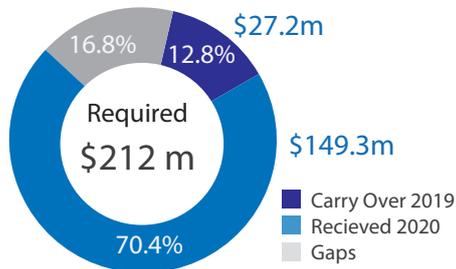




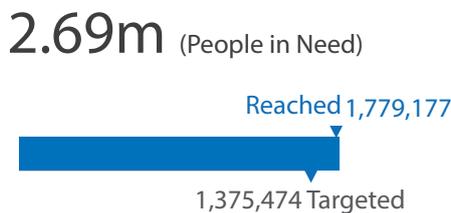
# WATER SECTOR LEBANON end-year 2020 Dashboard

The end-year dashboard summarizes the progress made by partners involved in the Lebanon Crisis Response and highlights trends affecting people in need. The Water sector in Lebanon is working towards its expected outcome: by 2020, more vulnerable people in Lebanon are accessing sufficient, safe water for drinking and domestic use with reduced health and environmental impacts from unsafe wastewater management.

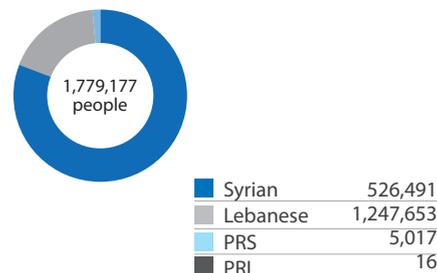
## 2020 Funding Status as of 31 Dec 2020



## Targeted Population groups



## Population reached by cohort



## Progress against targets



### Outputs

Reached / Target

# of affected people assisted in permanent location with improved access to adequate quantity of safe water for drinking and for domestic use

1,427,375 / 1,118,200

# of affected people assisted with temporary access to adequate quantity of safe water for drinking and water for domestic use

351,802 / 193,240

# of affected people with access to improved safe sanitation in temporary locations

272,510 / 209,720

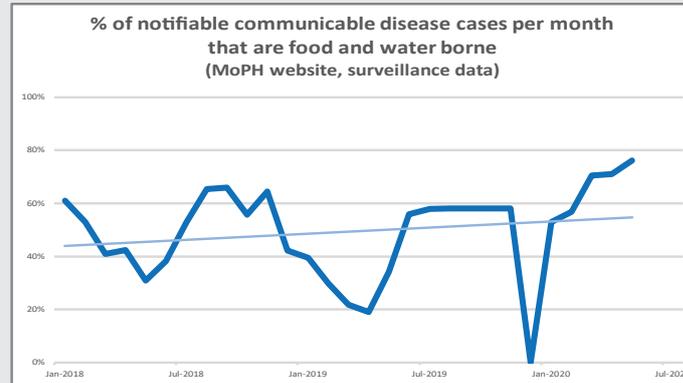
# of rehabilitated latrines to meet environmentally friendly practices

1,460 / 1,265

# of individuals who have experienced a WASH behaviour change session/activity

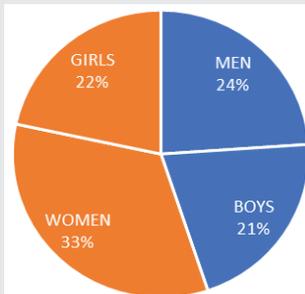
322,605 / 236,400

Percent of all notifiable communicable disease cases that are food and water borne, from January 2018 – June 2020. Seasonal variations show the highest proportions occur during the period from August to October each year.

