

## SITE LEVEL REFUGEE WASH STRATEGY TEMPLATE

SITE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
REGION NAME: \_\_\_\_\_ REVISION NUMBER: \_\_\_\_\_  
PERIOD COVERED: \_\_\_\_\_

### OVERVIEW

- Where required, UNHCR and WASH actors should work together to develop a site level refugee WASH strategy document that clearly describes the refugee context, the baseline WASH situation, WASH coverage, WASH gaps, along with short (6 months), medium (6 months – 5 years) and long-term (>5 years) strategies for each of the WASH sub-sectors and the twelve (12) WASH principles.
- The document should be linked to the approaches and principles described in the UNHCR Global WASH Strategy and should be seen as a living document that is continuously updated and revised to reflect the current refugee WASH situation and the current thinking regarding the strategic WASH directions.
- Once complete, the document should be used to develop site operational plans that clearly describe WHO will do WHAT, WHERE, WHEN and HOW.

### REFUGEE SITE CONTEXT (2 pages max)

- Description of the site level refugee situation and context including population and influx statistics.
- Targeted and assisted WASH beneficiaries per intervention (water, sanitation, hygiene, solid waste, vector control).
- Summary showing whether the site is currently meeting the core UNHCR WASH standards and any major gaps.
- Description of any major WASH related challenges e.g. floods, disease outbreaks, insecurity or refugee influxes.
- Estimation of the site's WASH programme funding levels.

### REFUGEE SITE COORDINATION OVERVIEW (1/2 page max)

- Overview of the current modalities for WASH coordination at the site including leadership arrangements, information management arrangements and the role and function of any Advisory Groups and Technical Working Groups.
- Description of the short, medium and long-term refugee WASH sector coordination and information management strategies for the site.
- Description of coordination linkages with other relevant sectors especially Health, Shelter, Nutrition, Site Planning, Community Services and Education.

### SITE SUB-SECTOR STRATEGIES

#### Site level water supply overview (1 page max)

- General description of current refugee water supply activities at the site including a description of the current water supply chain(s), per-capita consumption levels and any major gaps and challenges.
- Description of the short, medium and long-term water supply implementation approaches at the site including references to the twelve (12) UNHCR WASH principles.

#### Site water quality surveillance overview (1 page max)

- General description of current water quality surveillance activities at the site including parameters, measuring frequencies, implementation approaches, active stakeholders, and any major gaps and challenges.
- Description of the short, medium and long-term strategies for water quality surveillance at the site including references to the UNHCR WASH principles (see above).

#### Site excreta management overview (1 page max)

- General description of current excreta management activities at the site settings including a description of the excreta management chain(s) and summary of current coverage levels for each setting (both communal and family latrines).
- Description of the short, medium and long-term strategies for excreta management at the site including references to the twelve (12) UNHCR WASH principles.

#### Site solid waste management overview (1 page max)

- General description of current solid waste management activities at the site including a summary of available assets, collection point coverage, collection frequencies, recycling and reuse activities, landfill arrangements, and descriptions of practices for domestic wastes, market wastes, hazardous wastes and medical wastes.
- Overview of current waste streams being generated at the site (paper, metal, glass, plastics, organics, hazardous wastes) including recovery rates and percentages.
- Description of the short, medium and long-term strategies for solid waste management at the site for each type of waste stream including references to the twelve (12) UNHCR WASH principles.

#### Site hygiene promotion overview (1 page max)

- General description of the current hygiene promotion activities being carried out at the site including a summary of key risk practices being targeted, key at-risk groups being targeted, core activities, menstrual hygiene management focussed activities, composition of hygiene kits, hygiene kit coverage, and numbers of hygiene promoters.
- Description of the short, medium and long-term strategies for hygiene promotion at the site per target group including references to the twelve (12) UNHCR WASH principles.

#### Site disease vector control overview (1/2 page max)

- General description of current refugee vector control activities at the site including core activities, workforce, key disease vectors being targeted by season, and any linkages to national vector control initiatives.
- Description of the short, medium and long-term strategies for disease vector control at the site including references to the twelve (12) UNHCR WASH principles.

### **WASH PRINCIPLES**

#### Safety and protection of refugees (1/2 page max)

- General description of how safety and protection concerns are being addressed in the site's WASH programmes. Explanation of why certain users of WASH services may be at risk and what is being done to reduce risk.
- Description of the short, medium and long-term strategies for safety and protection at the site.

#### Collaboration with national stakeholders

- General description of the site's WASH programmes are working with national WASH actors for each WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control) in addition to how existing WASH services and activities (for each WASH sub-sector) are being extended to refugees where possible.
- Description of the short, medium and long-term strategies for collaboration with national WASH stakeholders at the site.

#### Consultation, participation and cultural norms (1/2 page max)

- General description of how current refugee WASH programmes at the site are taking into consideration the consultation, participation and cultural norms of the refugee population for each WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control).
- Description of the short, medium and long-term strategies for ensuring that all WASH programmes at the site take into consideration consultation, participation and cultural norms.

#### Universal access (1/2 page max)

- General description of how WASH infrastructure at the site (water collection points, toilets, waste collection points, bathing areas, laundering and drying areas) permits universal access by all user groups (children, elderly, pregnant women, limited mobility, disabled).
- Description of the short, medium and long-term universal access strategies at the site.

