

# WASH EMERGENCY RESPONSE MISSION REPORT APRIL TO JUNE, 2019

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TONGOGARA REFUGEE CAMP

## GENERAL FINDINGS AND OBSERVATIONS

### 1. Background

Tropical Cyclone Idai made a landfall on 14<sup>th</sup> March, 2019 which immensely affected Mozambique, Malawi and Zimbabwe. The Eastern Provinces of Zimbabwe which experienced torrential rainfall caused extensive destruction of properties and infrastructures as well as loss of lives. High winds combined with heavy rainfall affected about 90,000 people from districts of Chimanimani, Chipinge, Nyanga, Buhera, Mutare Rural, Masvingo, Makoni, Gutu and Bikita which caused riverine and flash flooding as well as landslides which caused significant loss of life, injury and displacement. Significant damages were recorded such as impassable roads, bridge, water network systems, houses, power and communication network among others causing displacement, lack of basic needs and loss of civil documentation. Many people were displaced and temporarily sheltered in schools, churches, hotels among others. According to the government reports at least 299 deaths and 186 injuries were recorded, and 329 people were missing as of 3 April. Women and children were among the vulnerable groups at risk that needed relief and recovery support.

UNHCR joined the UN system response that activated its internal level 3 emergency so as to support the delivery of its commitments under the IASC Approach while leading the Protection Cluster. In Zimbabwe, the rapid inter-agency assessment was conducted in Chipinge and Chimanimani, the most affected districts of Manicaland province indicated that 270,000 people estimated were affected. Multiple assessments were conducted by humanitarian partners covering all the affected areas and identifying the needs.

In Tongogara Refugee Camp about 1060 shelters and 618 latrines were partially or totally damaged affecting 5,300 refugees and asylum seekers. Thus the urgent need to respond to WASH, Public Health, Shelter, and Protection among other needs of the people affected by Cyclone Idai in Zimbabwe.

### 2. Mission Findings and Observations

#### 2.1 Tropical Cyclone Idai Response

##### 2.1.1 Tropical Cyclone Idai Response at Tongogara Refugee Camp

Immediate WASH Interventions after Cyclone Idai includes the following;

- **Latrine Constructions:** Cyclone Idai hit Zimbabwe in March, 2019 resulting in the collapse of 618 latrines in Tongogara Refugee Camp according to the Inter-agency Rapid Assessment that was conducted after the Cyclone. UNHCR and GOAL Zimbabwe immediately responded by replacing 206 totally damaged latrines with semi-permanent latrines as an interim solution and later on replaced with Blair VIP latrines while the remaining 412 will be rehabilitated with material support to the affected refugees and asylum seekers. Assessment and verification of

the 206 totally damaged latrines in 206 households was conducted in Section 6 and 7 as well as the Transfer Center as attached in **Annex 1**.

- **Water Quality Analysis:** GOAL Zimbabwe and TDH collect water samples from the tap stands and hand pumps on a monthly basis for water quality testing at the government laboratory. After the Tropical Cyclone Idai GOAL Zimbabwe and TDH collected water samples from a tap stand in Section 4, 6 and 8 as well as hand pumps in Section 1 and 6 whereas water quality report remained satisfactory with no form of any contamination as shown in **Annex 2**. Continuous water quality analysis is conducted by GOAL and TDH on a monthly basis.



**Impacts of Cyclone Idai in Section 7 at Tongogara Refugee Camp**

- **Distribution of Aqua tabs and Water Guard:** Due to the likelihood of water contamination by Cyclone Idai, GOAL Zimbabwe and TDH are working together to ensure refugees are distributed with water guard and aqua tabs especially to families with diarrhoeal diseases. Distribution of aqua tabs and water guard is ongoing at the Health Centre in the camp and priority is given to People with Special Needs (PSNs) and in Section 3,4,6,7 and 8 that were mostly affected by Cyclone Idai. **5,760** aqua tabs were distributed from March to June 2019.
- **Rehabilitation of the 4 Hand Pumps:** Assessment of the water sources to establish functional sources was conducted. According to the assessment, out of 11 hand pumps throughout the camp, only 7 hand pumps were functional and 4 non-functional. Rehabilitation of non-functional hand pumps to increase the access of water to refugees was done. Rehabilitation was conducted for 2 hand pumps in Section 1, 1 hand pump in Section 6 while 1 hand pump in Section 6 remained beyond repair thus 10 hand pumps are currently functional in the entire camp.



**Rehabilitation of the non-functional Boreholes in Section 1, 4 and 6 in Tongogara Refugee Camp**

### **2.1.2 Tropical Cyclone Idai Response at Garikai and Arboretum IDP Camps**

In response to the Cyclone Idai response in the host communities, UNHCR WASH responded by;

Providing technical support to design the WASH facilities for the Internally Displaced Persons (IDPs) camps in Chimanimani District.

- In Arboretum IDP Camp, 14 drop holes, 7 bathing shelters, 1 waste pit, and 3 washing slabs for 60 Households/300 people were designed together with the Shelter Officer.
- In Garikai IDP Camp 2, 1 drop holes, 13 bathing shelters, 1 waste pit, 7 washing slabs, 3 water points for 83-91 Households/455 people were also designed based on minimum Sphere Emergency Standards together with the Shelter Officer.
- Coordination through attending WASH and Shelter Cluster meetings and providing technical guidance on WASH interventions in emergencies to the WASH Cluster in Garikai and Arboretum IDP Camps whenever support was needed.