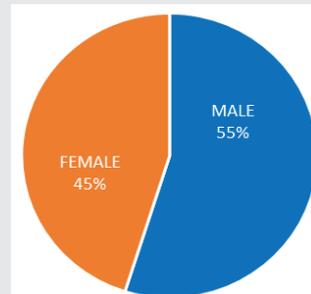


## Age/Gender breakdown

# men/women/boys/girls who have experienced a WASH behaviour change session/activity

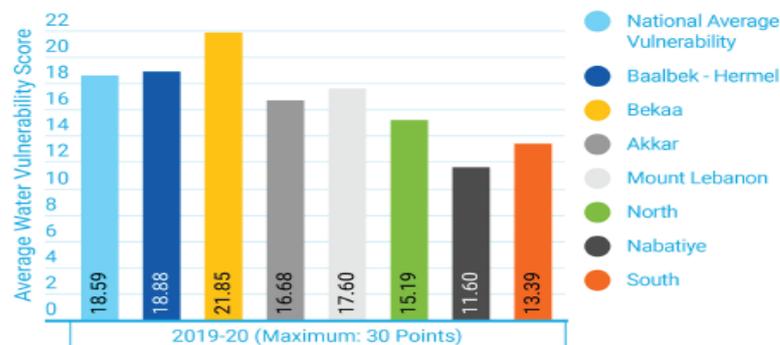


# of affected women / men benefiting from WaSH livelihood opportunities



## Analysis

### Lebanon nationwide water vulnerability



\* Source: K. Bonel, M. Wehbi, 2020, "WaSH Assessment Platform Report", UNICEF, Lebanon.



## Analysis of Achievements of the sector at output level and challenges

With substantial support from UNICEF, the Ministry of Energy and Water (MoEW) launched in July 2020 the updated National Water Sector Strategy (NWSS). NWSS is a key document for WASH interventions as it defines the main challenges faced by the Sector at the institutional, technical and financial levels and identifies the strategic components to develop to improve sustainable and integrated water resources management. As such it provides the main directions for new WASH interventions. In 2021, the Water sector will support NWSS dissemination to guide new WASH interventions.

During 2020 the progress under the output 1.1, National WaSH institutions, frameworks and partnerships capacity are strengthened to manage resources and services have been hindered by the covid-19 and economic crises. Due to the adaptation of capacity building activities to the lockdown procedure and COVID 19 measures, only 20 (out of 70) staff from the Water Establishments (WEs) could be trained on ISO requirements 17025:2017 and guideline for design building of analytical laboratories. Following these training, the Water Establishments staff in South Lebanon have better understanding on ISO 17000 standards, able to conduct gap analysis, and to design the analytical laboratory. South Lebanon Water Establishment is now able to improve the work and situation of the laboratories to get the ISO accreditation 17025. On the other hand, the WEs struggled in 2020 to maintain their services due the sharp decrease in its purchasing capacity. One of the measures taken to respond to the socio-economic crisis in the country, was to shift part of the available funds to meet the emerging needs of WEs for fuel, consumables, spare parts and equipment. Supporting the WEs Water pumping stations to maintain their services was essential to maintain the access of vulnerable people, where 8% of people living in ISs use water public networks as main water source, to safe water service. In addition, provision of in kind- assistance to maintain the operation of wastewater treatment plants was crucial to ensure the safe disposal of sludge removed from the informal settlements.

The implementation of the three years communication strategy launched in 2017 with the aim of promoting the WEs customer-centric public establishments, coupled with tailored capacity building programs and institutional support in the form of human resources, equipment, and information systems, was delayed due to consequences of the 2019 revolution, COVID 19 pandemic and the resulting new working modality. The strategy has now been adapted to tackle in deep the trust issue between the community and WEs following the revolution in October 2019, with the aim of fostering trust, strengthening participation, and improving relations with customers and communities. This updated strategy is aiming to improve the WEs' service models and reverse their financial deficits.

In terms of emergency assistance in temporary location, the Water sector finalized the prioritization list of informal settlements that would benefit from cost-effective and environmentally friendly WASH service. The list was developed according to a scientific methodology developed by Sector partners under the leadership of UNICEF and MoEW. The field verification of almost 3,000 prioritized sites has been delayed mainly due to the field access issues during COVID 19 pandemic.

