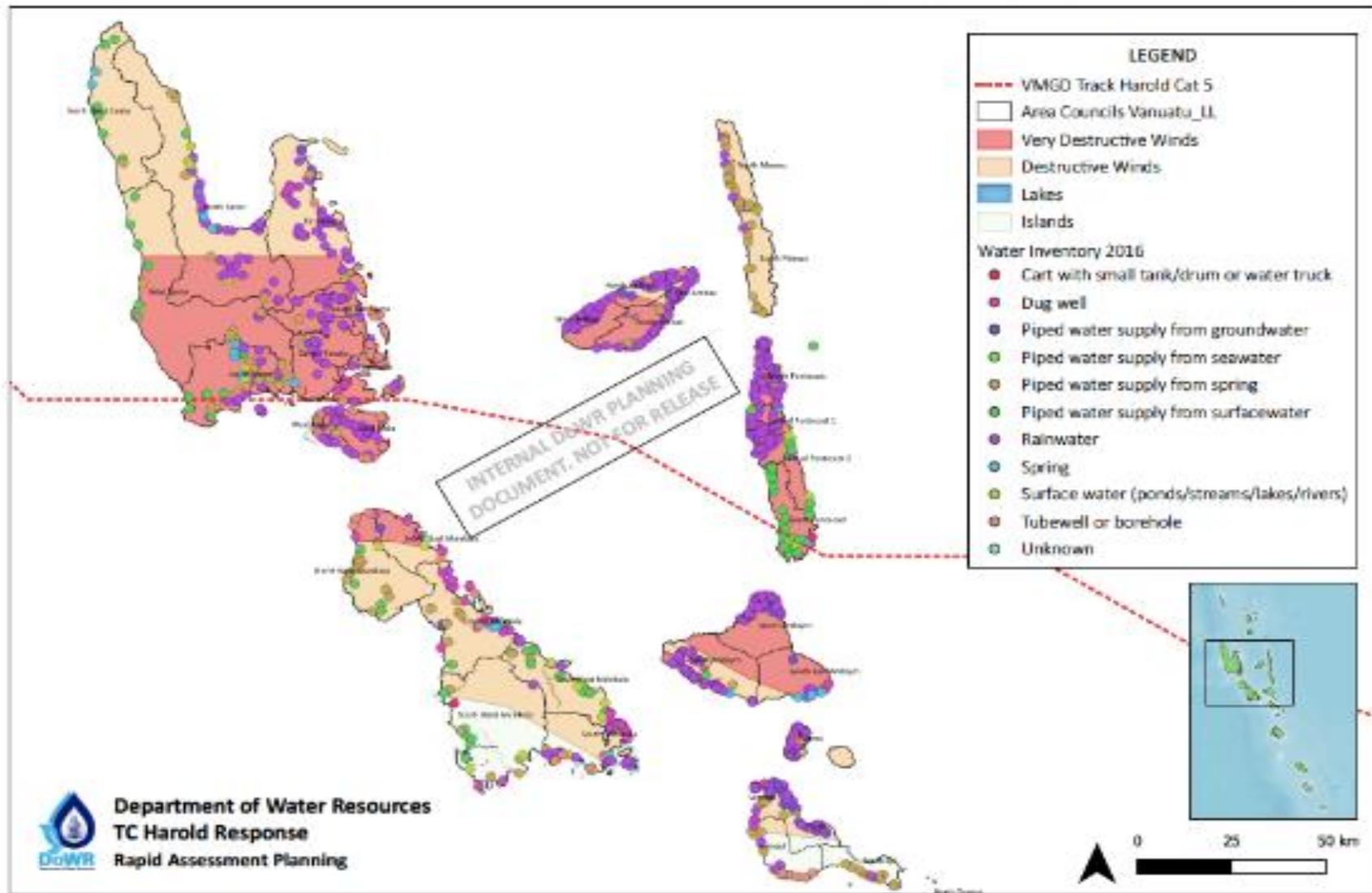


WASH TC Harold & COVID 19 lessons learnt



TC Harold Affected Areas



LL Methodology

1. 3 provincial lessons learnt workshops completed facilitated by 4 national based officers
 1. Melsisi, Pentecost (9 participants) (27 June – 1 July)
 2. Luganville, Santo (6 participants) (2 -5 July)
 3. Lakatoro, Malekula. (12 participants) (6-9 July)



Melsisi WASH base



Luganville LL sessions



Malampa LL Participants

Objectives of LL workshops

1. To document positive lessons learnt by WASH Cluster during TC Harold & COVID 19 emergency response
2. To document thing that did not work as well during the TC Harold & COVID 19 emergency response
3. Propose recommendations for better response in future events of emergencies.

