

WASH Cluster/Sector Iraq- Strategic Operational Framework (SOF)



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1 Purpose:

The Strategic Operational Framework (SOF) of the WASH Cluster/Sector in Iraq provides one document to act as the overarching 'frame of reference' for all Cluster/Sector partners which outlines policies, principles, accountabilities, ways of working, strategy, objectives, standards, indicators, timelines, and definitions and enhances Cluster/Sector coherence, and renders the Cluster/Sector response more effective and efficient.

The SOF differs from Cluster/Sector strategies as it outlines all 'operational' aspects of 'how the Cluster/Sector works' in the specific context in Iraq, in furtherance of a collective ideal. As a result, the document becomes a single 'frame of reference' useful for all Cluster/Sector partners when discussing issues of concern. Whether at coordination meetings at National level, Governorate or site level, this single document is the starting point around which negotiations were focused, and agreement on actions-to-be-taken reached.

The framework allows partners to develop strategies according to their own mandates, capabilities, capacities, and comparative advantages, while at the same time providing a road-map for coherent planning, evaluation, and monitoring.

The WASH Cluster/Sector SOF will be formally reviewed by the Cluster Team and endorsed by the SAG after 6 months or as needed in case of a rapid shift in the response to ensure it reflects evolving needs and priorities.

2 Context¹:

Iraq is prone to natural disasters, particularly earthquakes and floods. There were multiple earthquakes in the border region between Iran and Iraq in 2019, none of which caused significant damage in Iraq, but its proximity to the fault line places it at risk. Heavy seasonal rains during the first few months of 2019 caused flooding and damage in several governorates. During the summer of 2018, Iraq's southern provinces suffered acute water shortages due to a confluence of factors including major dam infrastructure projects in Turkey and Iran, and drought-like conditions attributed to climate change. Heavier than usual rainfall and flooding during the 2018-2019 winter replenished water supplies, but several governorates still face potential water shortages. Polluted rivers and lakes contribute to a lack of clean water for household use, but many of Iraq's water scarcity issues are due to aging water infrastructure, much of which has not been refurbished since the 1990s. Lack of current agreements with Syria, Iran and Turkey on the sharing and distribution of river water, and war-damaged urban water treatment and distribution systems are also key factors. Unpredictable electricity supply throughout the country also negatively impacts water distribution as water plants go offline.

Out of the 6 million people displaced during the 2014-2017 conflict against ISIL, humanitarian partners estimate that 4.1 million people require some form of humanitarian assistance. Of the people in acute need, 50 per cent are concentrated in only two governorates – Ninewa and Al-Anbar. Approximately 1.5 million people remain internally displaced, 70 per cent of whom have been displaced for more than three years. Return rates have also slowed from the peak period, but the vulnerabilities of the returnees remain. Overall, an estimated 514,000 returnees across 286 locations in eight governorates live in areas of high severity. Some 23 per cent of all people in acute need are concentrated in three districts of 63 assessed: Al-Mosul and Tel-afar in Ninewa and Al-Falluja in Al-Anbar. While the needs analysis is based on current caseloads, humanitarian partners are, in parallel, also able to respond to changes in the context, including natural disasters or arrivals of Iraqi citizens of Syrian refugees from Syria.

Nearly half of all people in need – more than 1.77 million people – have acute humanitarian needs. IDPs in and out of camps, and returnees, experienced partial or full collapse of living standards and disrupted access to basic goods and services, exhausting their capacities to cope and frequently resorting to negative coping strategies, including liquidation of livelihoods assets. The most acute needs continue to be found in governorates that witnessed direct conflict, such as Al-Anbar, Ninewa, Kirkuk and Salah Al-Din, and in governorates that received significant numbers of the displaced, such as Duhok. Without intra-communal reconciliation, large-scale reconstruction and widespread economic rejuvenation – all of which are outside the humanitarian sphere – these numbers will persist in 2020. The most vulnerable include people with perceived affiliation to extremist groups, who are unwelcome in their areas of origin, face stigma and discrimination, and have significant protection needs.

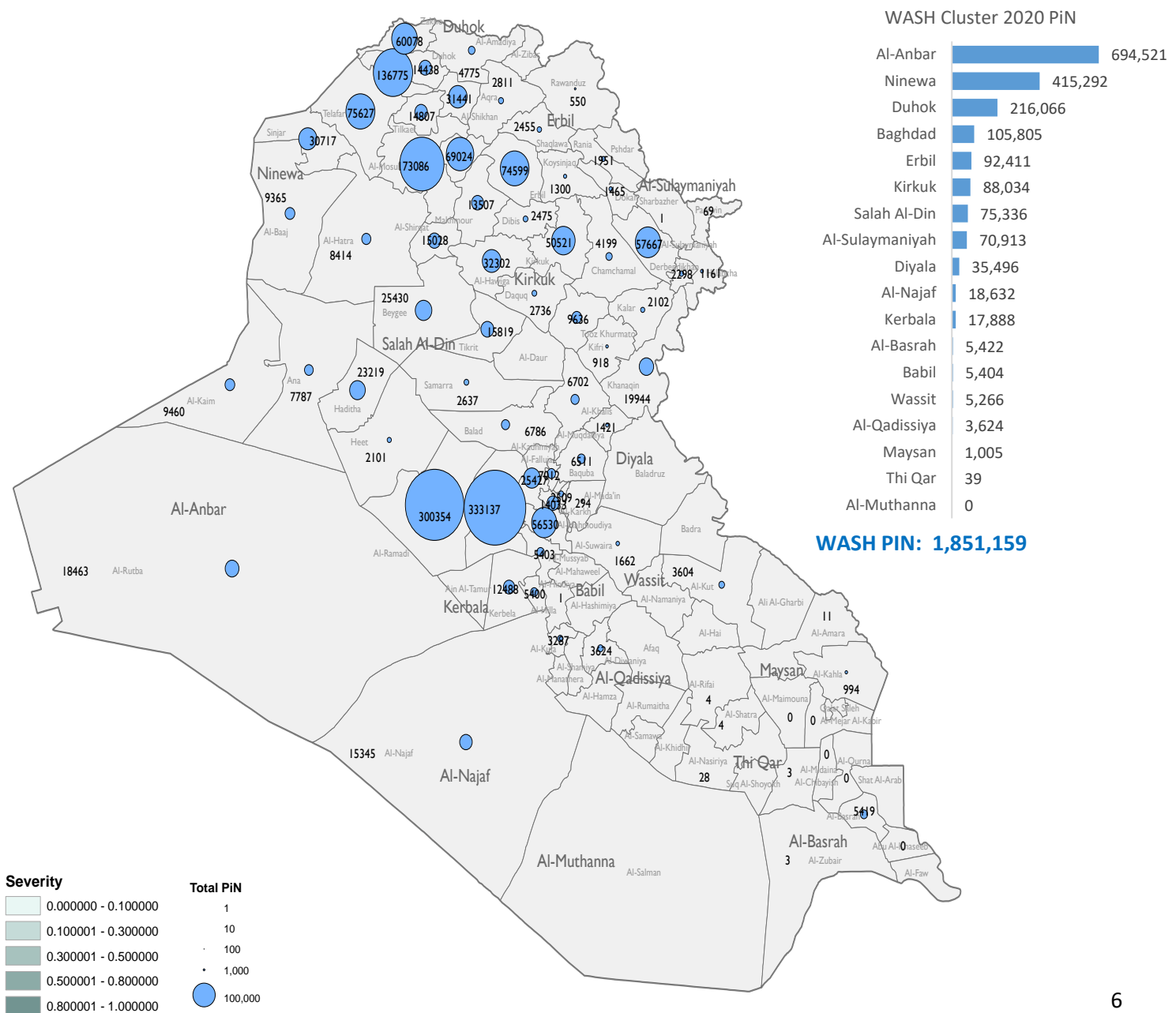
Iraq's water and sanitation infrastructure is under significant stress by both the displacement crisis, which requires significant resourcing to provide WASH services to displaced populations in camps, as well as by increasing water scarcity due to variable weather from climate change. Water levels (ground and surface) have decreased by 40 per cent in the past two decades, and the available water is often contaminated and of very poor quality, with high turbidity and salinity, and bacteriological contamination. This is also accompanied by poor fecal sludge management and minimal capacity to treat wastewater that directly drains into the freshwater bodies. This results in insufficient access to potable water and inadequate sanitation for conflict-affected populations relying on external assistance in meeting their WASH needs. In turn, this negatively affects public health and the dignity of highly vulnerable and displaced people. The limited or poor quality of sanitation facilities along with inadequate and unsafe disposal practices in some IDP camps and non-camp locations, coupled with the lack of sufficient, safe water resources, are some of the key challenges in Iraq, exposing

¹ Humanitarian Needs Overview (HNO), 2020

vulnerable populations to the risk of water-borne diseases, especially cholera. Continued water scarcity and limited efforts on water conservation affect the country overall. However, the impact is higher in the southern governorates in terms of susceptibility to water-borne disease outbreaks, social tension and even displacement.

Continued rehabilitation of damaged and dysfunctional water infrastructure and basic sanitation facilities are required in most priority locations. Additionally, the acceleration of camp closures requires decommissioning of WASH facilities in camps according to cluster guidelines, followed by ad hoc retrofitting in consolidated camps. Data also shows that Iraq's southern governorates (Al-Basrah, Thi Qar, Maysan, Al-Qadissiya, Al-Najaf and Babil) have high severity of WASH needs, mainly due to reliance on small rivers as water sources, which are frequently contaminated and are vulnerable to shifts in the declining surface and ground water levels. People in these areas are susceptible to disease outbreaks and require assistance to prevent a humanitarian crisis.

More details can be found in the [2020 Humanitarian Response Overview for Iraq](#).



3 Global Guiding Principles:

The WASH Cluster partners are expected to adhere to the following guiding principles:

- WASH Cluster partners will conform to the broad operational framework outlined in this document. They should be prepared to engage in open cluster discussions to update this document prior to commencing any action outside of these guidelines. Those agencies that have agreed to these guidelines but do not follow them will be expected to provide clear justification to the WASH Cluster coordinator and the partners.
- Adhere to SPHERE standards or similar standards adapted to local reality, as decided by the SAG and endorsed by the WASH cluster.
- Address all aspects of WASH (Water, Sanitation, and Hygiene), either as an integrated program, or in collaboration with other partners, in order to maximize impact of WASH service delivery.
- Integrate with the strategic and operational approaches of other clusters, particularly Health, Nutrition, Food Security, Shelter and NFIs, CCCM, Education, EECR, Logistics cluster and Protection (including GBV and Child Protection).
- Involve affected men, women, boys and girls in assessing and prioritizing their own needs, and ensure their participation in program design, implementation and monitoring.
- Include good governance, human rights, gender equality, age, disability, psycho-social and environmental aspects as integral aspect in WASH needs assessment, program planning and implementation.
- The WASH Cluster coordination team will be accountable to WASH partners, as well as too the Cluster Lead Agency (CLA) Representative by being an active information and advice resource, and providing opportunity for performance feedback.
- WASH Cluster partners/implementers will be mutually accountable to each other, the WASH Cluster Coordinator, Cluster Lead Agency and to beneficiaries.
- The WASH cluster will work with others to strive to access, using all creative means in insecure areas (within security management protocols) where there are a lot of unmet needs.

