure repairs. Some strategies have helped to improve the communication between the water establishments and the communities, such as community focal points and municipalities’ (Oxfam), community consultations (ACTED, NRC), a hotline for reporting network issues or a community perception tool (GVC). According to the mentioned ROM, water establishments *“have improved communication policies towards the population, bringing more transparency on the issues at stake, especially energy issues and budget shortage, as well as on the efforts deployed on the maintenance of the water network”*. Some projects though faced challenges in the communication between water establishments, local authorities, and communities, due to institutional weaknesses of water establishments, lack of resources to operate specific tools, the pandemic, or delays in infrastructure activities. The ROM assessment of ACTED’s project mentions training on Establishment-Led Service Improvement and Cost Recovery (EL-SICR) that represents an organisational innovation, however, effects are not evident yet. The river catchment level water model approach to organise multistakeholder WASH planning would mean an institutional improvement, nevertheless, legal provisions in the Water Law are not set yet. The work of

the Lebanese Water Actors Platform (LEWAP), promoted by ACTED and the EUTF, is already working and producing a HawkaMaa bulletin to inform about research grants. It is still early to evidence any potential institutional effects.

The majority of EUTF WASH projects have not included advocacy to influence **changes at the regulatory or national policy level**. The only exception is the Water Forum in Lebanon, established with the EUTF support to Oxfam. It is a policy dialogue mechanism that contributed to the revision of the National Strategy in 2020, which emphasises water and energy nexus and the solarisation, and the community/municipality engagement. Interviewed implementing partners agree on the fact that national institutions have changed their WASH national strategy to face the refugee situation. The outcome evaluation highlights the support of the Delegation of the European Union in the country, *“which contributed to revising the water sector national strategy”*. The report also highlights the importance of a WASH sector recovery plan approved by the government with short-term objectives related to the current crisis mitigation, since there is no approved strategy for the sector yet. The recent ROM report of the UNICEF action that supports the roadmap makes evident there is some scope to generate synergies between the UNICEF project and the AFD one working on the water sector reform process. The ROM of ACTED’s project underlines the

importance of the project support to improve water governance with bottom-up participation and public dialogue. However, reforms included in the roadmap have not been implemented yet. The EU Delegation (EUD), through bilateral support, continues to support this process through AFD to capitalise some lessons learned from past support. It is evidenced by the portfolio evaluation that *“achieving an improved and effective water establishment that are financially viable and autonomous from Ministry of Energy and Water (MoEW) is an objective that cannot be achieved by EUTF interventions alone”*. Despite slow progress, implementing partners show satisfaction about the revision of the National Water Strategy and the Water code, stating that *“it goes to the right direction, especially as regards the water and energy nexus and the solarisation, and the community/municipality engagement”*.

WASH OUTCOMES IN JORDAN

The outcome evaluation, after analysing two actions led by GIZ¹⁸ and AICS, highlights that *“Syrian refugees’ attitudes, perceptions, and behaviours have positively changed in the period from 2014 to 2021 when it comes to engaging with WASH service operators”*. In the context of **individual behavioural changes**, the outcome evaluation report underlines increased recycling in the communities,

mainly in Azraq and Za’atari camps after the intervention (GIZ). The CfW scheme is also increasing access to income of Syrian refugees and host communities. In turn, this is contributing to improved community services and conflict reduction between both communities. According to the report, *“from previous unwillingness to work in the waste sector -due to cultural misunderstanding or shame”, (currently) thousands of people (are) on the waiting list to work in solid waste management.”* And *“from initial 5% of women among the beneficiaries there are now over 35%”*. In the context of the AICS project, household water connections were achieved, and two school WASH facilities were rehabilitated and handed over to the Directorate of Education (DoE) in Bani Kinanah District. However, the outcome evaluation states that *“the extent to which the local population has a better access to water is not evidenced”*.

In the context of **local organisations and institutions, changes** of solid waste management of service providers are highlighted by the outcome evaluation (GIZ led environmental project). The services have been *“improved rather than deteriorating, following the Syrian influx”*. Livelihood opportunities for both Syrian refugees and host communities have helped the municipalities to provide higher quality services. The institutional set-up is seen as a good practice and this involves

