



Consortium Partners



## The Community Engagement and Participatory Inclusion

17 April 2024

### Intro

The HawkaMaa-EU project aims to provide WASH assistance to support water governance and public water and wastewater services in Lebanon for host and refugee communities. A consortium formed of different organizations is at work; the implementing partners of the project are ACTED, ACF, WW-GVC, LebRelief and Solidarités International with the support of IMPACT, LCPS, Nahnoo and LEWAP.

Under this project, LEWAP's role is to conduct workshops around topics of high relevance for the water Sector.

On 17 April 2024, a workshop on the Community Engagement and Participatory Inclusion (CEPI), was conducted in partnership with implementing partners in the consortium, and presented by WeWorld showcasing their experience.

The workshop was attended by a wide variety of stakeholders ranging from representatives from different ministries to international and local organizations, civil society organizations, municipalities, and academic institutions; it revolved around presenting the social outreach campaigns conducted with local communities and the water establishments around the HawkaMaa-EU water action across Lebanon.

On the agenda:

- Introduction by LEWAP – 2 minutes
- Presentation of **Chapter 1: Social Outreach & Community Engagement** – 30 minutes
- Questions – 10 minutes
- Presentation of **Chapter 2: Environmental & Water Conservation Awareness** – 30 minutes
- Questions – 10 minutes
- **Coffee Break – 15 minutes**
- Presentation of **Chapter 3: Water Establishment Cost Recovery Campaigns** – 30 minutes
- Questions and Closure – 20 minutes

## What is CEPI?

CEPI stands for Community Engagement Participatory Inclusion, an approach developed by the members of the consortium for a deeper sociological analysis of the target community. This approach allows a better understanding of the characterization of the community and its dynamics, improves communication with the society to resolve conflicts.

Three main activities were conducted under CEPI:

- Social Outreach and community engagement
- Environmental Water Conservation Awareness
- Water Establishment, cost recovery campaigns

## Chapter 1: Social Outreach & Community Engagement

For a proper social outreach and community engagement a Community Perception Research (CPR) is conducted; the CPR envisages 2 main set of tools:

- Qualitative through **Key Informant Interviews (KII)** and **Focus Group Discussions (FGD)**

### **Key Informant Interviews (KII):**

The main purpose of the KIIs is to gather a variety of community perspectives from a range of different stakeholders; it helps in identifying power dynamics and defining the profiling of the community.

Informants should be individuals able to speak with authority, reliability and expertise on specific aspects of the community/locality.

The number of KIIs planned depends on the characteristics of the locality.

### **Focus Group Discussions (FGD)**

The strength of the FGD relies on allowing the participants to discuss among each other; this provides an insight on the collective thinking of the community, while highlighting a range of opinions and nuances that exists from ideas and experiences.

The number of FGDs planned depends on the characteristics of the locality.

- Quantitative through **door-to-door surveys** used to investigate the population's water consumption and expenditure at and how these affect their ability and readiness to adopt positive water user behaviors.

These were implemented by WeWorld in Douris and Ain Bourday where the KII, FGD and door-to-door surveys were conducted during March-April 2022 where both localities were mobilized. Furthermore, the team worked on increasing protection space through coordination meetings with protection agencies to guarantee execution of activities during field visits – as many hidden tensions existed between key stakeholders.

To further involve the community, construction skills training and generating income opportunities for vulnerable Syrian and Lebanese living in targeted localities were delivered; the aim of these trainings is to have trained personnel able to contribute to support BWE sections in case of Operation and Maintenance needs.

## Chapter 2: Environmental & Water Conservation Awareness

The main objective of a water conservation/awareness campaign is to promote responsible and efficient water usage practices among individuals, communities, industries, and other stakeholders. This typically involves several key goals:

**Conservation:** Encouraging people to use water wisely, reducing wastage, and adopting water-saving technologies and practices to preserve this vital resource.

**Awareness:** Increasing public understanding of the importance of water conservation, highlighting the challenges of water scarcity, and educating people about the impact of their water usage on the environment and society.

**Behavior Change:** Inspiring individuals and organizations to change their behaviors and habits related to water consumption, both at home and in the workplace.

**Policy Support:** Advocating for policies and regulations that promote sustainable water management practices, such as water reuse, rainwater harvesting, and efficient irrigation methods.

**Community Engagement:** Engaging local communities in water conservation efforts, fostering a sense of collective responsibility, and empowering individuals to take action to protect water resources.

**Technological Innovation:** Promoting the development and adoption of innovative technologies for water conservation, such as smart irrigation systems, leak detection devices, and water-efficient appliances.

**Partnerships:** Collaborating with government agencies, non-profit organizations, businesses, educational institutions, and other stakeholders to leverage resources and expertise for effective water conservation initiatives.

Accordingly WeWorld have conducted water conservation campaigns with BWE that involved floating valves installation, visibility distribution and door-to-door awareness to members of the community. Moreover, 19 waterwise trainings were delivered to 503 participants in the Bekaa covering 4 modules: water use, water resources, climate change and storm water

## Chapter 3: Water Establishment Cost Recovery Campaigns

Four main campaigns were conducted:

- Customer Data Base
- Subscription Campaign
- Payment Campaign
- Calibration campaign

### **Customer Data Base:**

The main objectives of this activity:

- Cleaning the databases from non-existent records
- Geo-Localization of the Subscribers' House Units
- Updating old or inaccurate data of existing subscriptions.

Door-to-door campaigns were conducted here to update the information in the database.

### ***Subscription Campaign:***

The main objectives of this activity:

- Generate the incomes of the WE
- Encourage citizens to subscribe
- Legalise the water use from the public networks
- Offering reduced subscription Tariff
- Strengthen the collaboration between the WE , Local authorities, and local communities
- Facilitate the Subscription process

Coordination with local authorities and WE

### ***Payment Campaign:***

This campaign aims at improving and facilitating BWE's role in the region, emphasizing the importance of the collection for BWE and planting willingness in the subscribers' concept to commit to payment, raising awareness on water preservation, guidance about the cost of operation and maintenance.

### ***Calibration Campaign:***

This campaign aims at removing illegal connections on a water network is crucial for ensuring the integrity, safety, and equitable distribution of water resources.

WeWorld conducted these activities in their areas of intervention and highlighted the difficulty of convincing certain populations to either pay or remove illegal connections, showcasing also the weakness of the water establishment in terms of personnel technical and communication skills.

### **Supporting documents:**

All of these approaches are being implemented by the 5 implementing organizations in the HawkaMaa-EU consortium (ACTED, WeWorld, ACF, LebRelief and Solidarité Internationale) in their respective areas of intervention around the three river basins (Al Assi, Al Ghadir and Al Oustouan) and will come up with a CEPI guidance package by end of 2024. The presentations conducted are a reflection of the activities conducted so far in line with this approach, **the final CEPI guidance package will be shared once available.**