## 2.2 Wash in Tongogara Refugee Camp

Currently, GOAL Zimbabwe is the lead UNHCR partner providing WASH services in Tongogara Refugee Camp. GOAL Zimbabwe continue to address the ongoing WASH needs for the refugee and provides leadership and direction to other WASH partners around quality and innovation. GOAL Zimbabwe is the sole provider of WASH services and works collaboratively with a local NGO Silvera House who joined the WASH team in May, 2019 to respond to Cyclone Idai impacts under the guidance of UNHCR.

WASH Indicators for the camp as summarized below;

Indicator	UNHCR WASH STANDARDS	NATIONAL STANDARDS	UNHCR WASH Standards for Tongogara Refugee Camp
# L/person/day	>= 15 - 20	N/A	15 l/p/d
# persons/tap	<= 250-100	N/A	154
Maximum distance (m) from household to tap stand	<= 500- 200	N/A	300
# of persons per handpump	<= 500- 250	1:500	1:1300
# persons/latrine stance	<= 50-20	1 latrine per 1 family	1: 4
% households with single family latrine	N/A	N/A	29%
Number of persons per hygiene promoter	<= 500- 1000	N/A	1:1445

The current WASH situation at Tongogara Refugee Camp includes;

### 2.2.1 Water Supply

Tongogara Refugee Camp depends on ground water sources which provides water for 13,009 refugees and asylum seekers.

- The camp has 5 deep well boreholes which pump water to 11 tank stations in each Section (1-9) including Police Station and Child Friendly Spaces. Water from the centralized system is working only for 2 to 3 hours a day and water is pumped from 4 BHs while 1 BH is currently non-functional due to wild animals interference.
- 12 hand pumps (bush type) as additional water sources for Section 1 to 9. Currently 10 hand pumps are functional except 1 hand pump which is beyond repair and abandoned in Section 6. 1 new drilled hand pump which is expected to serve families in the extension Section 9.

- The current water consumption per day is 15l/p/d which is below the UNHCR WASH Standards of 20l/p/d in a protracted situation. The average water production per day is 150 m<sup>3</sup> from Boreholes as an assumption based on storage capacity, however it is difficult to ascertain the total water production based on two systems which are hand pumps and tap stands with UNHCR WASH Standards of 20l/p/d. Refugees and asylum seekers have access to water for 2 to 3 hours a day with support from additional hand pumps that are sparsely located in Section 1 to 9 in the camp hence the water supply system is under-utilized providing 15l/p/d.
- Mapping of all the 84 water points (**Annex 3**) from the centralized system supplying water from Section 1 to 9 is located at a distance of 200m to 300m from the furthest dwelling for the tap stands and up to 500m for the hand pumps since water from the system is only accessed for 2 to 3 hours per day with continuous water rationing throughout the entire camp.
- Water quality monitoring is conducted once a month at the Environmental Health Department in Chipinge District. Samples are collected from both tap stands (centralized system) and hand pumps from different locations. Additionally, Environmental Health Technician from Terre des Hommes (TDH) has been trained to conduct bacteriological water analysis. Microbiological water analysis is currently conducted on site and samples are collected from tap stands, hand pumps and at the household level on a weekly basis by Terre des Hommes (TDH) using a Compartment Bag Test Kit.
- Water from the pumping main and hand pumps is not treated. Water guard and aqua tabs are distributed to families with diarrheal diseases by GOAL Zimbabwe in collaboration with Terres des Hommes (TDH). However, water quality monitoring at the household level to ensure proper use and effectiveness of the treatment is not conducted.



Refugees and Asylum Seekers queuing for water at the tap stand in Section 6

## 2.2.2 Water Supply Interventions

- **Maintenance of 5 Water Points:** Construction of 5 water points by improving the apron and soakaway pits was done in Section 6 and 1 at Tongogara Camp whereby 4 water points are in Section 1 and 1 water point in Section 6.
- **Borehole Siting:** Siting of 2 new boreholes for UNHCR Guest House and Section 9 was conducted by drilling company Vortex in order for drilling of Boreholes to start. The siting reports of the 2 Boreholes were shared with UNHCR.
- **Drilling of Borehole in Section 9 and UNHCR Guest House:** Drilling of hand pump Borehole in Section 9 has been completed. The Borehole is drilled up to 40m deep with a yield of 10m<sup>3</sup>/hr. The borehole will serve people at the new extension Section 9 as an additional water source as GOAL is mobilizing materials to do provide WASH services in the new Section. Mobilization of the driller to the site for UNHCR Guest house was in progress.
- **Assessment of 17 Boreholes in Tongogara Refugee Camp and 10 Boreholes and 3 surface water sources in Host Communities:** Assessment of Boreholes and water surface sources in Tongogara Refugee camp and its host communities was conducted by UNHCR WASH Global Hydrogeologist and GOAL Zimbabwe. pH, turbidity, salinity, temperature and water level of 19 BHs was measured to ascertain the suitability for solar power installation in the proposed 8 Boreholes within and outside Tongogara Refugee Camp<sup>1</sup>.
- **AfDB Supervision mission to monitor progress on WASH activities at Tongogara Camp and host communities was conducted by the Multifunctional Team from UNHCR, AfDB, and GOAL Zimbabwe from 27<sup>th</sup> to 31<sup>st</sup> May, 2019.** The team visited various WASH projects including the proposed solar powered boreholes for TRC and host communities including latrine construction affected by Cyclone Idai.
- **Connection of 88KVA generator** to the main pump station by GOAL Zimbabwe as a power back up system during erratic electricity supply was completed to increase more pumping hours while addressing water challenges.
- **Installation of 4 flood lights** at the pump station to provide security and scare away wild animals during the night was done

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<sup>1</sup> Jay Matta WASH Mission to Tongogara Refugee Camp, June, 2019