In addition to above the following international guiding principles;

The following international guiding principles should be considered:

- [Core Humanitarian Standards \(CHS\)](#)
- [The Humanitarian Charter](#)
- [The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations \(NGOs\) in Disaster Relief](#)
- [The Do No Harm Approach](#)
- [Minimum Commitments for the Safety & Dignity of Affected People](#)
- [The Grand Bargain](#)
- [SPHERE Standards](#)

4 WASH Cluster Response Framework

During the year 2020, the WASH Cluster aims to provide durable, sustainable and standardized water, sanitation and hygiene services to the most vulnerable conflict-affected people in Iraq. The WASH response will specifically contribute towards ensuring quality and up-to-standard WASH, health and education services for 250,000 in-camp IDPs, 343,467 out-of-camp IDPs and 979,218 returnees

Through its partners, the cluster will focus on strengthening the capacity of local authorities to take ownership of facilities. The cluster will link humanitarian WASH interventions with recovery and reconstruction needs for development programmes to ensure smooth transition to long-term, sustainable, and cost effective approaches. The WASH Cluster will pilot innovations in public and communal WASH interventions while considering cross-cutting issues such as GBV prevention and accessibility. The cluster aims to strengthen public and private WASH service delivery in out-of-camp locations. More details can be found in the [2020 Humanitarian Response Plan for Iraq](#).

4.1 Humanitarian Response

4.1.1 Humanitarian Response Plan (HRP)

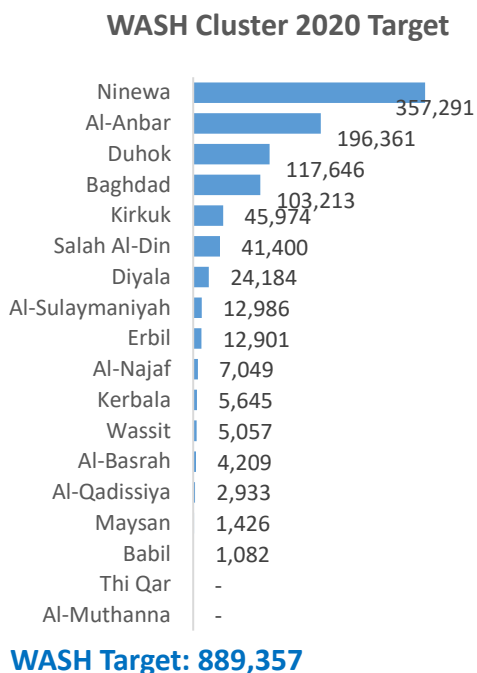
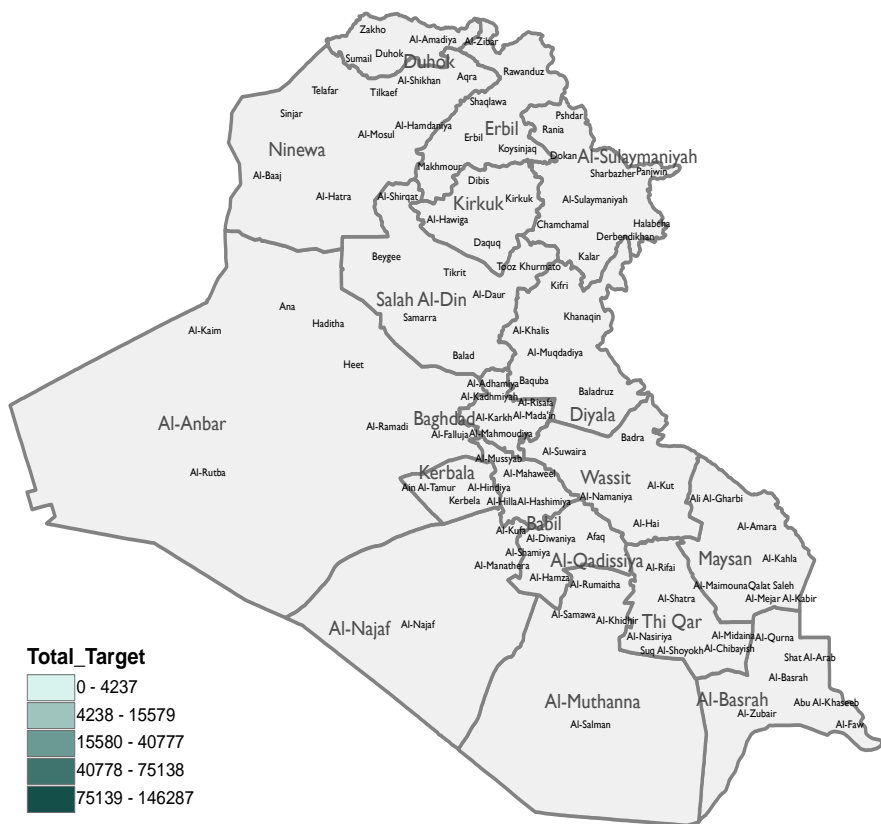
Considering the current context of camp consolidation and closures, the cluster will implement a full package WASH service provision with limited infrastructural modifications targeting 250,000 IDP in camps. Close monitoring will be provided to ensure quality. The cluster will continue to support partners on safe decommissioning of WASH facilities linked to closures of camps, especially in Ninewa. For 65,917 IDPs in out-of-camp location, the cluster will, building upon the 2019 MCNA and the cluster’s nationwide comprehensive WASH assessment, to be completed in early 2020², identify key locations with different coverage levels linked to severity of needs where the emphasis will be on service provision through improvement and rehabilitation of existing infrastructure. In returns areas, 573,440 returnees will benefit from innovative solutions to needs arising from water infrastructure, sanitation facilities and systems including solid and liquid waste management, vector control and drainage, supported by community-centered approaches for improving personal, domestic and environmental hygiene. This will be supplemented by using market-based approaches to WASH programming to enable adequate supply to meet demand.

	By categories				By sex and age				By Disability
	Total	# IDPs in camps,	# IDPs in out of camp locations	# Returnees	% female	% adult	% children	% elderly*	%
People in need	1,851,159*	371,636	282,049	1,069,732	49%	58%	38%	4%	15%
People targeted	889,357	250,000	65,917	569,897	49%	58%	38%	4%	15%

*Children (<18 years old); adult (18-59 years old) elderly (>59 years).

** The categories shown in the table do not sum up to the total PiN as the table is missing two categories (Host Community 14,724 persons and Syrian Refugees 113,019 persons)

² National WASH Cluster (Comprehensive) Assessment, 2019-20 carried out by REACH



4.1.2 Objectives, Indicators, Targets and Activities:

Objective	Cluster Response Approach	Indicator	In Need	Targeted
Strategic Objective 2 Address critical problems related to living standards by expanding access to basic services for 1.54 million conflict-affected people with acute needs.				
Specific Objective 2.1 Maintain and expand basic infrastructure for 250,000 in-camp IDPs, 343,467 out-of-camp IDPs and 979,218 returnees to ensure safe and dignified living conditions				
Cluster Objective: Promote sustainable, durable and cost-effective water and sanitation services including community-focused hygiene promotion practices for out-of-camp populations and returnees	Coordinate with other clusters and link with stabilization and recovery actors for a smooth transition to recovery.	# of men, women, boys and girls with resilient, equitable access to sufficient, safe, durable and sustainable water supply.	1,366,505	639,357
	Introduce approaches in WASH that are cost effective and durable, including supporting piloting of innovative solutions.	# of men, women, boys and girls with access to sufficient, safe, durable and appropriate sanitation facilities and living in a healthier environment	1,366,505	639,357
	Implement mixed response options, such as in-kind and market based programming where appropriate.	# of men, women, boys and girls with durable access to appropriate hygiene items and adopting improved hygiene practices.	1,366,505	639,357

Specific Objective 2.2	Ensure quality and up to standards WASH, health and education services for 250,000 in-camp IDPs, 343,467 out-of-camp IDPs and 979,218 returnees			
Cluster Objective: Operate and sustain quality and standards of water and sanitation services and good hygiene practices to population still in displaced camps.	Through partners with diverse geographical presence, address key WASH challenges in off-camp locations while working closely with key government departments. The Cluster will also work closely with Health, Shelter, GBV, CCCM, Protection and Education clusters to ensure complementarity of response. Focusing on maintaining current infrastructure in camps to remain in compliance with cluster response minimum standards without additional investment in infrastructure.	# of men, women, boys and girls with access to improved, equitable, safe and appropriate water supply.	371,636	250,000
		# of men, women, boys and girls with access to improved, more equitable, safe and appropriate sanitation facilities and living in a hygienic environment.	371,636	250,000
		# of men, women, boys and girls with access to more equitable, sufficient and appropriate core hygiene items and improved hygiene practices.	371,636	250,000

Key Activities	Description
Activity 1	Operate and maintain water and sanitation services in compliance with WASH Cluster minimum standards and indicators in the existing camps keeping in view the protection and GBV considerations.
Activity 2	Promote durable water and sanitation solutions, including but not limited to use of solar pumps, sustainable water networks, wastewater treatment and management, sustainable management of solid wastes both out of camps and in camps that exist in the long term keeping in view the protection and GBV considerations. This also includes market-based approaches to holistic WASH programming.
Activity 3	Limited rehabilitation of dysfunctional water and sanitation infrastructures to ensure quick access to potable water and safe sanitation, alongside local authorities (Directorate of water/Sewerage).
Activity 4	Provide integrated WASH interventions (in schools/ health facilities) to increase impact and coverage in camps and in areas of returns.
Activity 5	Hygiene promotion while taking a community centric behavior change approaches supported by distribution of core hygiene items/supplies (buckets, jerry cans, etc.) as and when required in and out of camps inclusive of MHM.
Activity 6	Support partners and local authorities with decommissioning water and sanitation facilities in consolidated/closed camps (including retrofitting in an alternate camp)
Activity 7	Provision of Emergency Water, sanitation and hygiene services to affected population.
Activity 8	Strengthen technical capacities of WASH partners and local authorities.
Activity 9	Assessment of WASH needs

4.2 Regional Refugee and Resilience Plan (3RP), 2020-21

The WASH Sector will continue building resilience of refugees and strengthening durable, long-term WASH activities for refugees in camps and in urban, peri-urban and rural areas, including empowering host communities and strengthening capacities of government directorates, especially the Directorate of Water, to deliver essential durable WASH services. Constant monitoring on potential factors for social tensions and continuing support to foster dialogue among different social groups will be an integral aspect. For refugees in camps, response will emphasize strengthening resiliency in WASH services through transitioning to durable water and sanitation systems and improving existing infrastructure (e.g. scaling up solar powered services; wastewater treatment facilities; solid waste management; expanding water conservation efforts through addressing water losses/wastage and surface water harvesting). The Sectors will focus on sustaining provision of comprehensive WASH packages to all refugees in established camps in KRI at established standards. With involvement of the Government being key in sustaining WASH service provision, WASH sector partners will support government in repairing, upgrading, operating and maintaining WASH facilities and services at household and facility/institution level, such as schools, Child Friendly Spaces (CFS) and health facilities. Other priorities will be on: improving access, quality and quantity, particularly related to privacy, dignity and security for women and girls and access for people with special needs; and, improving financial and environmental sustainability of services.

The WASH sector will work towards mitigating the risk of drying of aquifers and surface water sources through promotion of integrated water resource approaches, including empowering government actors to develop groundwater mapping and modelling to analyze groundwater capacity and utilization, to guide usage and extraction. WASH Committees and other groups in communities will be empowered to manage and maintain facilities to foster local ownership and financial sustainability of water sources in the long term. Specific efforts to reinforce the national WASH governance system will include capacity enhancement of institutions, promoting water for business consumers in camps, and piloting water metering system in some KRI refugee camps as part of the sustainability framework through cost recovery (possibly including charging water fees from commercial shops inside camps) to ensure local authorities do not depend on external funding for operation and maintenance of facilities. The overview for the 3RP can be found [here](#). The Iraq specific chapter can be found [here](#).