collaboration with the municipalities, also to build capacities, engaging with communities in the camps and outside them, and the articulation of CfW with other developmental aspects. Solid waste management skills and technical understanding of municipalities have reportedly improved. A new evident partnership is where CBOs are collaborating with municipalities on capacity building. The evaluation notes, however, there is still room to improve the relationship with the municipalities. The challenge now is how municipalities can continue the service provision in a context of political blockades by relevant authorities, financial crisis of municipalities and a risk of CfW schemes replacing municipal waste disposal. The conceived sustainability requires municipalities to take over, apart from political dialogue and high-level support. Although optimistic, the evaluation expresses that this *“is linked to the decentralisation process in Jordan, by which the local administration and municipalities would get more competencies”*. Regarding the AICS led project, the outcome evaluation underlines increased capacities in the beneficiary municipalities that are now delivering improved services and relations with host and refugee communities. With upgraded municipal infrastructure in WASH, roads, and public



utilities, and having used CfW schemes to promote local economic development, municipalities *“stress the quality of the results and their matching with the urban development plans”*. The evaluation also highlights the combination of soft and hard assistance to deliver results as a good institutional practice.

Changes at regulatory, national policy level are not evident yet. Despite the GIZ project that works with the

→ 21. The GIZ led action in Jordan focuses on waste management and is included under this WASH related section.



municipalities of Mafraq and Azraq supporting the implementation of the National Municipality Solid Waste Strategy with relevant ministries, such as the Ministry of Local Administration (MoLA), infrastructure in refugee camps “*does not seem considered by authorities*”, and policy dialogue has not yet materialised.

MoLA “*considers the project contribution in the development of local Solid Waste Management (SWM) plans important and in line with the wider policy*”. Aligned with this, MoLA is considering including other municipalities. GIZ is also supporting other municipalities with other projects to develop SWM plans. Although the evaluation states that the project is strengthening MoLA in enhancing its solid waste management operations, the Government does not include refugee camps in its National Municipality Solid Waste Strategy (NMSWS). It is worth noting that “*future sludge management in the camp(s) institutional set-up, operation and maintenance, and the sharing of benefits of the technology are being discussed with Water Authority of Jordan (WAJ), UNHCR, and UNICEF.*” Regarding the AICS led action, no changes at national level have been reported.

WASH OUTCOMES IN IRAQ

The main WASH **outcome** in Iraq and KRI at **individual level** is improved access to water and sanitation services, which has been delivered by various actions with focus on refugees, IDPs and vulnerable host communities (ACTED, UNDP/UN Habitat UN Habitat). In the neighbourhoods of Mosul, Sinjar, Tel Afar and other villages (Ninewa) there is now access to safely managed water. These neighbourhoods, and others,

such as Erbil, Duhok and Sumel, have a high influx of Syrian refugees and are benefitting from the extension of water networks. Access to water in schools is also mentioned in the EUTF WASH evaluation and two schools have recently benefitting from WASH installations (UN Habitat) in Tel Afar. The rehabilitation and extension of storm water network in Mosul (UNDP/UN Habitat) is expected to have positive effects in terms of flood prevention, and the replacement of currently cracked potable water networks will lead to waste reduction. Apart from direct access to water and other WASH-related services, the construction of these infrastructures in wider rehabilitation-oriented actions (UNDP/UN Habitat) is leading to accommodating returnees. Another effect in this context has been the explicit improvement in the community's perception of the responsiveness of WASH institutions to the community (ACTED). Project reports suggest that improvements in irrigation have led women to engage in gardening (FAO) in their backyards, and how agricultural skills were improved to get access to additional livelihood opportunities (ACTED).

The EUTF evaluation underlines that the **capacity of local institutions and organisations**, such as the Directorates of Water (DoW), in charge of operations and maintenance of WASH infrastructure was sufficient in terms of skills and organisation. Some actions enhanced the

operations and maintenance capacities, not only from the DoW (UNDP/UN Habitat), but from the Directorate of Sewage (UN Habitat). The DoWs, at governorate level, had improved some decision-making instruments, such as community engagement tools or Geographical Information Systems centres (VNG International). However, the main limitation for municipalities and directorates is the lack of financial resources to cover the immediate needs, and a plan for operations, maintenance, and asset management for the longer term. A WASH committee in East Mosul was also able to get its network repair after receiving training and advice in the context of one EUTF project (ACTED). There is some evidence that due to EUTF actions, WASH committees at schools have been strengthened to take care of WASH infrastructure maintenance. The evaluation also highlights that mukhtars and other esteemed members of the communities were linked with the WASH authorities (ACTED). Results at **national policy level** in the WASH sector continues to be limited in Iraq. Water governance reforms still face structural challenges, such as a lack of funding, recruitment of personnel and other wider socio-economic factors, i.e., currency devaluation and inflation. There is no evidence suggesting that the EUTF WASH portfolio has contributed to the EU policy dialogue for reforms in the country.