**Water Quality Samples Collection at the Borehole in Section 1**

## 2.3 Sanitation

### 2.3.1 Tongogara Refugee Camp Latrine Status

S/N	YEAR OF CONSTRUCTION	TYPES OF LATRINES		NUMBER OF LATRINES CONSTRUCTED	WASH PARTNER	STATUS	REMARKS
		uBVIP	BVIP				
1.	2015	219	65	65	CHRISTIAN CARE	uBVIP were constructed up to the slab level with no structures. BVIP were completed latrine structures.	uBVIP are Semi-Permanent Latrines(Uppgradable)
2.	2016	40	30	30	CHRISTIAN CARE	uBVIP were constructed up to the slab level with no structures. BVIP were completed latrine structures.	uBVIP are Semi-Permanent Latrines(Uppgradable)
3.	2017	368	404	404	GOAL ZIMBABWE	uBVIP were constructed up to the slab level with no structures. BVIP were completed latrine structures.	uBVIP are Semi-Permanent Latrines(Uppgradable)
4.	2018	-	486	486	GOAL ZIMBABWE	Completed	Completed BVIP latrine structures.
5.	2019	-	206	206	GOAL ZIMBABWE	Ongoing	
<b>TOTAL</b>		<b>627</b>	<b>1,191</b>	<b>1,191</b>			

### 2.3.2 Latrines Constructed By Goal Zimbabwe as of 2017 To 2018

SECTION	YEAR			TOTAL	HHs	LATRINES PER SECTION	
	2016	2017					2018
	0	uBVIP	BVIP	BVIP			
SECTION 1	0	20	42	44	106	282	140
SECTION 2	0	42	45	36	123	186	120
SECTION 3	0	30	32	39	101	243	180
SECTION 4	0	30	54	25	109	126	80
SECTION 5	0	35	30	30	95	66	40
SECTION 6	0	45	55	31	131	529	250
SECTION 7	0	64	62	13	139	272	190
SECTION 8	0	10	84	30	216	190	120
SECTION 9	0	0	0	238	238	280	250
<b>TOTAL</b>	<b>0</b>	<b>368</b>	<b>404</b>	<b>486</b>	<b>1258</b>	<b>2174</b>	<b>1370</b>

<sup>2</sup>GOAL ZIMBABWE Report, 2018

### 2.3.3 Sanitation Needs Assessment

- As of May, 2019 Tongogara Refugee Camp had about 4,152 households according to the Shelter assessment that was conducted with a sanitation coverage of 1,818 which includes Blair VIP and Upgradable Blair VIP latrines in total and 2,334 emergency/shared latrines. The current coverage of latrines throughout the camp is 29% for the BVIP latrines, 15% for uBVIP latrines and 56% for emergency/shared latrines however proper assessment of all the latrines in the camp needs to be conducted since many full latrine structures are not decommissioned thus no distinction between functional and non-functional latrine structures and the information provided by the partner is questionable due to inadequate information.
- There are three types of latrines constructed at Tongogara camp which includes Blair VIP latrines, Upgradable Blair VIP latrine (uBVIP) and Emergency/Shared latrines. Many refugees share or construct their own latrines using different locally available materials due to funding limitations. Moreover, there are bathing shelters in the entire camp and refugees improvise their own type of these shelters using locally available materials.

<sup>2</sup> GOAL ZIMBABWE Report 2018

<b>SUMMARY OF LATRINE COVERAGE IN TONGOGARA REFUGEE CAMP</b>							
Total Number of HHs as of 31st May, 2019		<b>4,152</b>					
Total Number of HHs Forecasted as of 31st December, 2019		<b>4,362</b>					
Total Number of BVIP Latrines expected to be constructed as of 31st Dec, 2019		<b>916</b>					
Total Number of Emergency Latrines expected to be constructed as of 31st Dec, 2019		<b>100</b>					
Total # of BVIP Latrines		<b>1,191</b>					
Total # of uBVIP Latrines		<b>627</b>					
S/N	POPULATION PLANNING GROUP (PPG)	TYPES OF LATRINES	# OF LATRINES AS OF MAY, 2019 (BASELINE)	LATRINE COVERAGE AS OF MAY, 2019	LATRINES EXPECTED TO BE CONSTRUCTED BY DECEMBER, 2019	# OF LATRINES AS OF DECEMBER, 2019	LATRINE COVERAGE AS OF DECEMBER, 2019
1	Refugees and Asylum seekers from DRC, Rwanda, Burundi and other states in Zimbabwe	Total HHs with emergency latrines	2,334	56%	100	1,966	45%
		Total HHs with uBVIP Latrines	627	15%	627	289	7%
		Total HHs with BVIP Latrines	1,191	29%	916	2,107	48%

<sup>3</sup> UNHCR WASH Latrine Coverage for May to December, 2019

<sup>3</sup> UNHCR WASH Latrine Coverage for May to December, 2019



**Types of latrines in Tongogara Refugee Camp**



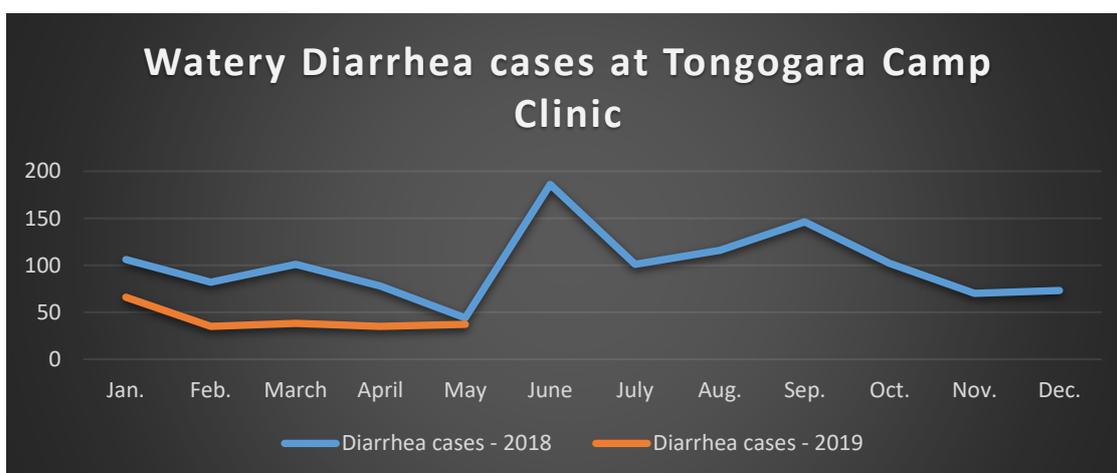
**Fabrication of slabs to replace the semi-permanent plastic slabs is Section 6**