4.3 Cluster Strategy and Approach:

4.3.1 Targeting the most vulnerable and understanding their needs (in and out-of-camp)

WASH assistance must be prioritized to reach the most vulnerable and marginalized population as specified in the severity mapping and cluster targeting. This includes female headed households, disabled people, people living in remote locations, and other vulnerable groups. IDPs living in collective centers or spontaneous settlements must also be prioritized. A more detailed list of beneficiary selection criteria is given on page 25.

Interventions must be based on periodic needs assessments which identify the most vulnerable population and their needs. The WASH Cluster coordinator will facilitate regular humanitarian needs overview exercises (including the HNO), in which all WASH Cluster partners with assessment capacity are expected to participate. While seeking to ensure all acute WASH needs are met, partners should also address chronic and moderate needs whenever possible.

The Humanitarian Needs Overview and the WASH Cluster Assessment are the main documents that guides partners in prioritization of districts in planning the WASH response. The HNO includes a list of districts with WASH severity scores (ranging from 0, meaning no need to 5, indicating Catastrophic level of need) at district level. Districts with scores 4 and 5 are considered as acute need. The overall WASH severity scores, the number of people in need and the district priority

lists are shared with WASH cluster partners to ensure informed planning of WASH response activities and also available on the website.

4.3.2 WASH as a comprehensive package

Where possible, WASH must be offered as a full package, linking access to safe water, appropriate sanitation, waste management and hygiene facilities along with promotion of key hygiene messages and establishing good hygiene behavior. When integrating WASH response in integrated response approaches (such as cholera, IDP or Flood risk reduction), WASH clusters should continue to apply the minimum package approach. The content of the minimum packages is included as annex C.

4.3.3 Support existing systems and infrastructures

Instead of setting up parallel systems, the WASH cluster promotes support for the rehabilitation, operation and maintenance of existing water and sanitation systems and the capacitation of community water committees and DoWs, especially in areas with high IDP caseloads, locations with high number of water borne diseases, low access to water and sanitation facilities, or where public infrastructure is severely damaged by the conflict.

Sustainable and cost effective solutions, including investments in renewable energy (such as solar) are suggested to replace short term and expensive interventions such as water trucking and provision of fuel by aid agencies whenever possible especially in areas where power shortage is an issue. WASH interventions must link emergency, early recovery and development approaches where and when possible. Partners should support community capacity building and awareness raising to ensure community participation in planning, implementation, management, monitoring and evaluation to guarantee sustainability of services provided. Women and men from the different existing socio-economic categories should be included in WASH committees (ensuring gender balanced representation).

4.3.4 Institutional WASH

WASH Cluster coordinates institutional WASH activities as part of the overall cluster mechanism and may consider setting up additional working groups for targeted coordination and response. WASH in health facilities is coordinated with the health cluster, and WASH in schools is coordinated with the education cluster. A WASH in health facility and WASH in Schools technical working group may be established if mutually agreed between the WASH Cluster and the health and education clusters respectively to facilitate coordination between both clusters/sectors, and members of health and WASH clusters can both participate in this technical working group. WASH in child friendly spaces is coordinated with child protection sub-cluster and could also be considered as a technical working group if needs arise.

4.3.5 Preparedness:

The cluster will continue to strengthen preparedness and early-warning mechanisms in close cooperation with all WASH Cluster partners and other relevant stakeholders. The Cluster will facilitate the preparation of contingency plans when needed and will coordinate preparedness activities that are within the mandate of the cluster, such as mapping of cluster capacity to respond, training of cluster partners and reviewing or updating emergency assessment tools. The cluster will not act as a supply pipeline for the partners, and partners are encouraged to have their own WASH emergency supplies prepositioned at strategic locations throughout the country. The cluster will alert WASH partners on new or escalating emergencies (conflict or natural disaster related) in timely manner.

4.3.6 Managing risks and access

As humanitarians, activities should be guided by the four humanitarian principles of humanity, neutrality, impartiality and independence. These principles are the foundation of humanitarian action and are essential to establish and maintain access to affected populations. In line with these core principles, agencies may be faced with situations in which they are asked to cross a “red line.” Agencies must ensure that they do not undermine the principles in the humanitarian response in their mission to reach the most vulnerable.

Partners are encouraged to engage in regular dialogue with local authorities and non-state actors to build trust and negotiate safe access to locations with high security risks. As an approach, local technicians and community WASH committees can be trained and provided with spare parts and tools for operation and maintenance of water schemes, especially in areas where access is limited or expected to be limited in the future (in the case of shifting frontlines). In case WASH partners face continuous access challenges, they can approach OCHA (and copying the WASH cluster) to facilitate access negotiations.

Water and sanitation are often causes of local disputes, which should be considered when planning WASH response. WASH partners should include IDPs, returnees and host community in their response activities to avoid tensions. In recent years, conflict scans have been conducted at district level (for selected districts) and have shown water and sanitation as one of the key drivers of local conflict. These conflict scans should be considered whenever a WASH partner is planning a new intervention in an area.

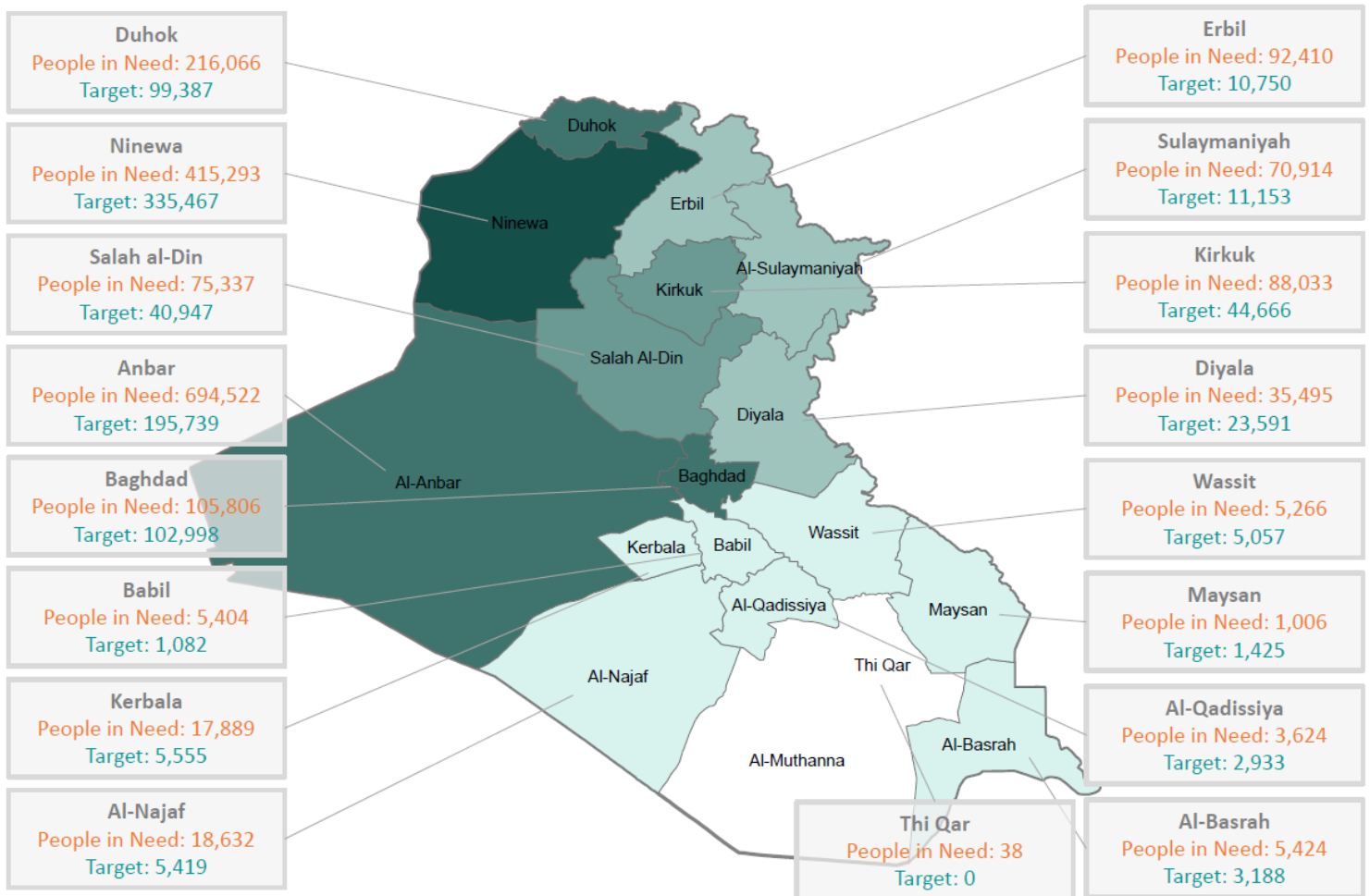
4.3.7 Cash and markets

In Iraq, cash-based programming is supported by the Cash Working Group, which provides a technical platform to promote a coordinated and harmonized implementation of Multi-Purpose Cash Assistance and sectoral cash-based interventions. The WASH Cluster collaborates with the Cash Working Group to ensure that voucher and cash for work values are in line with working group guidelines to ensure that basic needs are met and that there is complementarity between clusters.

WASH partners have started to explore different implementation modalities, such as cash for work, vouchers and cash grants, although still at small scale. The WASH cluster is part of the Survival Minimum Expenditure Basket (SMEB) that indicates the amount that can be provided as multipurpose cash grants. Further technical guidance is shared by CWG to guide partners in using the different modalities, including the SMEB.

4.3.8 Cluster Targeting and Priority activities:

The following map shows a comparison of people in need against cluster target disaggregated by governorates in Iraq.



In Camp Response

- 1-**Operating, managing and sustaining** water and sanitation services (old/existing facilities).
- 2-**Upgrading/installing** water and sanitation facilities in camps.
- 3-Introducing **cost effective and durable water and sanitation solutions**, including use of solar pumps, mobile wastewater treatment units, sustainable disposal and management of solid wastes.
- 4-Establishing **sustainable water networks/sources**.
- 5-Promoting **safe water handling and good water quality through water treatment**, regular quality testing water, monitoring and reporting of water quality results.
- 6-Providing **integrated WASH interventions** to increase impact and coverage in camps in coordination with Education and Health Clusters.
- 7-Strengthening **community based hygiene promotion** and water conservation practices.
- 8-**Distributing of core hygiene items/supplies** to the most vulnerable section of the communities and in locations facing waterborne disease outbreaks and natural hazards.
- 9-Supporting local authorities with **decommissioning water and sanitation facilities** in consolidated/closed camps for re-use elsewhere.
- 10-Strengthening technical capacities of WASH actors/committees/local authorities.

Response in areas of returns (including IDPs off Camps)

- 1-Establishing and **extending sustainable water and sanitation networks systems**.
- 2-**Expanding integrated WASH interventions** (in schools, health facilities, cash/vouchers) to strengthen community resilience, and increase impact and coverage of WASH service deliveries.
- 3-Introducing **sustainable approaches for water resources management** to conserve water sources in terms of quantity and quality. And in water scarce areas.
- 4-Promoting good water quality through **monitoring water supply** distributions and service provision, testing, monitoring and reporting water quality results.
- 5-**Introducing cost effective and durable solutions** for water and sanitation, including use of solar pumps, mobile wastewater treatment units, proper solid waste disposal and management.
- 6-**Promoting market-based approaches** to WASH services. This includes cash/voucher for hygiene kits and where appropriate, strengthening the supply and demand of key WASH markets
- 7-**Building and strengthening capacity** of local actors and community for management of water resources, promotion of hygiene and sanitation services and capturing lessons learned.