During the year, 351,802 vulnerable people benefited from temporary access to adequate quantity of safe water for drinking and domestic use, reaching by this 181% of the annual sector target. This is mainly due to the increase of Water trucking provided during the summer period to comply with COVID 19 prevention measures. With an access to larger quantity of water, household were able to adopt higher hygiene practices which is assumed to have delayed the transmission of the COVID 19 virus in informal settlements. Furthermore, 272,510 affected people had access to improved safe sanitation in temporary locations reaching by this 129% of the sector annual target. This is mainly related to the increase in desludging services in the informal settlements to comply with the COVID 19 measures. It ensures that wastewater is desludged at time with no risk of overflow and thus prevents high public health risks to the community. In addition, 1460 latrines were rehabilitated to meet environmentally friendly practices, in other word to minimize the environmental contamination of natural resources. The implementation of WASH services in informal settlements have been challenging in 2020 due to the lockdown procedure and inflation of the Lebanese currency. The access to the field has been justified every time there was a lockdown, the business continuity plan has been used to identify mitigation measures to advocate for access exemption of WaSH NGOs and allowed partners to continue implementing critical activities for the benefice of the population. The devaluation of the Lebanese currency and the limitation on the withdrawal of USD from banks are additional important challenges that have affected partners' procurement ability and caused some delays in the service provision particularly at the beginning of the year.

1,175 affected men benefited from WaSH livelihood opportunity, reaching 73% of the 2020 target. Through these livelihood opportunities, vulnerable families in temporary locations were able to cover their basic needs and be engaged in community work supporting the WaSH services at the site level by the partners. This involvement in community work contributes to the ownership of the services, builds better relations between the partners and the community, and promote shared responsibility with the community.



## Challenges

All the activities implemented in 2020 has significantly contributed to the one overarching outcome of the sector in 2020 either as planned at the beginning of the year or with some adaptation and flexibility to meet the emerging needs. The average of total vulnerability in temporary locations has been reduced from 50 in 2017 to 49.2 in 2020, this reduced the health and environmental risks and thus more vulnerable people are living in better environment and using safely managed drinking water and sanitation service in the temporary locations. With the multiple challenges faced during 2020, 89% of the targeted individuals, in temporary locations, have adopted three key safe practices; in other word, they have appropriate hygiene knowledge, attitudes and practices. This contributes to (1) protection of vulnerable populations through tailored WASH services for persons with special needs, (2) the immediate assistance of vulnerable population in temporary areas through humanitarian WASH services during evictions, influxes and other emergencies of displaced persons from Syria, as well as mitigating WASH-related disease outbreaks, and ensuring immediate and temporary service delivery in Informal Settlements and (4) reinforcing Lebanon's economic, social and environmental stability through projects by (c) mitigating negative environmental consequences through improvements to management of wastewater, protec-

tion of water sources, and treatment of water supply.

Many challenges are still hindering the delivery of equitable and safe WASH service in Lebanon. The household vulnerability of Syrian refugees outside the informal settlements and vulnerable Lebanese and Palestinian living in the most affected area by the Syrian crisis, and their accessibility to safe WASH services, are still undermined, under assessed and not very clear. This is the main block towards targeting them. Relying on the existing fragmented or non-complete assessments didn't reflect the real needs of these vulnerable people and left them without support or with limited assistance. The solid waste management in the informal settlements remain very challenging and hot topics whenever discussing the services. With all the support from Social Stability sector in the past few years, unfortunately the situation is going worst especially with COVID 19 pandemic. Close collaboration with Social Stability is required with highlighting the necessity of social stability sector to move ahead with integrated solid waste management in ISs where the municipalities play a crucial role. After it deemed necessary to change the traditional activities in order to improve the WASH behavior change in ISs, Water Sector is preparing an on-going study in all ISs that will feed in a new WASH behavior change strategy.



## Key priorities for 2021

The WASH sector 2020 action plan priorities activities focusing on improving the environmental impact of WaSH interventions in informal settlements with improved cost-effective solution. However, the current context has deeply affected the implementation of the action plan, and priorities have been shifted to emergency mode to respond to emerging needs. The current situation changed the regular working modality of the sector and partners into an emergency mode.