### 2.3.4 Sanitation Interventions

- **Construction of Latrines:** Verification of the 206 latrines that were totally damaged by Tropical Cyclone Idai was conducted in Section 6 and 7 including the Transfer Centre. Immediately after Cyclone Idai, 206 latrines were replaced with semi-permanent structures but later on upgraded to BVIP permanent structures. Construction of the permanent latrines is ongoing and additional 710 BVIP latrines are expected to be constructed by December, 2019.

### 2.4 Hygiene Promotion

- Hygiene Promotion activities in Tongogara camp are conducted throughout the camp with 9 Hygiene Promoters in each Section who provide key hygiene messages on hygiene practices, latrine cleanliness and monitoring, handwashing practices among other activities. GOAL Zimbabwe is working closely with Terres de Hommes (TDH) to monitor the prevalence of water diarrhoeal diseases, identifying the most affected areas in order to increase hygiene promotion messages and provision of aqua tabs and water guard to households who have people affected with diarrhoeal diseases. Due to limited resources hygiene promotion activities such as handwashing practices are non-existent in the entire camp however the population has knowledge on 5 critical moments of handwashing. Additionally, water scarcity immensely contributes to limited hygiene promotion activities practices among the refugees since more time is used to queue for water.



**Trends of Water Diarrhoeal Cases in Tongogara Refugee Camp for 2018 and 2019<sup>4</sup>**

- Menstrual Hygiene Management is mainly practised in schools as well as the community. Female Hygiene Kits are distributed quarterly throughout the entire camp. In schools, there is a special room for female students which is used when students are on their menstrual cycle. The room is under the custodian of a female teacher, its lockable hence provides privacy and also has access to sanitary pads for students who start their cycle when classes are on session. Peer to peer groups are active and provides guidance to female students on menstrual hygiene management among other school WASH activities.

<sup>4</sup> Public Health Tongogara Refugee Camp ERT Mission Report, 2019

### 2.4.1 Hygiene Promotion Interventions

- **Health and Hygiene Education Sessions:** 9 Participatory Health and Hygiene Education sessions were held in various Sections reaching up to about 180 people in the camp in the reporting week of 10<sup>th</sup> May, 2019.
- 6 PHHE sessions were conducted in 6 sections reaching 120 people in the reporting week of 17<sup>th</sup> May, 2019.
- Participatory Health and Hygiene Education (PHHE) sessions were conducted in 4 sections, reaching 80 people in the reporting week ending 24<sup>th</sup> May, 2019.
- **Participatory Health and Hygiene Education (PHHE) Kits:** 19 PHHE kits per Hygiene Promoters were distributed to all the 9 Health Promoters.
- Monitoring visits to support Health Promoters in conducting Participatory Health and Hygiene Education (PHHE) sessions.

### 2.5 Solid Waste

- GOAL Zimbabwe provides dustbins, refuse pits and wheelbarrows to ensure environmental cleanliness in the camp by the community members. Waste Management Committee with 10 members was currently formed which includes section leaders, business owners and community members. There are monthly cleanliness campaigns that are spearheaded by the government of Zimbabwe and in Tongogara Refugee Camp under the Department of Social Welfare (DSW), GOAL Zimbabwe ensures these campaigns takes place first Friday of every month. Despite the efforts by GOAL Zimbabwe and DSW, the camp needs more serious interventions in ensuring that solid waste disposal is well managed through mobilization of refugee communities.

#### 2.5.1 Solid Waste Interventions

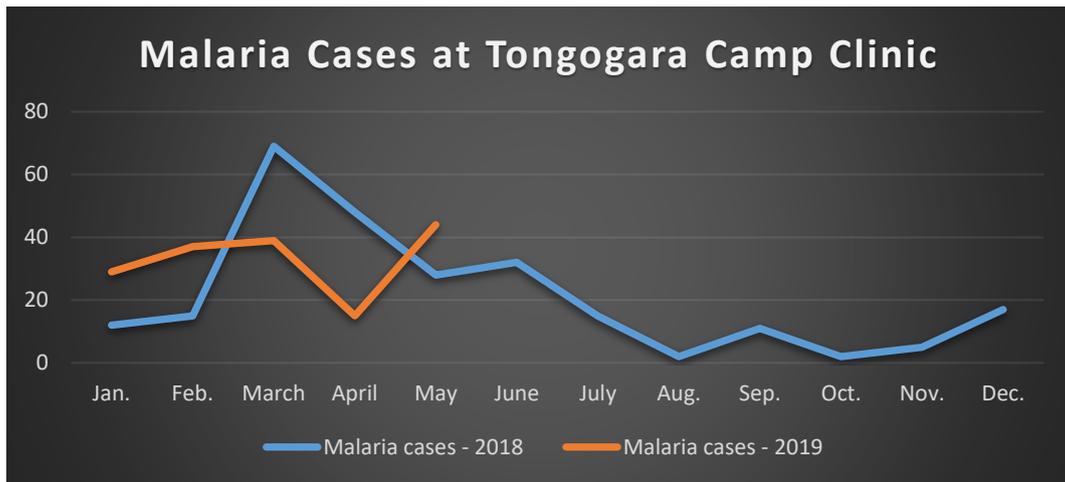
- **Monthly Cleaning Campaigns:** These Campaigns are conducted first Friday of every month mobilizing all the refugees to clean their surroundings. The campaigns are spearheaded by GOAL Zimbabwe with support from Department of Social Welfare (DSW), UNHCR and Terre des Hommes (TDH). This is a continuous activity which is carried out on a monthly basis and during the mission 3 monthly cleaning campaigns have been conducted.
- **Solid Waste Committee:** Meeting to mobilize refugee leaders, business owners and community members was convened by UNHCR WASH and Goal Zimbabwe with support from Department of Social Welfare (DSW) at Togongara Camp on 14<sup>th</sup> May, 2019. GOAL Zimbabwe identified and formed a Solid Waste Committee which comprises of 10 Solid Waste Committee members who are responsible to mobilize communities and manage solid waste collection for each Section.