Emergency Preparedness and Response

- Preparedness:**
- 1-**Stockpiling and Pre-positioning** of contingency stocks for floods and potential disease outbreak
 - 2-**Capacity mapping** of partners for a potential response
 - 3-**Identification of rapid means** to deliver potable water to the affected population
- Response:**
- 1-Emergency **water trucking**
 - 2-Installation of movable water tanks and **emergency distribution networks**
 - 3-**Water quality** testing and treatment
 - 4-Repair, install water systems, pumps, generators, treatment systems if suitable water sources are available
 - 5-Provision of hot water for personal hygiene as part of winterization (if applicable)
 - 6-**Install emergency latrines, bathing facilities and solid waste collection points** at spontaneous settlements/camps and host communities
 - 7-**Basic hygiene awareness** accompanied with distribution of hygiene kits (soap, buckets, personal and domestic hygiene material) inclusive of MHM (continuation of the initial items distributed)

5 WASH Cluster Minimum Technical Standards

WASH Cluster minimum technical standards for both in and out of camp response were updated in June, 2019. The standards as shared as **Annex B** provide a detailed guideline for the partners especially in post emergency period on water quantity, water quality (detailed water quality parameter), water storage, excreta disposal (sanitation facilities), showers and solid waste in various settings. Detailed guidance on WASH NFI's is also provided as **Annex D**. All partners are strongly encouraged to comply with cluster standards.

6 WASH Severity Mapping – 2020



Key Needs	Hum Conseq	Population Groups (Proportion against Humanitarian Profile)								Total	%
		IDPs In Camp	%	IDPs Off Camp	%	Returnees	%	Host communities	%		
Lack of access to potable water (Quality)	Living Standard	120,174	34%	218,513	18.0%	1,319,300	32%	12,062	23%	1,670,049	29%
Lack of access to sufficient quantity of water (Quantity)	Living Standard	117,666	33%	217,070	18.0%	360,383	9%	2,632	5%	697,751	12%
Lack of access to soap and dedicated handwashing facilities	Living Standard	71,844	20%	101,377	8%	544,194	13%	5,708	11%	723,123	13%
Lack of access to improved water source	Living Standard	73,892	21%	34,449	3.0%	207,236	5%	2,086	4%	317,663	5%
Lack of access to functional and improved sanitation facilities	Living Standard	6,445	2%	12,018	1.0%	177,177	4%	273	1%	195,913	3%

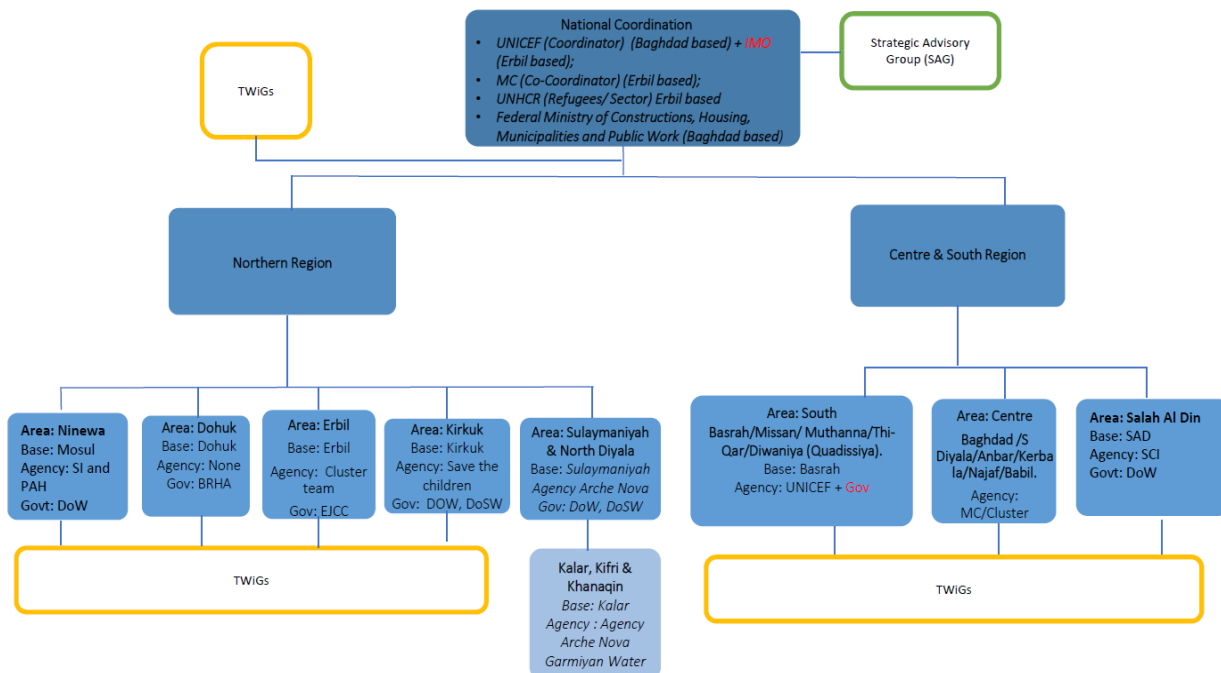
The above analysis does not represent the PIN. However, it highlights the total WASH needs against the humanitarian profile

Indicators	2018-19	2019-20
Lack of access to potable water (Quality) (Requiring water treatment)	36%	29%
Lack of access to sufficient quantity of water (Quantity)	27%	12%
Lack of access to functional and improved sanitation facilities (not shared)	7%	3%

7 WASH Coordination Mechanism:

UNICEF is the National Cluster Lead for WASH, and its main objective is to ensure a well-structured coordination and effective, efficient and timely response to emergency WASH needs for affected population. A designated WASH Cluster Coordinator (UNICEF) is in place to facilitate the WASH cluster at national level. This is supported by a National Co-Coordinator (NGO) supported by Mercy Corps and an Information Management Officer (IMO) by UNICEF. The WASH cluster was officially activated in 2015.

WASH Cluster Coordination Structure 2020



The following specify some key roles within the WASH Cluster Coordination Mechanism;

- **WASH Cluster:** Specifically, in Iraq, the “Cluster” system is linked exclusively to the humanitarian response for the IDP response managed by OCHA.
- **WASH Sector:** Specifically, in Iraq, the “Sector” system is linked exclusively to the humanitarian response for the Refugee crisis managed by UNHCR.
- **The Cluster Lead Agency** is the one that hold the main responsibility for the overall and is accountable to the Humanitarian Coordinator³. In particular, the Lead has the responsibility of “provider of last resort”. The “lead” is the Agency, not a person. The Cluster lead *agency* is UNICEF for WASH.
- **The Cluster Coordinator** is a *person*, appointed by the Cluster Lead, whose role is as set out in the IASC ‘Operational guidance generic terms of reference for cluster coordinators at the country level’ is to chair and facilitate cluster coordination and with the ‘lead’ ensure the cluster core functions as defined in the “IASC Reference Module for Cluster Coordination at the Country Level’.

³ IASC Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response (2006)

- **The Co-coordinator** is a *person*, appointed by a selected NGO, whose role is defined by the Terms of Reference (ToR) and framed between a Memorandum of Understanding (MoU) between the Lead and the NGO. The content of the ToR and the MoU is decided and agreed upon on a case by case (there is no standard ToR and MoU for all Clusters). For WASH in Iraq, the WASH Cluster Co-Coordinator is appointed by Mercy Corps. The current MoU ends on the 31st of December, 2020. The ToR for the WASH Cluster co-coordinator are large and suggest mainly a role of support or deputy to the coordinator, for both IDPs and Refugees.

7.1 Meeting Management

WASH Cluster meeting take place at two levels;

1. There will be a quarterly WASH Cluster meeting held at the national level that provides a strategic view of the cluster progress, share important updates and discusses challenges to be able to make important decisions. It also summarizes updates from all the sub clusters. The meeting is open to all cluster partners including government officials and donors.
2. WASH Cluster meetings will also take place regularly on monthly basis at the sub-cluster (or governorate level where applicable) level. These meetings are operational and provide the opportunity to discuss and resolve issues on the ground including coordination and technical. These meetings are mainly co-chaired by Directorate of Water (DoW) in relevant governorates apart from Erbil and Dohuk where it is EJCC and BRHA-led. The current coordination structure is subject to change in the year 2020 and 2021 keeping in view the transitional aspects.

7.2 Strategic Advisory Group:

Strategic issues will be considered on behalf of Cluster partners by a representative stakeholder group called the 'Strategic Advisory Group' (SAG) which meets as-required basis at national level. This group will report back to the wider WASH cluster meeting on its recommendations. Members of this group can self-nominate whenever SAG elections are proposed (annually). The WASH Cluster partners are invited to vote for the nominated partners or alternatively the Cluster Coordinator can select. It is not recommended that a partner is a SAG member for more than two consecutive cycles. Representatives include National NGOs, International NGOs, UN Agencies and Cluster Coordination Team. See annex D for detailed TOR.

7.3 Technical Working Groups

Technical issues requiring further elaboration to be discussed in small technically qualified teams under the facilitation of a focal point from within the WASH Cluster as identified by the Cluster Coordinator. These groups are called 'Technical Working Groups' (TWiGs), and will convene in response to needs as expressed by Cluster partners or the WASH cluster coordinator, and meet as often as required to come up with concrete solutions for arising technical issues. Terms of Reference to be developed by the TWiG and approved by the Cluster Coordinator or SAG. TWiGs are accountable to the WASH Cluster Coordinator and report through the cluster meeting. In Iraq, currently there are three active TWiGs namely Water Supply TWiG, Sanitation TWiG and Hygiene Promotion TWiG. However, TWiGs on Market Based Approaches in WASH and Monitoring are under consideration. TOR of the mentioned TWiGs could be found on the WASH Cluster website once updated.

7.4 Information Management

Information is managed centrally by the Information Management Officer (IMO) working with the WASH Cluster. Tracking of the humanitarian response will be done on a monthly basis and partners are responsible to submit their reports in time to the national level IMO, using a standardized reporting format (SRF) through Activity Info tool agreed by the SAG. The IMO will compile the reports into one and sub national cluster coordinators / IMOs will verify the reports. The IMO will conduct regular gap analysis of targets against needs (HNO) and targets (HRP), which will be shared with partners.

7.5 Sub-national coordination

The WASH Cluster has 8 active sub national clusters. Each of the sub-cluster coordination platform is led by a humanitarian partner through an MOU with UNICEF as CLA allocating 25% of their time to cluster leadership at sub-national level and working closely with the National Cluster Team. The sub-clusters include;

South and Center:

- **Center** (Baghdad, Diyala, Anbar, Karbala, Najaf, Babil) – Led by Mercy Corps.
- **South** (Basrah/Missan/Muthanna/Thi-Qar/Diwaniya, Wasit, Qadissiya) – Led by UNICEF and DoW.
- **Salah Al Din** – Led by Save the Children and DoW.

North:

- **Ninewa** – Led by Solidarites International, Polish Humanitarian Action and DoW.
- **Dohuk** – Led by Board of Relief and Humanitarian Affairs.
- **Erbil** – Led by Erbil Joint Crises Coordination Centre.
- **Kirkuk** – Led by Save the Children and DoW.
- **Sulimaniya and Garmian:** Led by Arche Nova, DoW and DoSW.