#### Equitable access (1/2 page max)

- General description of how equitable access concerns are being addressed in the site's WASH programmes. Explanation of why certain refugees may not have equitable access to WASH services what steps are being taken to reduce conflict over WASH services.
- Description of the short, medium and long-term strategies for equitable access at the site.

#### Appropriate technology and value for money (1/2 page max)

- General description of current WASH service delivery technologies currently in use at the site per WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control) and their ability to be managed independently by the refugee population, local regulatory authorities and local service providers with limited external assistance. Where possible include calculations of the current costs of WASH services including the cost per m3 of treated water, the cost per toilet cubicle, and the cost per tonne of managing waste streams.

- Summary of recommended appropriate WASH technologies per WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control) for the site.
- Description of the short, medium and long-term strategies for appropriate technology and value for money at the site.

#### Clear exit strategies, transitions and handovers (1/2 page max)

- Description of the short, medium and long-term exit strategies to reduce the burden of operation and maintenance of refugee WASH services and facilitate handover to appropriate local authorities, service providers, or refugee management for each WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control).

#### Reinforcing the capacity of WASH stakeholders (1/2 page max)

- General description of any current initiatives to reinforce the capacity of refugee WASH stakeholders at either the local authority, local service provider, or refugee management levels.
- Description of the short, medium and long-term exit strategies to reinforce capacity for each WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control).

#### WASH environmental protection (1/2 page max)

- General description of environmental risks for each refugee WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control) defined in terms of risk-level (low, medium, high) and probability (low, medium and high).

#### WASH staff health and safety (1/2 page max)

- General description of health and safety related risks to refugee WASH staff (including volunteers and sub-contractors) for each WASH sub-sector (water, excreta management, solid waste, hygiene promotion and disease vector control) defined in terms of risk-level (low, medium, high) and probability (low, medium and high).
- Description of the short, medium and long-term strategies to improve WASH staff health and safety.

#### WASH contingency plans (1/2 page max)

- Description of the short, medium and long-term WASH contingency arrangements including potential scenarios, contingency stock planning and pre-positioning arrangements, and organisational standby arrangements.

#### WASH monitoring and evaluation

- Description of the short, medium and long-term WASH monitoring and evaluation arrangements.

**ANNEXES** (include the following where available)

- Map(s) of the site(s) showing major WASH infrastructure.
- List of agreed WASH indicators for the site by phase based on SPHERE, UNHCR standards, and National governmental standards.
- Updated list stakeholders who are actively involved in WASH services at the site (including governmental, refugee-based, national and international NGOs) including their areas of WASH expertise, geographic areas of intervention, contact information, and available and anticipated WASH resources (e.g. WASH personnel, materials, equipment, and funding)
- Matrix of responsibilities for areas of overlap with other relevant sectors at the site especially Health, Shelter, Nutrition, Site Planning, Community Services and Education.
- Summary of recent WASH monitoring data for core WASH indicators at the site including trends analysis.
- Links to latest WASH 4W reports and any needs vs. gaps analysis.
- Links to WASH operational plans for the site.
- Links to any relevant water related reports or documents (e.g. recent evaluation reports, water system designs, or hydrogeological surveys, water network maps).
- Summary of agreed water quality parameters and their sampling frequencies.
- Link to the latest version of the site's water safety plan.
- Links to copies of sanitary surveys for the site's WASH infrastructure.
- Links to relevant excreta management related reports or approved technical design documentation.
- Links to relevant solid waste management related reports or documents (e.g. waste surveys, evaluation reports, focus group discussion or key informant interview transcripts).
- Links to relevant hygiene promotion related reports or documents (e.g. recent KAP surveys, or focus group discussion transcripts).
- Summary of the contents of any hygiene kits.
- Links to recent disease vector control evaluation reports.
- Copies of any recent safety and protection risk assessments.
- Summaries of any focus group discussions or key information interview transcripts regarding WASH safety, protection, or equitable access.
- Links to any WASH designs incorporating universal access design improvements.
- Summaries of any focus group discussion or key informant interview transcripts related to universal access.
- Copies of any WASH related environmental impact assessments.
- Copies of WASH contingency plans (or disease outbreak preparedness plans)
- Copies of WASH staff health and safety assessments.
- Recommendations for staff health and safety training and personal protective equipment for each type of high risk WASH activity (for example chlorine solution preparation, toilet cleaning, toilet maintenance, solid waste collection, solid waste processing, landfill workers, management of hazardous domestic wastes).

# F-15/2015a



## SITE LEVEL REFUGEE OPERATIONAL PLAN TEMPLATE

WHAT? (List of priority activities)	BY WHOM?	BY WHEN?	WHERE?	TOOLS / EQUIPMENT REQUIRED? (e.g. spades, wheelbarrows)	MATERIALS / CONSUMMABLES REQUIRED? (e.g. cement, pipes, soap, chlorine)	SKILLED LABOR REQUIRED? (man-days)	UNSKILLED LABOR REQUIRED? (man-days)	APPROX. COST? (USD\$)	WHO PAYS?	WHO MONITORS?
e.g. Water source protection	Camp Committee	End of week	Zone B2	Spade, pick, wheelbarrow, hammer, spirit level, measuring tape	Metallic containers, information boards, fence posts, gates, nails, hinges, barbed wire	1 man-day	7 man-days	300 USD\$	NGO	NGO / Camp Committee
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										