National Coordination

Positive Lessons Learnt

1. Sufficient Human resources at National Level
2. DoWR donors agree for funds already with DoWR directed to TC response
3. WASH systems built to standards are resilient
4. Less urgent need for schools – due to COVID 19
5. Developed WASH emergency plan helped donor to action immediate funding support to DoWR.
6. WASH linkage with Gender Cluster was excellent.
7. Director of Water appointment as Controller for Santo helpful for WASH.
8. Excellent private partnership for WASH response

Things that did not work as well

1. Difficulty accessing NDMO controlled emergency funds.
2. Delays in accessing donor funds already in Ministry of Finance. Irregular meetings of inter clusters under NDMO did not help cluster planning.
3. Confusion and uncertainty over operation functions - EOCs and roles played by different officers within EOCs- who activates provincial WASH clusters.
4. Frequent absence of critical finance officers at NDMO makes respond difficult.
5. Slow NDMO procurement process did not help response

National Coordination Recommendations

1. Need for Clusters to also access Government emergency funds for immediate response
2. Government Ministries allocated funds ready for use during emergencies.
3. DESPAC and Finance Department develop ways to improve and shorten time to access donor funds already with Government.
4. Review current WASH SOP to clarify uncertainties, roles and functions of WASH at all levels during emergencies.
5. Convene a high level discussion between Directors Public Health and DoWR to agree appointment and support of sanitarians in area councils.
6. NDMO strengthens its coordination roles

Provincial EOCs

Positive LL

1. Provincial Government structures and Provincial Secretary Generals took lead in coordination of emergency response
2. Government appointed senior government officers to be controllers of emergencies in each affected provinces.
3. Local Council of Chiefs, churches and CDCCs are a big asset to the response team.

Things that did not work as well

1. Confusions over the roles of government appointed controllers and Provincial Secretary Generals in the operation of EOC.
2. Malampa Provincial government delayed to activate PEOC.
3. Confusion over reporting lines between Melsisi and Pangl EOCs.

PEOC recommendations

1. Clarify roles and job descriptions of the Secretary General of the Province and the Government appointed Emergency Controller during emergency.
2. Clarify the line of Cluster activation from NDMO down to the Provincial WASH Cluster.
3. Encourage provincial clusters operation rather than sector working group, to support PEOC facilitation of requests to NDMO.

Provincial WASH EOC

Positive Lessons Learnt

1. Officers quickly switched focus from COVID 19 to TC Harold Response.
2. Sanma Provincial WASH team operating as a Cluster helped PEOC process requests from WASH.
3. Provincial WASH Meetings help in peacetimes helped ensure people already knew each other and were used to working together.
4. Some organization coordinated more than others. In some locations, organization just “informed” DoWR and in others they are real partners.

Things that did not work as well

1. Unprepared for TC Harold- Covid 19.
2. Confusion over activation of WASH Cluster -PEOC or national WASH Cluster ?
3. Confusion over reporting lines where there are two EOCs operating. (Melsisi & Pangi on Pentecost)
4. Difficulty coordinating between WASH and MoH Environmental Health on sanitation responses.
5. Infrequent communications between DoWR procurement team and field teams slows time to procure supplies.
6. Within Health, funding priority is directed to curative and less to sanitation and hygiene.
7. Transport and weather conditions delayed response to remote communities
8. Provincial water offices lack spaces as operation centers, and operational tools to support WASH emergency response coordination
9. Lack of man power

Provincial WASH EOC Recommendations

1. Convene high discussion between the Director of Public Health and the Director Water Resources to foster the understating and minimize confusions of WASH roles t during emergency responses
2. Improve communications between WASH emergency team in the field and Vila DoWR through weekly virtual meetings at the same time each week.-Consider deploying a WASH team/officer in each established EOC.
3. Strengthen WASH Coordination between WASH partners in the field and between EOC WASH team in the field.
4. Improve WASH facilities in identified evacuation centers in peace times ready for use during emergencies
5. Increase office spaces at Provincial Water Offices to include sufficient room as conference room that can be used as WASH EOC during emergencies.
6. Train and maintain a volunteer data base to access during emergency to support operations.

Finances

Positive LL

1. Government allocated funds to NDMO for the response.
2. NGO partners were able to use their financial resources for the responses, later to be refunded by their donors. Refunds by donors can be done if Cluster response was approved by WASH Cluster.
3. Donors agree for DoWR to redirect and utilize donor funds already sitting in the Ministry of Finance on emergency response.
4. Government MPP funding allocation assisted WASH to respond

What did not work well

1. Difficulty accessing government emergency funding .
2. Delays experienced in accessing donor funds already kept in the Ministry of Finance.
3. WASH funds cannot be accessed from the provincial finance office, only from Vila, thus delaying responses

Recommendations

1. NDMO to allocate portion of government emergency funds to clusters including WASH to commence responses immediately.
2. Government to include in the annual budget, emergency funds to Ministries who can access the fund immediately following disasters.
3. Work out how to quickly access funds from Finance Ministry

ASSESSMENT

Positive Lessons Learnt

1. DoWR staff getting on the plane with spare parts and tools for the assessment in affected areas was a highly positive approach.
2. Use of smart phones for field assessment data collection

Things that did not work so well

1. NDMO IRA was less useful for WASH to make decisions.
2. WASH IRA questionnaire is too long
3. confusion over NDMO and WASH IRA assessments
4. Assessment conducted by untrained officers resulting in incorrect or incomplete data.
5. Water committee not reporting disaster damages