7.6 Shared leadership

Sharing leadership of clusters between UN, NGO, Government and other humanitarian actors strengthens the overall response. Shared leadership improves partnership, advocacy, and information sharing, and ensures stronger engagement and better coordination. Shared leadership is particularly effective in remote field locations with a limited or non-existent UN presence. In such instances, NGOs with a strong and consistent presence are well-positioned to provide a leadership role in coordination. In addition to access, NGO cluster leadership can offer technical expertise, different approaches on accountability to affected people, and long-term community involvement and understanding.

The WASH Cluster has currently identified NGO and Government partners who are willing and able to act as coordination focal points at the governorate level and will continue to do so in future. The coordination focal point will have the following responsibilities:

- Facilitate a WASH coordination platform at the governorate level, with the aim to avoid duplication and fill gaps. This includes organizing and facilitation of regular meetings, but also bilateral follow up with partners when required.
- Share relevant information with WASH partners working in the governorate and the subnational and national cluster coordinators.
- Encourage linkages between the WASH response and other sectoral responses (health, nutrition, food, education, Shelter/NFIs and CCCM). Encourage integration of gender, GBV and protection issues in WASH response.
- Act as a focal point for the national WASH cluster coordination team, to provide regular updates on the WASH response, needs and gaps in the governorate.

In order to be appointed as coordination focal point, the partner should meet the below criteria.

- Existing office in the governorate (preferably capital)
- Strong coordination and WASH technical capacities available in the governorate (including senior WASH technical expert)
- Existing WASH experience and ongoing programs in the governorate
- Good presence and coverage of the governorate and good access to majority of districts
- Active participation in the WASH cluster and other WASH meetings (at national level)
- Aware of the WASH cluster approach and core functions
- Commitment to provide sufficient time and resources to support WASH cluster coordination at governorate level

The SAG will select the final coordination focal points based on partner expression of interest and recommendations by the National cluster.

7.7 Monitoring

The cluster will monitor progress against sector objectives in compliance with the WASH Cluster’s monitoring framework (as advised by the HAR). One way to do this may be to form a Monitoring Technical Working group, but this is still in discussions under the SAG. The WASH Cluster at national and sub-national levels will also monitor through regular field visits and spot checks. WASH cluster will monitor the implementation of Cluster Standards and Guidelines by the partners and will provide guidance whenever necessary.

The baseline level of services provided will be collected through an in-depth, nationwide assessment in in-camp and out-of-camp settings. The cluster has selected six indicators to measure progress against the two cluster objectives for the year 2020. However, that is subject to review annually. Monthly monitoring data will be collected from partners through 3W reports (Activity Info) and gaps will be identified through regular analysis and actor mapping on the ground. As appropriate, targets will be adjusted based on any rapid changes in the context resulting in movement of populations between camps and into non-camp settings.

Cluster coordination performance will be monitored by UNICEF as Cluster Lead Agency (CLA). This is done through an annual perception survey and an annual Cluster Coordination Performance Monitoring (CCPM) exercise, both led by UNICEF in Geneva. Furthermore, UNICEF Iraq is monitoring cluster minimum requirements on monthly bases through the cluster milestone indicators. Cluster coordination performance can be also monitored by regional or global WASH clusters, based on the need.

7.8 WASH Cluster Partners

WASH Cluster capacity in terms of partner’s presence and capacity to respond has been the highest since 2016 to 2018. However, due to the transitioning nature of response towards stabilization and recovery, the overall number of partners, geographical presence and capacity to respond has been reduced. Currently WASH cluster has a total of 30 partners with the highest presence noted in Ninewa Governorate. (See Annex A: Partner List). Annex A also provides partner selection criteria for HRP 2020 using the activity based costing model. The detailed partner guidance for HRP projects can be found [here](#).

8 Beneficiary Selection Criteria:

The WASH Cluster has prioritized those in greatest need for response under the 2020 Humanitarian response Plan and 2020 Regional Refugee Response Plan for Iraq. A combination of looking at the level of severity and the number of people in need was used to prioritize locations. However, partners must then look at each specific location to target populations. Targeting criteria for the cluster is as follows:

- IDPs and Refugees residing in formal camps. Based on the limited possibility of movement, WASH facilities and interventions must be provided to all populations residing in formal camps.
- Areas with high numbers of off-camp IDPs, including those in secondary displacement and those living in informal settlements.
- Areas hosting marginalized communities, including religious minorities, ethnic minorities, families with perceived affiliation, and disabled populations.
- Areas with large numbers of returnees, as identified through [the IOM Displacement Tracing Matrix](#)
- Areas identified with low safe water coverage and low improved sanitation coverage, which will be shared through the WASH Cluster National WASH Assessment conducted in collaboration with REACH Initiative.
- Areas with high prevalence of WASH-related diseases and other emergency outbreak situations

Partners must keep in mind as targeting populations the associated access and security concerns. Organizations should not put their staff in high risk situations to reach populations. Each organization has their own security thresholds and should ensure they conduct a comprehensive security risk assessment look at access or security concerns when determine where they choose to work.

9 Cross Cutting Issues:

9.1 Inter-Cluster linkages:

The table below provides a summary of the possible Inter-Cluster linkages that have been identified and require further exploration:

Cluster	Possible interactions and linkages
Health	<ul style="list-style-type: none"> - WASH facilities in public health centers and institutions - Joint and coherent health education and hygiene promotion - Outbreak prevention and preparedness, analysis and management - Water quality analysis (responsibility shared between Directorates of Health and Water)
Education	<ul style="list-style-type: none"> - WASH facilities in institutions - Joint and coherent hygiene education with stakeholders
Child Protection	<ul style="list-style-type: none"> - WASH facilities in institutions - Joint and coherent hygiene education with stakeholders
Shelter	<ul style="list-style-type: none"> - Coordinated planning and strengthened infrastructure
CCCM	<ul style="list-style-type: none"> - Operation and Maintenance of facilities - Monitoring of services
Livelihoods	<ul style="list-style-type: none"> - Conflict prevention interventions: targeting vulnerable people based on need, not status (supporting <i>returnees</i>) - Link WASH intervention with local resources
Multi-purpose Cash assistance	The usage of cash or vouchers has been decided as a priority way to assist with hygiene items. The parameters allowing the usage, methodologies and processes need to be identified with support of the MPCA group.
Protection	Target areas and populations groups that are high in terms of severity and low in terms of coverage. Also, use RPAs to reach out to Cluster partners for potential response.

9.2 Protection:

- Build the capacity of WASH service providers to mainstream protection in the response by cultivating a privileged link with the Protection Cluster; training WASH field teams on protection mainstreaming and raising their awareness in protection issues; widely sharing specific guidelines and tools and capitalizing on context-specific experiences.
- Avoid exposing people to further harm by systematically analyzing the benefits of the response versus its potential negative impacts and mitigating accordingly; ensuring the quality of the facilities, lighting, privacy and gender segregation; permanently monitoring and addressing the safety weakness of WASH services as identified by Cluster partners and/or perceived by the affected populations through WASH Committees, community-based groups and local representatives; mitigating in as much as possible, and in close coordination with the Protection Cluster, the risk of water being transformed into a weapon of war
- Ensure people's access to impartial assistance by addressing the specific needs of the elderly, people living with disabilities in consultation with them; providing WASH services that are responsive to gender and age considerations; targeting the most vulnerable populations within communities limiting the increase of social tensions;
- Assist people to claim their rights by providing service providers, hygiene promoters and WASH committees in particular, with the required training to orient the affected population to the available complains mechanisms and protection referral pathways.

9.3 Environment:

The WASH Cluster/Sector recognizes and values environment from a cross-cutting perspective to be integrated into all phases of its operations to increase quality and effectiveness, within humanitarian response, early recovery, and long-term capacity development operations. This means being an environmentally conscious actor, highlighting environmental aspects throughout operations and aiming to reduce adverse effects as much as possible. An integrated environmental perspective helps the delivery of sustainable results. The environment is also a specific branch of operations, particularly related to emergencies that entail significant environmental impact. This may for instance involve restoring water and sanitation systems, handling disaster waste, or the sustainable management of natural resource within disaster risk reduction work.

9.4 Gender and Diversity:

Beyond the obvious importance of meeting basic sanitation needs and preventing disease, access to adequate and appropriate WASH facilities plays an important role in the protection and dignity of affected populations, particularly girls and women. Providing water and sanitation facilities alone will not guarantee their optimal use nor will it necessarily improve public health. *Only a people's centered, participatory approach at all stages of the response can help ensure that adequate and efficient services are provided.* In order for WASH programs to have a positive impact on public health, they need to ensure that the safety and dignity needs of ALL members of the affected population are understood and taken into account, thanks to an inclusive and consultative process.

The Global WASH cluster partners have agreed on **5 minimum commitments**⁴ to be respected in all their humanitarian WASH programs so as to ensure that the distinct assistance and protection needs of the affected population are met. These commitments, centered on people, aim at improving the quality and efficiency of the WASH response programs in every context, and at ensuring that key issues are taken into consideration by all partners, such as gender, gender-based violence, child protection, disability, and age.

The respect of these minimum commitments all along the humanitarian program cycle reinforces the accountability of the WASH partners to the affected population. These commitments are as follows:

1. Consult separately girls, boys, women, and men, including older people and those with disabilities, to ensure that **WASH programs are designed so as to provide equitable access and reduce risks of violence.**
2. Ensure that girls, boys, women, and men, including older people and those with disabilities have **access to appropriate and safe WASH services.**
3. Ensure that girls, boys, women, and men, including older people and those with disabilities, have access to **feedback & complaint mechanisms** so that corrective actions can address their specific protection and assistance needs.
4. **Monitor and evaluate safe and equitable access** and use of WASH services in WASH projects.
5. Give **priority to girls** (particularly adolescents) and **women's participation** in the consultation process.

9.5 Accountability:

The response is designed to use community-based resources in as much as possible and in roles where they can affect decisions - such as WASH committees and community-based monitoring groups, therefore effectively and significantly involving the affected population at all levels of the response, particularly in hard-to-reach areas.

⁴ WASH Minimum Commitments for the Safety and Dignity of Affected Populations - Monitoring framework on the minimum commitments' implementation – Global WASH Cluster

Alongside the deployment of WASH activities, two-way communication to the affected population during implementation (assessments, selection criteria, implementation approaches) and strategy development (targets, minimum standards) will be promoted so that communities can give feedback, make informed decisions.

In parallel to the enhanced promotion of the Call Center, local complementary complains mechanisms based on the preferred community communication means and site-specific information will be piloted.

The strengthening of AAP may also be stimulated by the Cluster through the self-assessment tools available at the Cluster⁵.