Furthermore, the new emerging needs obliged the sector to shift the environmental prioritization of Informal settlements. The prioritization exercise to move into cost efficient and environmentally friendly wastewater system is shifted to the second semester of the year.

At the institutional level, the WEs are unable to maintain satisfactory service delivery required for higher subscription and payment rates from users and are now at risk of collapse by the end of year. The modality of support provided to the WEs has been modified and should include short, mid and long-term objectives. In the second semester of the year, emergency support for WEs is prioritized by sector partners to avoid a collapse of the system.

One key priority not initially included in Sector action plan is ensuring equitable WaSH response to COVID 19 pandemic. COVID-19 prevention efforts have required the scale-up of hygiene and handwashing promotion initiatives to support the residents of Lebanon from all population groups.



## Case Study

Service improvement and cost recovery campaigns carried out in target localities in North Bekaa- GVC

In Nabi Osmane, a town situated in the north-eastern part of the Bekaa Valley, GVC has been implementing a project within the MiyahCon consortium financed by the European Union Regional Trust Fund in Response to the Syrian crisis (EU-Madad), in which it partners with CISP and ACWUA. Jointly with the Bekaa Water Establishment (BWE), GVC is working to improve public water services as well as enhance cost recovery by improving water supply and managing demand through activities along the three pillars of Infrastructure Improvement, Capacity Building, and Community Engagement.

The local population faced difficulties in regularly accessing public water service because of an insufficient water production and an inefficient distribution network. It created frustration among the population which resulted in less than 10% subscription rate and 0% payment rate. This context characterized by inherent lack of trust in public institutions – as well as polarization resulting in a recent resignation of the of the municipal council – was further complicated by the multifaceted national crises of 2020 (economic, political, and public health and safety).

After the successful drilling of a new borehole, and several improvements to the transmission and distribution networks, Nabi Osmane water production was theoretically sufficient to ensure a round-the-clock service. However, due to lingering inefficiencies and widespread illegal network tapping, some areas, and specifically the Dawra neighbourhood, received water as little as two hours a day, twice a week, with water pressure struggling uphill to reach residents.

With long-term capacity building support from GVC, BWE's Laboue local section team, under whose jurisdiction Nabi Osmane falls, conducted assessment and surveying activities and through iterative hydraulic modelling identified a possible solution. The solution lay in the installation of a new distribution pipe in a street fraught by a long-standing family dispute. Households on either side of the street gave BWE and GVC their consent to the installation, on condition that access to water be prevented to households on the other side. BWE and GVC's field teams, in collaboration with the mukhtar, engaged in intense negotiations and reconciliation activities, which was key to resolving the deadlock. After more than 20 rounds, BWE finally received written commitment from households of both side of the street. In Dawra and beyond, community engagement ensured project ownership by local authorities and residents in an environment of generalized mistrust.

Once Nabi Osmane's population of more than six thousand individuals could count on improved access to water, and as infrastructure improvement neared completion, BWE supported by GVC sustained the momentum and launched a subscription campaign with the aim of increasing the number of subscribers, improving the collection rate, and removing illegal connections. More than 1,400 door-to-door visits were carried out, and network connections were regularized resulting in better pressure distribution throughout, improving equity in service levels. Support from the community was palpable, with satisfaction reflected in doubling of the subscription rate within two years to 23% – 170 new subscriptions registered with BWE. The challenge now is to sustain this momentum in 2021 and beyond.



