

## **Fiji WASH Cluster – KEY LESSONS LEARNT & RECOMMENDATIONS**

The following lessons learnt and recommendations are drawn from the WASH Cluster Capacity Assessment and the Performance Report.

### **1. Coordination**

WASH Sector Coordination was stronger at national level and needs strengthening at divisional and sub-divisional levels both within and across sectors. Cluster Roles and Responsibilities (dynamics) are not well understood at the by key government partners (WAF, WSD and MRD), divisional and sub divisional level.

The WASH Cluster successfully improved the overall sector coordination by:

- a) filling the gap in information sharing between Ministries (MoHMS, WSD, WAF & MRD)
- b) developing a WASH Cluster Response Plan, contact list and taskforces (sanitation, drinking water quality, WASH in Schools) at an early stage

### **Recommended Actions**

- a) To develop policy and guidelines on coordination roles and responsibilities of Clusters and NDMO as coordinator of the cluster at national and disseminate information to divisional and sub divisional levels.
- b) Strengthen EOCs coordination capacity and support them to analyse and disseminate information especially to the cluster.
- c) NDMO to prepare a brief for DPO, DOs etc. on Coordination mechanisms of the clusters and their roles.
- d) NDMO to provide an updated contact list of all DPOs, DOs and cluster leads and other key Divisional and Sub-Divisional Contacts.
- e) Strengthen inter-sectorial coordination through development of ToR for inter-cluster coordination that allows for the provision of a platform where clusters can raise their issues and advocate for change etc.
- f) Build on the existing Fiji WASH Cluster ToRs and develop a SOP defining: The structure at national and subnational level and interaction with government mechanisms; decision making processes, incorporate existing technical standards for different response phases and define a post-response exit strategy.
- g) Nominate and train sub-national WASH Cluster Coordinators and prepare follow up support plan.

### **2. Needs Assessments**

Principal shortcomings includes lack of coordination and leadership in the planning, execution, analysis and information sharing of needs assessments from sub divisional (district level) right to National Level; minimum information on WASH were obtain from the initial data assessments

carried out at district level. Data collected at District level was not systematically made available to Clusters in a timely manner. Water and Sanitation needs assessment would have been more useful if the information collected had been more detailed.

**Recommended Actions:**

**WASH Cluster Internal**

- a) Establish technical working group to agree on assessment objectives/ questions to answer, review existing tools and formats
- b) Agree on standard survey formats/ questions – should be done in line with the key government partners (WAF, WSD, NDMO) and other clusters – health, education and shelter
- c) Ensure divisional teams have access to phones/ tablets/ internet/ power packs for assessment.
- d) Continue to work with MoE/ MoHMS on RAMP surveys and prepare universal RAMP survey at GoF level
- e) Develop system to map agency planned assessments to avoid duplication and gaps
- f) Improve understanding on roles and responsibilities, information sharing and mapping which organisations will assess where to avoid assessment fatigue.

**External**

- a) NDMO with support from clusters to prepare SOPs detailing multi-sector/multi-level approach to the rapid and detail needs assessments (roles and responsibilities, tools, timeframes, framework for reporting and analysis of information).

**3. Cluster Governance (i.e. policy)**

There is no policy to govern Cluster roles and responsibilities including the roles of key government partners and non-government organisations within the cluster. Which is always a challenge when it comes to acquiring information, cooperation and working together as a cluster.

**Recommended Action:**

- a) To develop a policy to govern the Cluster system and share it at national and sub divisional levels

**4. Contingency Planning**

WASH Cluster Contingency Plans were developed in 2013 and contingency stocks for UNICEF were in place at regional and at national level; however, the cluster did not discuss any contingency planning prior to TC Winston.

**Recommended Actions:**

- a) To develop an inter-sectorial contingency plan to address overlaps, standardise items across stakeholders, discuss transportation and stocking issues.
- b) To review WASH Cluster Contingency Plans and ensure alignment with key National Disaster Management documents.

- c) To provide quarterly update of contingency plan at all levels (national, sub-national, community)
- d) To identify minimum preparedness activities to be undertaken seasonally.
- e) To ensure that planning for contingency stock at regional level aligns with Fiji national standards
- f) To consider decentralising small amount of key items to divisional level.

## **5. Response reporting, monitoring and evaluation**

Reporting formats received by sub-divisional offices from the PA's Office and the MoHMS changed several times and were not aligned to capture the same issue. A dedicated team member was required to stay back to focus on reporting. Agreement on WASH Cluster quantitative indicators and tracking of priority actions took place early in the response but better inter-sectorial planning is needed; Guidelines and Standards were developed by taskforces but it is not known to what extent they were adhered to.

### ***Recommended Actions***

- a) For national emergencies, the cluster needs to engage surge team or individual to be deployed to affected districts and have a reporting officer from each sub-divisional office
- b) To prepare standard indicators – linked to technical guidelines and standards – and in coordination with other sectors.
- c) To prepare 4W Matrix template (linked to analysis plan) and as part of annual contingency planning provide training on definitions, expectations and usage
- d) To carry out geographic and sub-sectoral analysis
- e) To provide interactive/ web-based analysis

### **Advocacy**

The Cluster does not have an advocacy plan.

### **Recommended actions**

1. To develop an advocacy plan and continue to promote universal access to safe WASH services and the build back better principle
2. Advocate for accountability