⁵ The IASC Principals' Commitments on Accountability to Affected Populations (CAAP) - Tools to assist in meeting the commitments

10 Cluster Exit Strategy:

The cluster/sector will take steps to strengthen and empower the local communities and affected populations with the support of Camp Management structures and to hand-over, as appropriate, responsibility for the provision of services to relevant authorities. This will be facilitated through:

- Involving affected people at all stages of the facilities using community-based resources, encompassing training in order to strengthen their capacity to self-manage WASH services; promoting community engagement in service provision through WASH committees and users' groups, including training in O&M, so they can ultimately assume responsibility for management and delivery of community level services;
- Developing facilities at acceptable cost, using local materials with simple design easing the operation and maintenance by affected populations with reduced support from CCCM agencies.
- Encourage increase in the use of Market Based Approaches to reduce dependency on in-kind response and to support local market integration and functionality.
- Promoting partnerships between national NGOs and international actors in order to strengthen their capacity to continue the WASH service delivery expand it to other areas, and to upscale the sequenced response as autonomously as possible.
- Prioritizing the rehabilitation and restoration of existing systems; connecting communities to them, ensuring financial and technical sustainability of services, thus contributing to the resilience of the community over all. Building stronger linkages with Stabilization and Development partners and supporting Government partners in defining Development initiatives.
- Working very closely with Education and Health actors in an integrated way to increase impact of the respective responses, contributing to build the overall resilience of the affected people.
- Preparing for hand-over to authorities through continued engagement and involvement, support and capacity building.

In order to prepare for a smooth transition in the coming years, the WASH cluster, in collaboration with the Cluster Lead Agency, OCHA, and other humanitarian access, will develop a transition plan. This plan will include capacity building for government bodies, transition of authority under the cluster system, and collaboration with development partners. This plan will be prepared with input from UN agencies, INGOs, NNGOs, Government bodies, donors, and humanitarian coordination actors and will serve as a road map for how the transition can be effectively implemented.

11 ANNEXES:

11.1 ANNEX A: List of Partners;

WASH Cluster will consider all partners part of HRP who fit into the following criteria;

- Be an active participant of the WASH Cluster at the national and/or sub-national
- Comply with the WASH Cluster’s strategy (HRP) for 2020 and Minimum Technical Standards
- Regularly and consistently reporting on its activities to the WASH Cluster through Activity Info and the UN-OCHA Financial Tracking Service (FTS)
- Is registered as a local, national or international organization in Iraq, and/or KRI
- Have access to the proposed geographical areas, or the possibility to expand presence with Minimum investment, are a requirement. Partners with previous experience in the Geographical area will be prioritized.
Be able to target the most vulnerable population groups based on WASH Clusters severity mapping and targeting.
- Having solid WASH experience in Iraq.

Government Counterparts:

There are in Iraq 3 categories of Governmental entities that are linked to the WASH Cluster/Sector:

- **Emergency coordination bodies:** *temporary* bodies that have been initially established in order to ensure the coordination of the refugee response and later have been reinforced for the IDP response in some locations. These are at governorate, regional and national levels.
- **Technical bodies:** *permanent* structures of the government that are responsible for the definition of technical standards, implementation of services for the population...
- **Administration bodies:** *permanent* structures that administrate a given geographic area.

The types of linkages differ from location to location, based on the emergency history of the area (refugees, IDP only, both, new displacement, previous displacements...), political dynamics in the area regarding KRI or the central government Iraq, and political agenda of the persons in place...

The table below aims at providing a vision of these bodies, without the intention of being exhaustive.

Level	Emergency coordination bodies	Technical bodies	Administration bodies
National	<ul style="list-style-type: none"> • Joint Coordination and Monitoring Center (JCMC) • Joint Crisis Coordination Center (JCC) 	<ul style="list-style-type: none"> • Ministry of municipalities and Public Works (MMPW) 	<ul style="list-style-type: none"> • Ministry of Displacement and Mobility (MoDM)
KRI	<ul style="list-style-type: none"> • Joint Crisis Coordination Center (JCC KRI) 	<ul style="list-style-type: none"> • General Directorate of Water • General Directorate of Sewerage 	<ul style="list-style-type: none"> • KRI government
Governorate	<ul style="list-style-type: none"> • Erbil Joint Crises Coordination Centre (EJCC) • Bureau Refugees Humanitarian Affairs (BORHA – Duhok) 	<ul style="list-style-type: none"> • Directorates of Water (urban) • Directorates of Surrounding Water (rural) 	<ul style="list-style-type: none"> • Governor office

	<ul style="list-style-type: none"> Joint Coordination Committee (JCC Sulaymaniyah, former GEC) 	<ul style="list-style-type: none"> Directorates of Ground Water (?) Directorates of Sewerage Directorates of Health 	
District/Administration		<ul style="list-style-type: none"> District technical representatives Municipality technical representatives 	<ul style="list-style-type: none"> Garmiyan Administration (Suli & Diyala) District Major Municipalities

There is a need for the WASH Cluster/Sector to understand the different levels and create and maintain the appropriate linkages with them. In particular, at National and KRI levels, the links must be strengthened, as strategic coordination remains today limited to the case by case interaction (during cholera outbreaks mainly).

UN Agencies:

- UNICEF, IOM and UNHABITAT, are active cluster members, implementing in the frame of the Cluster strategy and contributing to the Cluster initiatives.
- UNHCR implements WASH for both Refugees and IDPs in camps, although they participate in some Cluster meetings, they are not implementing or reporting within the Cluster framework.

International NGOs:

Numerous INGOs operate in Iraq. Following is the list of active WASH INGOs;

Norwegian Refugee Council
Mission East
Norwegian Church Aid
Cooperazione Internazionale - COOPI
World Vision International
French Red Cross
Mercy Corps
Danish Refugee Council
Action Contre la Faim
OXFAM GB
Peace Winds Japan
Solidarités International (SI)
Relief International
Catholic Organisation for Relief and Development Aid
Terre des Hommes - Lausanne
Agency for Technical Cooperation and Development
TEARFUND
Polish Humanitarian Action
Save the Children

MSF
Medair
CAOFISR

National NGOs:

The number of national organizations implementing WASH is low compared to other sectors. Among the regular WASH implementing partners are the following;

Sorouh for Sustainable Development Foundation
Sabe' Sanabal Organization for Relief and Development
Sahara Economic Development Organization
Janat Al-Frdaws Foundation for Relief and Development
UIMS
RNVDO

There is a real effort needed to bring national organization up to the required level for a full participation into humanitarian processes, among the challenges can be listed:

- Unclear official existence – there is no register that may be consulted to ensure that the agencies actually exist
- Political affiliation
- Religious affiliation influencing the identification of needs based on religious criteria
- Religious affiliation affecting perception by communities and preventing the access to a category of affected people, chii organizations not being able to reach sunii beneficiaries
- Monitoring and reporting of projects

They may however be considered as partner within a mentorship process by INGOs.

11.2 ANNEX B: WASH Cluster Technical Standards (Updated 2019)

Water Supply: Water Supply: Provision of sufficient quantity of safe water for consumption and hygiene along with household level safe storage; Regular HH level monitoring; Batch chlorination to 0.2 - 0.5mg/l;

Quantity associated with purpose of use			Aggregated quantity
	Summers (specified months)	Winters	
Household	80 L/P/D + 10 L/P/D for additional use when applicable for specified camps Consumption (Drinking and Cooking): 10 L/P/D Domestic: 70 L/P/D	50L/P/D Consumption (Drinking and Cooking): 7 L/P/D Domestic: 43 L/P/D	50-80 L/P/D + 10 L/P/D in summers for additional use
Schools	5 L/day per pupil	3 L/day per pupil	3-5 liter per pupil per day

Health Centers	15 L/day per outpatient 60 L/day per inpatient/bed	10 L/day per outpatient 40 L/day per inpatient/bed	10-15 liter per outpatient per day 40-60 liter per inpatient per day/bed
<p>Quality</p> <ul style="list-style-type: none"> - As a standard protocol, water has to be tested at the source, storage, collection point and point of use (consumer). For water trucking water has to be additionally tested for turbidity, pH, TDS and FRC at the point of entry to the camp. Additional parameters to be followed based on the need at the source level one time and if needed on periodic basis. - Quality of water used for domestic use is not required to comply with the stated standards. However, the following minimum standards should still be applicable: <ul style="list-style-type: none"> ▪ <i>Color (TCU): ≤20 TCU</i> ▪ <i>Odor: Non objectionable</i> ▪ <i>Taste: Non objectionable</i> ▪ <i>Coliform: 10 CFU/100ml at point of delivery (unchlorinated water)</i> ▪ <i>Free Residual Chlorine: ≥0.2–2mg/l at point of delivery (chlorinated water)</i> ▪ <i>Turbidity: ≤20 NTU</i> ▪ <i>pH: 6.5-8.5</i> 			<p>Basic Tests on Regular Basis</p> <ul style="list-style-type: none"> - Color (TCU): ≤10 TCU - Odor: Non objectionable - Taste: Non objectionable - Coliform: 0 CFU/100ml at point of delivery (unchlorinated water) - Free Residual Chlorine: ≥0.2–2mg/l at point of delivery (chlorinated water) - Turbidity: <5 NTU - Total Dissolved Solids (TDS): <1000 - pH: 6.5-8.5 <p>Additional Test at source level (one time/Periodic basis) – Iraq Standards</p> <p>Chemical: (Max Values)</p> <p>Essential Inorganic:</p> <ul style="list-style-type: none"> - Aluminum (Al): 0.2 mg/l - Antimony (Sb): 0.2 mg/l - Arsenic (As): 0.01 mg/l - Barium (Ba): 0.7 mg/l - Boron (B): 0.3 mg/l - Cadmium (Cd): 0.003 mg/l - Chloride (Cl): 250 mg/l - Chromium (Cr): 0.05 mg/l - Copper (Cu): 2mg/l <p>Toxic Inorganic</p> <ul style="list-style-type: none"> - Cyanide (CN): 0.07 mg/l - Fluoride (F): 1.5 mg/l - Lead (Pb): 0.01 mg/l - Manganese (Mn): 0.5 mg/l - Mercury (Hg): 0.001 mg/l - Nickel (Ni): 0.02 mg/l - Nitrate (NO3): 50 mg/l - Nitrite (NO2): 3 mg/l - Selenium (Se): 0.01 mg/l - Zinc (Zn): 3mg/l - Sodium (Na): 200mg/l - Sulfates (SO4): 400mg/l - Iron (Fe): 0.3 mg/l - Total hardness in form of CaCO3: 500mg/l
Storage			<p>Winters: 150L household storage in total</p>

Households should have storage capacity for at least 50% liters of water daily per person (a family of 6 members).	Summers: 240L household storage in total
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Excreta Disposal: Provision and maintenance of safe, appropriate and accessible toilets within 500m from the furthest housing unit; Provision for handwashing and anal cleansing; Periodic desludging based on the usage.

Communal level	1:20 separately for men and women Suitable structure for people with disability or elderly (at least 10% of the total number)
Household Level	1 latrine per household or ≈5 persons Suitable structure for people with disability or elderly (based on need)
School	- 1:20 for girls with menstrual hygiene management facilities included and 1:30 for boys - Separate toilets for staff
Health Centre	- 1 toilet to 20 beds or 50 out-patients separately for men and women - Separate toilets for staff

Showers: Safe, appropriate and accessible bathing areas with sufficient privacy

Communal level	1:20
Household Level	1 shower per household or ≈5 persons
Health Centers (IPD Only)	Availability of shower/bathing units

Drainage: Sufficient drainage to prevent flooding of housing, water points, communal areas and walkways

Communal level	Water collection points, showers, laundry spaces should be equipped with adequate drainage to avoid stagnation of water
Household Level	Showers, kitchens and water use at HH level should be equipped with adequate drainage

Solid Waste: Adequate provision of household refuse bags, communal refuse bins, collection and disposal

Communal level	100 liter refuse bins should be made available for every 10 households at least 15 meters from the dwelling and waste should be regularly collected from refuse bins and transported to dumping sites with precaution
Household Level	20 liter household refuse bags should be provided and waste should be regularly collected from refuse bins and transported to dumping sites with precaution
Waste Disposal Point	- WDP should be located at least 30 m away from the drinking water sources. - WDP should be located at least 20 m away from dwellings/kitchen areas.