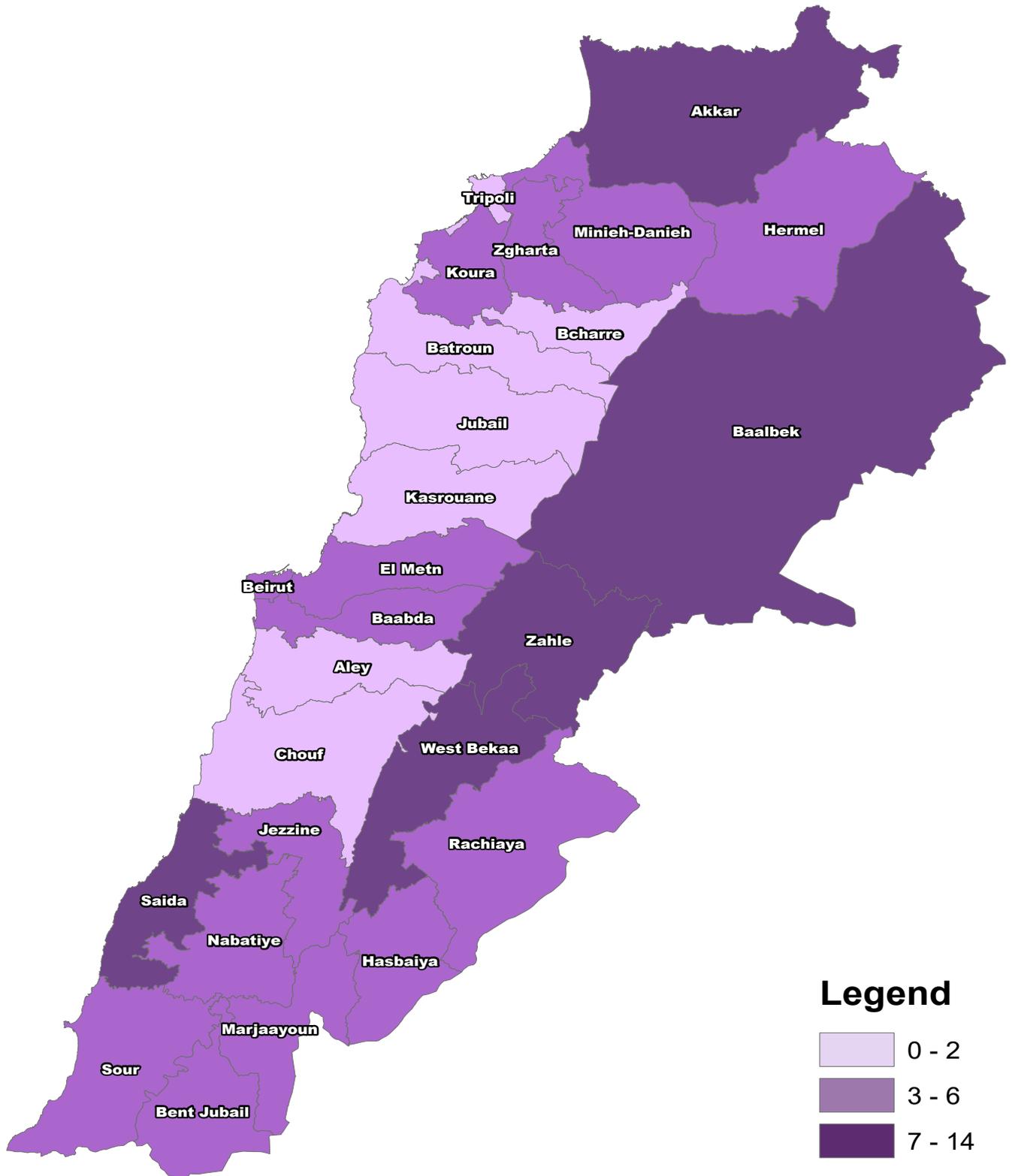
Figure 1: Session with the community on subscription, February 2020



## Organizations per district

The achievements described in this dashboard are the collective work of the following organizations:

ACF, ACTED, ANERA, CISP, CONCERN, Arche-Nova, DPNA, GVC, Intersos, IOCC, Leb Relief, LOST, MEDAIR, Mercy Corps, NRC, OXFAM, Red Cross, RMF, RI, SCI, Solidarités, UNDP, UN-Habitat, UNICEF, UNRWA, WVI, etc...



Note: This map has been produced by WATER Sector information Management based on maps and material provided by the Government of Lebanon for UN operational purposes. It does not constitute an official United Nations map. The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.