**Dispersed garbage in Section 7**

## **2.6 Vector Control**

The camp lies on a flat area which is flood prone with less than 1% slope therefore during flash floods or rainy season there is stagnant water throughout the camp especially near the market area, this was evident after Cyclone idai. Additionally, at the water points grey water is inevitable due to daily activities such as washing clothes and water collection thus water exceeds the soakaway pit flowing to different directions due to the nature of drainage system. Standing water contributes largely in breeding of malaria parasites among other vectors. The rise of Malaria was evident after the Cyclone Idai but the total number of cases was relatively low compared to the same period in 2018 as shown below;



Trends of Malaria Cases in Tongogara Refugee Camp for 2018 and 2019<sup>5</sup>

### 2.6.1 Vector Control Interventions

- **Clean Up Campaigns:** The weekly routine clean up campaigns are ongoing in various Sections in the camp after Cyclone Idai. Refugees are mobilized by the Community Health Promoters to clean their surroundings in order to decrease the likelihood of diseases outbreak and mosquito breeding areas.
- Indoor Residual Spray and distribution of nets to refugees to control vectors is conducted by Terre des Hommes (TDH).

<sup>5</sup> Public Health Tongogara Refugee Camp ERT Mission Report,2019



**Stagnant Water near the market after Tropical Cyclone Idai**



**Standing water at the Borehole in Section 6**

## **2.7 WASH in Institutions**

WASH services have been extended to public areas such as the Transfer Centre, Schools, Markets and the Clinic. There are many gaps especially at the markets and Transfer Centre. Currently 10 latrine drop holes have been constructed at the Transfer Center after Cyclone Idai but there is a need for decommissioning of full latrines. In markets, vendors and customers use latrines that are nearby with no water connection or handwashing facilities.

WASH situation in schools is supported by WASH partner GOAL. There has been inadequate access to palatable water for both schools therefore in 2019 they will benefit from the installation of solarised water supply network. Sanitation facilities are available but not adequate to support the current population with the required WASH Standards. Hygiene promotion activities are also conducted in schools with good practices on behavioural change as well as the existence of active peer to peer groups which support female students during menstruation while classes are in session among other hygiene practices. Teachers are also keen to support students in hygiene promotion activities such as guidance on environmental sanitation and latrine cleanliness.

## **2.8 GAPS AND CHALLENGES**

### **1. Gaps in technical design, operations and maintenance**

There are serious gaps in technical design, operations and maintenance of WASH services in the camp notwithstanding the efforts by UNHCR and IPs in responding to refugee WASH needs. The price per unit cost in Bill of Quantities is not given much attention nor the infrastructure designs and quality considering the strained funding situation in the operation. Most WASH infrastructures are developed rapidly and progressively without rational designs and approved standard costs over the years with continuous influx leading to imbalanced water flows, sub-standard latrine and bathing shelter structures construction. More gaps in the choice of water supply equipments, pipes and fittings, sanitation and hygiene approaches.

### **2. Inadequate hydrogeological information for the boreholes**

Most existing boreholes have no records such as hydrogeological/geophysics assessment, boreholes design, boring log, pump testing as well as boreholes design.

### **3. Insufficient Water Storage Tanks**

Insufficient water storage tanks to meet the needs of the entire population throughout the camp as per the UNHCR WASH Standards of 20l/p/d. The water is pumped from the main pump station with a capacity of 150m<sup>3</sup> including a rough estimate of 105m<sup>3</sup> from the hand pumps while the need is about 350m<sup>3</sup> per day including water losses and institutions consumption which is 20%. Considering the water storage capacity water is only filled into all tanks once a day and additional water pumped into two tanks whereby refugees access 15l/p/d as effective coverage.

### **4. Erratic Power Supply**

Erratic power outages for electric powered boreholes with no power back up system contributes to limited access of tapped water by refugees. Refugees access pumped water for only 2 to 3 hours a day and in most cases go up to a few days without access to tapped water thus depend on hand pumps which creates queuing for long hours hence conflicts at water points.

### **5. Unequal distribution of water points**

Uneven water distribution points throughout the camp as a result of lack of a master plan for Tongogara Refugee Camp therefore UNHCR WASH Standard on the maximum distance (m) from household to tap stand was not observed during water extension and some water points are constructed at the middle of the road.

### **6. Improper water treatment and water quality monitoring system**

Inadequate water treatment and water quality monitoring systems for the entire camp. Water quality monitoring is conducted only once a month by the government laboratory but there is no proper and frequent water monitoring system at the tap stands, hand pumps and at the household level.