	<ul style="list-style-type: none"> - WDP should be fenced around to prevent children and animal entering the pits, to prevent the risk of falls. - WDP should be away from bushes and vegetation to avoid spread of fire in case of burning.
Health Centers	<p>OPD:</p> <ul style="list-style-type: none"> - HCWM separation and disposal of wastes = Sharps containers, infectious waste and non-infectious waste separate bins. - Garbage bins in toilets and clinic. - Waste area established with basic/barrel incinerator, ash pit, sharps containers pit. - Infectious waste and sharps containers collected and disposed of in municipal incinerator or installation of upgraded incinerator on site (e.g. deMontfort type). General waste for collection <p>IPD:</p> <ul style="list-style-type: none"> - HCWM separation and disposal of wastes = Sharps containers, infectious waste and non-infectious waste separate bins. - Garbage bins in toilets and clinic. - Waste area established with basic/barrel incinerator, ash pit, sharps containers pit. - Infectious waste and sharps containers collected and disposed of in municipal incinerator or installation of upgraded incinerator on site (e.g. deMontfort type). General waste for collection - Organic Pit for placenta disposal.
Schools	<ul style="list-style-type: none"> - Garbage bins in Toilets and in classrooms (separately available in girl's toilet for MHM) - Waste is collected and dumped at a suitable dumping site

11.3 ANNEX C: Minimum WASH Package

Scenario A – Response Package: Population in the retaken areas – temporarily displaced (not screened)

First 7 days – Phase 1 (First Line Response)

- Distribution of bottled water based on 3 l/p/d or water trucking if appropriate
- Provision of basic hygiene kit (at minimum bathing soap, laundry soap, sanitary pads)
- Distribution of buckets (1 x15 liter bucket/basin per household)
- Distribution of Jerry Cans (2x10L jerry cans per household: 1 x15 liter bucket)
- Hygiene education material with pictorials and key messages

Up to 30 Days – Phase 2 (First Line Response)

- Quick fix rehabilitation of water systems, repair or provision of pumps, generators and treatment system; provision of consumables and fuel, using whenever possible community – based skills and resources
- Water quality assurance including treatment, distribution of chlorine, water filters or alternative household water treatment systems (HWTS) and monitoring at source and household level. All HWTS distribution will be associated systematically with training on how to use them
- Demarcation of defecation sites, installation of emergency latrines and bathing facilities and organization for their management in consultation with the affected people.

- Installation of solid waste collection points, distribution of garbage collection items and agreements with local authorities for solid waste management and removal
- Basic hygiene awareness sessions supported by generic IEC materials, supported by locally selected people and distribution of soap, female hygiene items and including post-distribution monitoring
- Quick trainings on O&M to the community

Up to 6 Months – Phase 3 (Second Line Response)

- Improve, install, or fully rehabilitate existing water systems (Scale up water supply to 20-35 l/p/d; transition to more durable water supply options (boreholes with submersible pumps, Hand pumps, piped distribution if possible)
- Distribute water storage tanks at communal/HH level (if relevant)
- Reconstruct and rehabilitate permanent bathing and sanitation facilities
- Distribute waste bins, recruit solid waste collectors, facilitate solid waste removal by municipal service providers/community workers
- Ensure safe final treatment and disposal of waste
- Distribute bathing soap, female hygiene items, or cash id applicable (condition to market access and lack of livelihoods)
- Hygiene promotion and community mobilization – Development and dissemination of relevant messages
- Activate WASH committees for operation and maintenance minor repair, monitoring and safety audits
- Reinforce and systematize community feedback mechanisms

Scenario B – Response Package: Population in critical shelters (abandoned buildings/schools)

First 30 days – Phase 1 (First Line Response)

- Distribution of bottled water based on 3 l/p/d or water trucking if appropriate
- Quick fix rehab of water systems if available especially in schools
- Water quality assurance and treatment including chlorination
- Quick rehabilitation of sanitation facilities available in the critical shelters
- Provision of basic hygiene kit (at minimum bathing soap, laundry soap, sanitary pads)
- Distribution of buckets (1 x15 liter bucket/basin per household)
- Distribution of Jerry Cans (2x10L jerry cans per household: 1 x15 liter bucket)
- Hygiene education along with HP material with pictorials and key messages

Up to 6 Months – Phase 2 (Second Line Response) – In case of return to area of origin

- Improve, install, or fully rehabilitate existing water systems (Scale up water supply to 20-35 l/p/d; transition to more durable water supply options (boreholes with submersible pumps, Hand pumps, piped distribution if possible)
- Distribute water storage tanks at communal/HH level (if relevant)
- Reconstruct and rehabilitate permanent bathing and sanitation facilities
- Distribute waste bins, recruit solid waste collectors, facilitate solid waste removal by municipal service providers/community workers
- Ensure safe final treatment and disposal of waste
- Distribute bathing soap, female hygiene items, or cash id applicable (condition to market access and lack of livelihoods)
- Hygiene promotion and community mobilization – Development and dissemination of relevant messages
- Activate WASH committees for operation and maintenance minor repair, monitoring and safety audits
- Reinforce and systematize community feedback mechanisms

Scenario C – Response Package: Population living with host community or in rented accommodation (sponsored and screened)

In case of existing access to WASH facilities in the host communities, first line response is not applicable.

Up to 6 Months – Phase 1 (Second Line Response)

- Improve, install, or fully rehabilitate existing water systems (Scale up water supply to 20-35 l/p/d available in the host community to lessen burden)
- Distribute water storage tanks at communal/HH level (if relevant)
- Rehabilitate permanent bathing and sanitation facilities
- Distribute waste bins, recruit solid waste collectors, facilitate solid waste removal by municipal service providers/community workers
- Ensure safe final treatment and disposal of waste
- Distribute bathing soap, female hygiene items, or cash id applicable (condition to market access and lack of livelihoods)
- Hygiene promotion and community mobilization – Development and dissemination of relevant messages
- Activate WASH committees for operation and maintenance minor repair, monitoring and safety audits
- Reinforce and systematize community feedback mechanisms

11.4 ANNEX D: Minimum Standards NFI Guidance

It can be accessed on <https://www.humanitarianresponse.info/en/operations/iraq/document/2019-national-wash-cluster-minimum-standards-nfi-guidance-notes-wash>

11.5 Annex E – Terms of references – WASH Cluster

WASH Cluster Core Functions

1. To support service delivery by

- 1.1. Providing a platform that ensures service delivery is driven by the Strategic Response Plan and strategic priorities.
- 1.2. Developing mechanisms to eliminate duplication of service delivery.

2. To inform the HC/HCT's strategic decision-making by

- 2.1. Preparing needs assessment and analysis of gaps (across and within sectors, using information management tools as needed).
- 2.2. Identifying and finding solutions for (emerging) gaps, obstacles, duplication and cross-cutting issues.
- 2.3. Formulating priorities on the basis of analysis.

3. To plan and develop strategy by

- 3.1. Developing sectoral plans, objectives and indicators that directly support realization of the response's strategic priorities.
- 3.2. Applying and adhering to common standards and guidelines.
- 3.3. Clarifying funding requirements, helping to set priorities, and agreeing cluster contributions to the HC's overall humanitarian funding proposals.

4. To monitor and evaluate performance by

- 4.1. Monitoring and reporting on activities and needs.

4.2. Measuring performance against the cluster strategy and agreed results.

4.3. Recommending corrective action where necessary.

5. To build national capacity in preparedness and contingency planning

6. Advocacy

6.1. Identifying concerns that contribute to HC and HCT messaging and action.

6.2. Undertaking advocacy on behalf of the cluster, cluster members, and affected people.

7. Accountability to affected populations

Cluster Lead Agency

The Cluster Lead Agency will be responsible to:⁶

- Support emergency response by assuming overall responsibility for coordination of the Cluster through recruitment and support of a Cluster Coordinator.
- Work closely with other key members of the Cluster including National Government / Authorities, Governorate, or Local Governments, INGOs, NNGOs, the co-chair agency, the Inter-cluster coordination Group (ICCG) and OCHA and ensure that linkages are made with other relevant Cluster groups.
- Ensure that needs are identified and that cluster activities address the identified needs, fill gaps and prevent overlap and duplication.
- Secure commitments from humanitarian actors responding to the emergency WASH response.
- Lead the strategic development of the WASH Sector including development of strategies, work plans, coordination of response activities and taking into account the cross-cutting issues.
- Ensure that information is shared, via the cluster coordinator and Information Management (IM) Manager, amongst cluster members and inter- sectors in order to improve planning, integration and implementation. This includes contributing to regular OCHA situation reports, and taking an active part in humanitarian coordination meetings.
- Support advocacy and fundraising efforts for the cluster in emergencies as first wave response and ensure that the WASH cluster is explicitly included and prioritized in all multi- cluster assessments, reports and appeals.
- Facilitate the joint development of relevant and contextualized minimum standards, indicators and guidelines by WASH cluster members and build their capacity to apply these.
- Track and monitor cluster members fundraising for WASH-specific interventions. Ensure that members are aware of funding opportunities and support their capacity to access these.
- Support cluster wide contingency planning including support to the development and application of sector wide emergency preparedness plans and capacity building of sector members.
- Provision of assistance or services as a last resort subject to access, security and availability of funding.
- Ensure the Commitments to Accountability to Affected Populations (CAAP) and agreed to incorporate the CAAP into the policies and operational guidelines of the cluster and promote them with operational partners.

WASH Cluster Coordinator

The role of the cluster coordinator as set out in the IASC '*Operational guidance generic terms of reference for cluster coordinators at the country level*' is to lead and facilitate cluster coordination and with the 'lead' ensure the cluster core functions as defined in the '*IASC Reference Module for Cluster Coordination at the Country Level*'. The cluster

⁶ 1 IASC Guidance Note on Using the Cluster Approach to Strengthen Humanitarian Response (2006)

Coordinator will work impartially, serving the needs of all members of the WASH cluster and should work closely with the cluster co-chair and the Humanitarian/Resident Coordinator, as appropriate. The cluster coordinator will be responsible to:

- Ensure inclusion of key WASH humanitarian partners in a way that respects their mandates and programme priorities. Act as focal point for inquiries on the WASH cluster's response plans and operations.
- Ensure appropriate coordination between all WASH humanitarian partners, through establishment/maintenance of appropriate WASH Cluster coordination mechanisms, including working groups at the national and, if necessary, local level.
- Secure commitments from WASH humanitarian partners in responding to needs and filling gaps, ensuring an appropriate distribution of responsibilities within the WASH group, with clearly defined focal points for specific issues where necessary. Ensure the complementarity of different WASH humanitarian actors' actions.
- Promote WASH emergency response actions while at the same time considering WASH within early recovery planning as well as prevention and risk reduction concerns. Ensure effective links with other Clusters.
- Represent the interests of the WASH Cluster in discussions with the Humanitarian Coordinator and other stakeholders on prioritization, resource mobilization and advocacy.
- Maintain information on all current and potential WASH partners, their capacities and areas of work (including Who, What, Where and by When).
- Ensure appropriate links with national and local authorities, State institutions, local civil society and other relevant actors and ensure appropriate coordination and information exchange with them. Coordinate with these actors to ensure that WASH humanitarian responses build on local capacities including the promotion of capacity building of relevant authorities when necessary.
- Promote utilization of participatory and community based approaches in WASH related assessments, analysis, planning, monitoring and response.
- Promote integration of agreed priority cross-cutting issues in WASH assessments, analysis, planning, monitoring and response (e.g. age, diversity, environment, gender, HIV/AIDS and human rights);
- Ensure effective and coherent WASH assessment and analysis, involving all relevant partners. Promote and adopt standardized methods, tools and formats for common use for needs assessments and analysis. Promote joint needs assessments and analysis with other clusters, especially Health, Nutrition and Shelter.
- Ensure adequate WASH related contingency planning and preparedness for potential significant changes in the nature of the emergency.
- Developing/updating agreed WASH response strategies and action plans and ensuring that these are adequately reflected in the overall country strategies (Humanitarian Response Plan – HRP).
- Ensure that WASH cluster partners are aware of relevant policy guidelines, technical standards and relevant commitments that the Government/concerned authorities have undertaken under international human rights law. Ensure that WASH responses are in line with existing policy guidance, technical standards, and relevant Government human rights legal obligations.
- Ensure adequate monitoring mechanisms are in place (with OCHA support) to review impact of WASH interventions and progress against implementation plans.
- Identify core WASH advocacy concerns, including resource requirements, and contribute key messages to broader advocacy initiatives of the HC, UNICEF and other actors. Advocate for donors to fund WASH actors to carry out priority WASH activities in the sector concerned, while at the same time encouraging WASH actors to mobilize resources for their activities through their usual channels.
- Promote and support training of WASH humanitarian personnel and capacity building of humanitarian partners, based on the mapping and understanding of available capacity. Support efforts to strengthen the WASH capacity of the national/local authorities and civil society.
- Provision of assistance or services as a last resort. Lobby for implementing humanitarian partners (including UNICEF) to address the gaps. With advice/support from the HC and support from other humanitarian partners will advocate, as appropriate, on the adequate provision of resources and safe access.

- Be committed to putting aside their organizational interest and work on behalf of all cluster members equally.

WASH Cluster Co-Coordinator

The **WASH Cluster Co-Coordinator** will be responsible to:

- Be committed to putting aside their organizational interest and work on behalf of all WASH cluster members equally;
- Provide support to all of the above cluster core functions and where appropriate deputize in the absence of the National WASH Cluster Coordinator.
- Specifically act as the focal point for communication with all sub-national focal points and RRM mechanisms.
- Maintain good relationships with all relevant stakeholder counterparts
- Stand in for the National WASH Cluster Coordinator, where and when necessary in meetings and in other external fora related to the WASH cluster.
- Co-chair the WASH Cluster coordination meetings.
- Co-facilitate rapid WASH assessments in affected areas, using the agreed WASH cluster assessment tools and involving all relevant partners. Support the CC to mobilize partners to respond to the most critical gaps based on the needs. Identify priorities and gaps for advocacy purpose.
- Promote utilization of participatory and community based approaches in WASH related assessments, analysis, planning, monitoring and response.
- Ensure together with the CC adequate WASH related contingency planning and preparedness for potential significant changes in the nature of the emergency.
- Support the cluster lead agency in preposition WASH emergency stocks.
- Ensure that WASH cluster partners are aware of relevant policy guidelines, technical standards and relevant commitments of the WASH sector and specific governmental directives related to the humanitarian response that the Government/concerned authorities have undertaken under international human rights law.
- Participate in the development of WASH cluster strategic objectives and identification of response priorities. Ensure that WASH cluster strategies and work plans are aligned with national policies and strategies.
- Promote and disseminate the cluster strategic objectives and response priorities.
- Permanent member of the cluster strategic Advisory group (SAG).

Strategic Advisory Group (SAG)

Key Responsibilities:

1. Provide strategic overview for WASH cluster and sector response strategy
2. Agree SAG composition and way of working, including Terms of Reference;
3. Agree upon the HNO/HRP and Assessment (MCNA and Cluster Assessment) process and provide support where necessary.
4. Validate the WASH cluster priorities and work plan for 2019/20; and provide strategic oversight of its application by Cluster/sector partners;
5. Formulate and agree the WASH cluster 'Strategic Operational Framework' (SOF); ensure complementarity with Government humanitarian policies and plans at local level; update regularly according to evolving needs; and hold partners to account against this framework;
6. Establish/Strengthen 'Technical Working Groups' (TWIGs) as required and hold such groups accountable to Terms of Reference validated by the SAG; ensure proper representation within such groups; ensure timely output; ensure transparent reporting; and close such groups;

7. Formulate and agree advocacy positions, strategies and messaging (including funding) on behalf of the Cluster partners;
8. Provide strategic oversight on integration of cross-cluster planning and inclusion of cross-cutting issues;
9. Ensure appropriate technical WASH standards and indicators are agreed and consistently applied;
10. Establish and monitor performance indicators, and method by which these will be measured;
11. Ensure appropriate technical WASH targets, specifications and indicators are agreed and consistently applied;
12. Ensure effective feedback loop between Governorate and National Level coordination, to maximize knowledge sharing and lessons learning
13. Oversight technical and functional capacities of Cluster partners, and guidance for necessary capacity building
14. Ensure a framework of accountability to affected populations (AAP) and AAP is mainstreamed through the SAG functioning and cluster / sector Governance.
15. Ensure the Cluster Lead Agency (UNICEF) upholds its responsibilities (including Information management)
16. Ensure effective dissemination of outputs from the SAG and TWIGs, including endorsement by WASH Cluster members
17. Play and/or ensure a technical advisory/steering committee role to validate that WASH projects/interventions are in accordance with agreed upon WASH cluster strategies, standards and priorities, as requested, appropriate or required (by partners, donors, OCHA etc.)

11.6 ANNEX F: Cluster Work Plan 2020

Objectives per cluster core functions	Activities	Where	Leading body/support persons	Q1	Q2	Q3	Q4
I- Supporting service delivery							
Localization	Improve engagement of Government as Co-leads in the sub-national and national Cluster	National and Sub-National	NWC				
	Government led coordination forums with handholding arrangements until capacity is in place (Buy in)	National and Sub-National	NWC				
	Translation of key resources	National and Sub-National	NWC/SWCs				
Capacity Development	Training of Partners on Market Based WASH Programming in Emergencies	National	GWC/NWC				
	Training on Hygiene Promotion Approaches (PHAST and CHAST)	National	FRC/NWC				
	Refresher Trainings on Activity Info	National	NWC				
Humanitarian Development Nexus	Development of a detailed transition strategy	National	UNICEF, NWC/SWCs + all agencies				
	Quarterly National Meetings	National	NWC				
	Travel plan for National Team to attend sub-Cluster meetings	National	NWC				
	Monthly Sub-Cluster meetings (regular)	Sub-National	NWC + SWCs				
	Updated Meeting Calander and minutes available on the WC Website	National	NWC + SWCs				
	Weekly updates from All Sub-National WASH Clusters	Sub-National	SWCs				
	ICCG, Protection, RWG, CWG, HCT, Area-based coordination	National	NWC + SWCs				
	Donor meetings	National	NWC				
	Government meetings and visits - bilaterals and with cluster	National	NWC + SWCs				
Gap Analysis and Response	Gap Analysis based on 4Ws and Assessments	National	NWC + SWCs				
	Gap Analysis in Camps based on regular monitoring	National	NWC + SWC + all agencies				
	Gap Analysis based on Cluster Monitoring visits	National	SWCs + all agencies/NWC				
II- Informing strategic decision making of the HC/HCT for response							
Needs assessment	Finalisation of cluster needs assessment and sharing with partners	National	NWC/REACH				
	Kickstart second phase of assessment	National	NWC/REACH				
	Situation Analysis report based on camp WASH assessments (field visits, partners reports, etc)	National	SWC/NWC				
Report/Analysis for HCT/ICCG	HRP Mid year and End year Reports		NWC/SWCs + all agencies				
	HRP Analysis	National	NWC				
III- Planning and strategy development							
Plans, Strategy, Guidelines, Standards	HRP Review - Mid Year prep + delivery	National	NWC + SWCs/all agencies				
	HRP/HNO 2021 if applicable	National	NWC + SWCs/all agencies				
	SOF finalisation through SOF TWG and Approval by SAG	National	NWC + SWCs/all agencies				
	Establish New SAG and hold regular meetings	National	NWC				
	Water supply strategy and guidelines	National	Water Supply TWG + NWC				
	WASH Cluster Strategy for Off-camp Population - Early Recovery	National	NWC				
	Sanitation Strategy and Guidelines + Finalisation of Accessibility guidelines and options of PWDs	National	Sanitation TWG + NWC				
	Reliable Supplier/ Contractor Directory	National	SWCs + NWC + TWIGs				
Evidence/studies/Reviews	Humanitarian Action Review	National	NWC + SWCs/all agencies				
IV- Advocacy							
Evidence required	Advocacy on instances of AWD/Cholera/Epidemics	National and Sub-National	Health Cluster/NWC				
	Contribute and monitor partners' humanitarian access (OCHA-led)	National and Sub-National	OCHA/NWC				
	Assessments to complement advocacy	National and Sub-National	SWCs/NWC + all agencies				
Priority Advocacy	Written advocacy notes (i.e. newsletter, position papers, etc)	National	NWC/all agencies				
	Meetings and field visits for advocacy purposes (donors, partners, govt, etc)	National	NWC, SWCs, All agencies				
V- Monitoring and reporting on the implementation of the cluster / sector strategy and results							
Information Management	Gather IM data (4W, Snapshot, Funding Matrix, HRP, HPM, Contact List, Emergency Matrix, Standards/Documents, Minutes, KAPs, Studies, etc)	National	NWC/SWCs + all agencies				
	Infographics on Camp WASH status, WTS functionality, Preparedness and off-camp gaps	National	NWC/SWCs				
	Finalize 2019 Monitoring Indictors	National	NWC/SWCs				
	Mailing list management (Updating)	National	NWC/SWCs + all agencies				
	Partner mapping/upload to website (preparedness)	National	NWC				
	Keep cluster website up to date	National	NWC				
	Consolidate, analyze and produce reports						
Reporting	Monthly Sitreps	National	IMO + NWCC + SWCs + all agencies				
	Quarterly Bulletin	National	NWC				
	PMR	National	NWC				
	HRP reports	National	NWC				
VI- Contingency planning / Preparedness for recurrent disasters							
Preparedness	Emergency Mapping (organization capacity, stocks, HR)	National	NWC/SWCs + all agencies				
	Stockpiling mapping and pre-positioning	National and Sub-National	SWCs/NWC + all agencies				
Contingency Planning	Flood Contingency Plan	National	NWC/relevant agencies				
VII - Accountability to affected population							
Monitoring/feedback	Monitor CCCM/Protection feedback and respond	National	NWC + SWCs/all agencies				
	Respond timely to complaints received through IDP Call centre	National	All				
	Establish TWG on Monitoring and engage partners in Monitoring of in-camp and off-camp response	National	NWC + SWCs				
	Organize/facilitate donor/external visits	National	NWC + SWCs				
Cluster Team Accountability	Cluster field visits/FGDS with feedback consolidated and shared with designated partner	National	NWC + SWCs/all agencies				
	Follow up on action points agreed at cluster meetings	National	NWC				
	Share workplans, documents, etc on website and weekly updates	National	NWC/GWC				
	CCPM						
Protection/Gender mainstreaming	Gender Action Plan (including GBV)	National	NWC + SWCs/all agencies				
	Protection Mainstreaming Action Plan	National	NWC + SWCs/all agencies				
	Joint field visits with Protection Sector	National	SWCs + PS/NWCs + all agencies				