ASSESSMENT RECOMMENDATIONS

1. Review WASH Cluster IRA and shorten the length of the questionnaire
2. Review WASH questions in NDMO coordinated IRA to better inform the WASH cluster.
3. Change to WASH IRA to detailed assessment to avoid confusion with NDMO IRA.
4. Ensure assessment teams possess skills to produce BoQ for the systems assessed for quick responses.
5. Community water committees assist with assessment (perhaps by being incorporated into the CDCC at community levels or by DoWR staff calling, rather than visiting, during rapid assessments)

Information Management

Positive Lessons

1. Full time IMO at DoWR – provides IM support
2. 4Ws are submitted
3. Lots of good things, .. maps and infographics, shared proposals, plans and sit reps posted on the WASH cluster google group. MOH also uses WASH Google group for Sanitation and Hygiene
4. WASH IM was reported to be excellent in the response
5. Designs of recent water systems are available to access

What did not work so well

1. Provincial IM still limited to support provincial decision making.
2. Current DoWR WRI did not capture detail pipe sizes
3. Incomplete 4Ws template being submitted.
4. Still confusion over NDMO 3W versus WASH Cluster 4W.
5. Slow submission of sitreps, minutes of meetings affects decision making. reporting from P WASH

Information Management Recommendations

1. Update WRI, that will provide more details of the systems pipe sizes.
2. Decentralize information management know how to the provinces.
3. Encourage use of GPS from android phones.
4. IMO to support or train provincial water managers and officers to access water systems detailed designs from their provinces to know the details of the systems and pipes specifications.
5. Support WASH partners to use 4Ws template for reporting instead of the NDMO 3Ws.
6. Train and designate an IM at the PEOC for WASH timely reporting.
7. Link water designs with Water Resources Inventory.

Immediate Response

Positive lessons

1. DoWR surge staff flying out quickly and doing Quick Fixes while doing assessments worked well
2. DoWR and national contractors have the capacity.
3. Reported satisfactory WASH responses , but could be further improved.

Things that did not work as well

1. Frustration and a perceived lack of trust between field and national teams about what items to purchase.
2. BoQ submitted by field officers were changed with incorrect sizes of fittings
3. Response to provide emergency temporary toilet facilities to affected household was almost non-existence
4. Unavailability of emergency sanitation response guideline.
5. Unavailability of emergency water response guideline
6. Transport difficulties and bad weather conditions delayed responses to reach far and remote communities.

Immediate Response Recommendations

- Pre stock pipe fittings with area council sanitarians.
- Water committees appoint a community plumber.
- Pre stock temporary PVC toilet slabs to enable quick fixes to toilet facilities.
- Develop minimum sanitation standards for sanitation and water quick fixes.
- Shorten time of procurement against quick fixes BoQ from the field. Increase communications between field and engineers/procurement team to speed up process

Logistics

Positive Lesson

1. Designated officer in DoWR responsible for logistics

What did not work as well

1. A single officer responsible for emergency logistics is not enough
2. Absence of WASH warehousing both at national and provincial level

Recommendation

1. Increase logistics man power at DoWR national office during emergency responses.
2. Create WASH warehousing at all levels. (May consider sharing with other sectors)

Distribution

Positive LL

1. Most of the content of the hygiene kits can be purchased and packed locally.
2. NGO partners were involved in NFI distribution

Things that did not work as well

1. A lot of pressure to distribute “stuff” taking resources away from restoring service delivery needed to be priority. Different distribution strategies are needed for different items. It was very difficult in this emergency as everyone was affected, but there was limited stock and it was unclear on who should receive what.
2. There was confusion around filters. Some communities thought they brought diarrhea (It is possible some filters might not have been removing bacteria)
3. There were confusions around contents of hygiene kits, dignity kits and family kits distributed.
4. Difficulties disposing off of empty plastic water bottles distributed are a risk to environment.

Distribution- Recommendations

1. Standardize content of hygiene and dignity kits and hygiene kits.
2. Explore option to purchase contents locally and repack into hygiene and dignity kits.
3. Distribution criteria be made available to distributing teams immediately to avoid delays in distribution.
4. Provide clear instruction on how to use the kits including setting up and maintenance of water filters.
5. Transition from distributing 1.5ltrs water bottles to 10ltr or 20lts water containers, to avoid environmental pollutions. Encourage.
6. Reduce time to procure and freight water fittings without delay.
7. Pre stocking of basic water systems fittings at provincial levels would help to speed up quick fixes following disasters.

Desalination

• Positive LL

1. Mobile desalination unit was available to provide water to the small islands population that had no alternative sources of water, in Santo and Wala on Malakula.
2. Community of Wala were happy to receive water from the temporary desalination unit.
3. Volunteers on Wala were trained to operate the system for the two months the machine is loaned.

What did not works as well

1. Wala island population still had access to rain water and several shallow dug wells on the island. The installation of the system was a luxury, providing extra water for two months. This situation may raise expectation for the DoWR to consider installing a similar system at the expiry of the system loan period

Recommendation

1. Consider desalination in situations where no alternative source of water was available to the population
2. Make available clear instructions in Bislama how to operate the desalination systems