### **7. Poor Settlement Plan**

Poor settlement patterns/site planning, self-relocation and unknown number of households has contributed to interference in provision of WASH services especially during water supply extension and sanitation facilities construction in the entire camp due to congestion.

## **8. Latrine Coverage**

Currently 64% of the population is forced to use shared family latrines, full latrines, substandard latrines or the nearest bush due to the inability of the operation to afford the construction of durable single-family latrines for the entire population in the camp. The shared latrines are made of durable materials and in most cases shared by 4 families or more therefore become full rapidly with no replacement. Due to the nature of the area being flood prone the soil used to construct latrines is not good in case of any climatic emergencies which may cause collapsing of sanitation infrastructures.

## **9. Decommissioning of full latrines**

Additionally, there are so many full latrines which have not been decommissioned for a long time and this includes open pits not decommissioned during the previous Mozambican operation. Decommissioning of full latrines before and after the Cyclone Idai is very important because this may contribute to the risks of diseases outbreak in the camp since the refugees still use them especially at night when they cannot go far from their households.

## **10. Lack of Bathing Shelters**

The lack of bathing shelters in the entire camp is one of the biggest challenges which may lead to SGBV cases in the long run but refugees have managed to construct their own bathing shelters using different locally available materials to meet their needs.

## **11. Vector Control gaps**

Grey water originating from tap stand and hand pump spillage while refugees collect water and standing water from flash floods during rainy season is a major concern since it impacts the quality of environmental hygiene and can possibly generate breeding sites for vectors where water pools on the surface and is unable to rapidly saturate into the soil. Although most tap stands have soakaway pits installed the volume of greywater generated often exceeds the infiltration capacity of the typical soakaway pit and spills to the nearby households.

## **12. Handwashing practices**

Hygiene promotion activities are reported to be present in the camp but needs strengthening and involvement of the refugee communities. Handwashing facilities with soap is non-existent due to limited resources allocated for handwashing activities.

## **13. Solid Waste Management gaps**

Solid waste management is very poor in Tongogara Refugee Camp despite the efforts from GOAL Zimbabwe and all the partners to ensure monthly clean up campaigns, dust bins and refuse pits provision to the refugees. Improper dumping sites in the entire camp is evident especially in markets, refugees dump waste anywhere in the camp including loitering of livestock who largely contribute to dispersing waste from dump sites.

#### **14. Community Participation Approach**

Refugees should participate in all stages of the programme cycle in terms of planning and implementation as a way of providing empowerment, participation and involvement in order to design acceptable, appropriate, sustainable and culturally-sensitive programmes. Most of the WASH activities in the camp are directly implemented with little or no refugees participation thus lack of ownership. Community engagement to participate in latrine construction, hygiene promotion practices and solid waste management is very minimal. UNHCR should leverage the use of community participation in WASH activities implementation to reduce the costs of hiring contractors for latrine construction from the host communities who are potentially expensive.

#### **15. WASH Activities Monitoring**

Monitoring of WASH activities becomes challenging due to inadequate technical details such as work plans, designs, BoQs and drawings to facilitate effective monitoring. Most WASH budgets and proposals constitutes construction and rehabilitation of WASH infrastructures hence the importance of technical details. Generally, WASH activities need detailed information in order to expedite technical approval and supervision during implementation by UNHCR technical or non-technical staff.

#### **16. Monitoring Tools**

Proper monitoring tools are important to ensure evidence based programming and measure performance. WASH monitoring tools are non-existent in Tongogara Camp and if available reliability of data collected and reported is questionable. The partners are either not collecting data or flow of information has restrictions.

#### **17. Staffing**

Presence of adequate technically qualified staff is very important due to the nature of work in such projects to ensure quality of WASH infrastructure design, development as well as operations and maintenance. In most cases partners have low capacity and such projects require close supervision of every project phase from UNHCR in circumstances where this exists. The partner has low capacity in terms of staffing and the turnover is high contributing to inefficiency during implementation of WASH activities.

#### **18. Coordination**

WASH Coordination mechanism is non-existent in the operation hence many WASH challenges. Coordination provides for technical discussions and updates on operational issues in each sector. Therefore it is important to consider joint coordination with the partner to prioritize implementation of activities.

## 2.9 Coordination Meetings

Coordination Meetings with all the partners are conducted once a month at Tongogara Refugee Camp. The meetings are chaired by the Camp Administrator from the Department of Social Welfare and co-chaired by UNHCR.

In order to coordinate implementation some activities were carried out and this includes;

- **Monthly Partners Meetings:** The meeting includes all the implementing partners including DSW, UNHCR, GOAL Zimbabwe, Terre des Hommes (TDH), Silvera House, Jesuit Refugee Services (JRS) in order to provide monthly operational updates and feedback on various sectors such as WASH, Public Health, Shelter, and Protection among others.
- **WASH Coordination Meetings:** The WASH Coordination meetings were also introduced to the WASH partners to enhance coordination in WASH activities implementation and operational WASH updates for proper guidance and support from UNHCR WASH. The meetings are chaired by UNHCR and co-chaired by GOAL Zimbabwe (**Annex 4 & 5**).

## 2.10 Staffing

GOAL Zimbabwe staffing includes;

- 1 WASH Assistant
- 1 WASH Officer and 1 WASH Engineer were yet to report
- 3 Pump operators (Incentives)
- 9 Hygiene Promoters (Incentives) and a plan to recruit 6 more was underway
- 10 Solid Waste Committee Members

## 2.11 Partnerships

- **New WASH Partner Silvera House:** Department of Social Welfare (DSW) has partnered with the local NGO Silvera House who joined the WASH team in May, 2019 to respond to Cyclone Idai impacts under the guidance of Department of Social Welfare (DSW) and UNHCR while working closely with the WASH partner GOAL Zimbabwe to ensure provision of WASH services are not compromised. Silvera house is expected to drill 2 boreholes and about 300 Blair VIP latrines through community based approach. Silvera House are expected to implement their WASH activities inside and outside the camp in 2019 and the implementation of the WASH activities complements the activities implemented by the WASH partner GOAL.

## 2.12 KAP Survey

- Knowledge, Attitudes and Practices (KAP) Survey training was conducted by UNHCR WASH to GOAL Zimbabwe and 10 enumerators who were selected to conduct the Survey in Section 1 to 9 on 20<sup>th</sup> May, 2019 at Tongogara Refugee Camp. Pilot of the KAP Survey tool was done on 24<sup>th</sup> May, 2019. 450 Households from Section 1 to 9 participated in the KAP Survey including the People with Special Needs (PSNs) from 27<sup>th</sup> to 30<sup>th</sup> May, 2019. The final KAP Survey report to be shared with GOAL Zimbabwe and this will be used as a baseline for WASH services in Tongogara Refugee Camp.



KAP Survey data collection at Tongogara Refugee Camp

### 3. Recommendations

The following recommendations are based on the urgent responses as follows;

Identified Areas	Recommendation	Responsible Person	Budget	Status
<b>Gaps in technical design, operations and maintenance</b>	<ul style="list-style-type: none"> <li>▪ Installation of gensets/solar panels as a back-up power system at the pumping main.</li> <li>▪ Operations and maintenance of gensets after 300-500 hours of service.</li> <li>▪ Training of the WASH partner on equipment in order to effectively conduct ground water monitoring and trouble shoot solarised systems.</li> </ul>	UNHCR/ GOAL Zimbabwe		<ul style="list-style-type: none"> <li>▪ Due to erratic power cuts Installation of 88KVA genset at the pumping main has been done.</li> </ul>
<b>Water Supply</b>	<ul style="list-style-type: none"> <li>▪ The need to improve the water supply system in terms of abstraction, treatment, storage and distribution since refugees access water only for 2 to 3 hours a day thus inadequate supply of water according to UNHCR WASH Standards.</li> <li>▪ Ground water monitoring of all the Boreholes.</li> <li>▪ Installation of water meters for the motorized boreholes to monitor water production.</li> </ul>	UNHCR/ GOAL Zimbabwe	Committed for 2019 funding	<ul style="list-style-type: none"> <li>• Review of solar installation tender</li> </ul>
<b>Water Quality Analysis</b>	<ul style="list-style-type: none"> <li>▪ Microbial water analysis should be conducted on a weekly basis at the tap stands, hand pumps and household level.</li> <li>▪ Procurement of water quality testing kits/equipments for continuous water quality testing and monitoring.</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is committed	<ul style="list-style-type: none"> <li>• 9 Pool testers, 1 Compartment Bag Test Kit, 1 small torch and 1 glo germ gel were shipped to Tongogara Camp.</li> <li>• Compartment Bag Test Kit is under the custodian of Terre des Hommes (TDH) and 9 Pool Testers under UNHCR TRC.</li> </ul>

<b>Inadequate hydrogeological information for the boreholes</b>	<ul style="list-style-type: none"> <li>▪ Pump testing of the hand pumps and motorized Boreholes to ascertain the capacity (yields) for installation of solar and submersible pumps</li> </ul>	UNHCR/ GOAL Zimbabwe	Committed for 2019 funding	<ul style="list-style-type: none"> <li>▪ Review of solar installation tender</li> </ul>
<b>Insufficient Water Storage Tanks</b>	<ul style="list-style-type: none"> <li>▪ Additional water storage tanks</li> <li>▪ Redesign, relocation and installation of the water storage tanks and stands to designated elevated area.</li> </ul>	UNHCR/ GOAL Zimbabwe	Committed for 2019 funding	<ul style="list-style-type: none"> <li>▪ Additional (5) 10,000 Litres tanks</li> </ul>
<b>Monitoring</b>	<ul style="list-style-type: none"> <li>▪ Monitoring of WASH activities during implementation at the camp according to the UNHCR WASH Standards i.e latrine constructions, borehole drilling, water network installation e.t.c</li> <li>▪ Data management through mapping of the WASH facilities to identify gaps.</li> <li>▪ Monitoring of WASH services extension to the new section.</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is needed	
<b>Water Monitoring System</b>	<ul style="list-style-type: none"> <li>▪ Improve reporting of the WASH activities through Water Monitoring System in order to comply with the UNHCR WASH Standards.</li> <li>▪ Follow up with HQ on the possibility of training on how to input data on the WASH Monitoring Systems (WMS) for Tongogara Camp.</li> <li>▪ Monthly monitoring of access indicators on TWINE (<a href="http://twine.unhcr.org">http://twine.unhcr.org</a>)</li> <li>▪ Conduct Quarterly KAP Surveys.</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is committed	
<b>Community based approach for WASH activities</b>	<ul style="list-style-type: none"> <li>▪ Community based approach should be introduced in latrine construction and all other WASH services in the camp to enhance community participation in the programme cycle.</li> </ul>	UNHCR/ GOAL Zimbabwe	Committed for 2019 funding	
<b>WASH coordination meetings</b>	<ul style="list-style-type: none"> <li>▪ WASH coordination meetings with the WASH partners should be conducted once or</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is needed	<ul style="list-style-type: none"> <li>▪ WASH Coordination</li> </ul>

	<p>twice a month to strengthen coordination and operational feedback.</p> <ul style="list-style-type: none"> <li>Provide technical guidance and support to partners.</li> </ul>			meetings are conducted.
<b>Qualified refugee WASH personnel</b>	<ul style="list-style-type: none"> <li>Second or hire UNHCR WASH staff to provide support to the WASH partners at Tongogara Refugee Camp for a period of 6-9 months in order to strengthen capacity.</li> <li>Follow up on the extension of WASH services to the new Sections while observing WASH standards.</li> </ul>	UNHCR	No funding is needed	<ul style="list-style-type: none"> <li>WASH partner has recruited 2 additional staff to supplement the WASH activities (WASH Assistant and WASH Engineer).</li> </ul>
<b>Bill of Quantity for WASH activities</b>	<ul style="list-style-type: none"> <li>Bill of Quantity should be shared with UNHCR by the WASH partner when submitting the annual budget and before any implementation of activities for verification and approval.</li> </ul>	GOAL Zimbabwe	No funding is needed	<ul style="list-style-type: none"> <li>WASH partner to provide BoQs for verification and approval to UNHCR before implementation is done.</li> </ul>
<b>Contingency Plan/Stock</b>	<ul style="list-style-type: none"> <li>Follow up with HQ for support to develop preparedness plan for Tongogara Refugee Camp</li> <li>WASH partner should develop a contingency plan for Tongogara Refugee Camp.</li> <li>Procurement of WASH materials and equipments which should be stocked by the partner at Tongogara Camp to avoid efficiency incase of an emergency/disease outbreaks.</li> </ul>	UNHCR/GOAL Zimbabwe	No funding is needed	<ul style="list-style-type: none"> <li>WASH partner to provide WASH Contingency Plan and share with UNHCR.</li> </ul>
<b>Sanitation and decommissioning of latrines</b>	<ul style="list-style-type: none"> <li>Revision of the Blair VIP and uBVIP BoQs by the WASH partner from \$450 to \$278 for Blair VIP and \$133 for uBVIP latrines.</li> <li>Construction of dome shaped slab with corrugated iron sheet latrines of which materials can be reused thus cost effective. Community approach to latrine construction (<b>Annex 6 &amp; 7</b>)</li> </ul>	UNHCR/GOAL Zimbabwe	Committed for 2019 funding	

	<ul style="list-style-type: none"> <li>▪ Decommissioning of all full latrines in the entire camp (<b>Annex 8</b>)</li> <li>▪ Construction of emergency latrines with crossed logs and plastic sheeting in emergency cases (<b>Annex 9</b>)</li> </ul>			
<b>Hygiene Promotion activities</b>	<ul style="list-style-type: none"> <li>▪ Emphasis on hygiene promotion activities including environmental cleaning campaigns, latrine cleaning, jerricans cleaning, handwashing practices among other activities (<b>Annex 10</b>)</li> <li>▪ Follow up with HQ for an evidence based approach such as RANAS with SDC.</li> <li>▪ Piloting of the WASHem by GOAL</li> <li>▪ Increase handwashing campaigns at the household level and public areas.</li> <li>▪ Provision of handwashing facilities for public places such as schools, markets, churches as well as households.</li> <li>▪ Provision of additional soap to enhance handwashing practices at household and public areas.</li> <li>▪ Increase Hygiene Promoters to enhance hygiene promotion activities to a ratio of 1:1000 in protracted situations. Currently there are 9 Hygiene Promoters with a plan to increase 6 Hygiene Promoters to reach a ratio of 1.867.</li> <li>▪ Strengthening of the Menstrual Hygiene Management in schools and the community.</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is committed	<ul style="list-style-type: none"> <li>▪ A need for Hygiene Promotion Strategy including Hand Washing Strategy as a separate document should be provided by the partner.</li> </ul>
<b>Strengthen WASH in schools and in other public areas.</b>	<ul style="list-style-type: none"> <li>▪ Strengthening the WASH in schools by connecting palatable water.</li> <li>▪ Enhancing hygiene promotion activities through youth health clubs in schools and public areas i.e Peer to peer groups</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is committed	<ul style="list-style-type: none"> <li>▪ Provision of water to the 2 schools is underway.</li> </ul>

	<ul style="list-style-type: none"> <li>Provision of WASH facilities such as water, latrines, handwashing facilities to the markets, clinic, schools and Transfer Center.</li> </ul>			
<b>Technical Guidance</b>	<ul style="list-style-type: none"> <li>Sharing of WASH Standards and Indicators documents for WASH refugee response.</li> <li>Follow up HQ for further support</li> <li>Sharing of the Long-term WASH Strategy for Tongogara Refugee Camp.</li> </ul>	UNHCR/ GOAL Zimbabwe	No funding is needed	

## CONCLUSION

WASH services at Tongogara Refugee Camp should be improved through prioritizing the most urgent gaps. The WASH Strategy and UNHCR WASH Indicators and Standards should guide the implementation and provision of WASH services for better protection of refugees and asylum seekers in Tongogara Refugee Camp.

## **LIST OF ANNEXES**

**Annex 1:** Map of Tongogara Camp WASH Facilities (Tapstands and Cyclone Idai Affected Latrines)

**Annex 2:** Water Quality Analysis (2A to 2E)

**Annex 3:** Water Tap Stand Coordinates

**Annex 4:** WASH Coordination Meeting with GOAL Zimbabwe 15.04.2019

**Annex 5:** WASH Coordination Meeting with GOAL Zimbabwe 10.05.2019

**Annex 6:** Household Domed Slab Fabrication

**Annex 7:** Household Toilet and Bathing Unit - Domed Slab

**Annex 8:** WASH Camp Closure Briefing Notes

**Annex 9:** Emergency Trench Latrine Design Poles and Plastic

**Annex 10:** Hygiene Promotion Guidelines

Annex 1: Map of Tongogara Camp WASH Facilities

