



Project Final Evaluation

“Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators”

A Project Funded by Ayuntamiento de Valencia

Evaluation Report

17 July 2024

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Commissioned by the
Asamblea de Cooperación por la Paz (ACPP)
Palestinian Hydrology Group (PHG)

Report number: 01/2024

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Summary

1. This reports presents the findings, conclusions and recommendations of an evaluation of the partnership between Valencia City Council and ACP/PHG in the suite of projects in the water, sanitation, and hygiene (WaSH) sector in the Occupied Palestinian Territories carried out from 2018 to 2024. This partnership has evolved over the past decade through various stages, including the assessment and analysis of WaSH situations, identification of WaSH needs, promotion of gender mainstreaming in water, improvement of coordination mechanisms among WaSH actors, and the implementation of community WaSH needs. These initiatives have unfolded in sequential phases, each building upon the learnings and foundations laid by its predecessors, and collectively they have marked significant strides toward bettering WaSH infrastructure and services amidst challenging circumstances. Key projects and outcomes during this period include the following:

- Valencia 16, 17, and 18 focused on deep preparation and improved response capacity to address water shortages affecting Palestinian communities in the West Bank through increased effectiveness of civil society participation and institutions in the coordination and monitoring of water resources, water, and sanitation. This project, which spanned 36 months from March 2017 to March 2020, improved the response capacity to address water shortages, including the identification and dissemination of WaSH situations in 148 communities and 540 households.
- Valencia 19 aimed at improving WaSH conditions in target Palestinian communities through rehabilitating deteriorated infrastructure and ensuring effective coordination and information sharing among concerned stakeholders. This 24-month project, running from February 2020 to February 2022, resulted in the assessment and communication of WaSH conditions in 28 communities and 23 schools, as well as the rehabilitation of 2,800 meters of the water network in the communities of Kifl Haris and Izbet al Ashqar in the Salfit governorate.
- Valencia 21, which ran for 24 months from February 2022 to April 2024, focused on improving the efficacy, accessibility, and sustainability of WaSH services in the OPT and the response capacity of humanitarian actors through developing early warning indicators. This included establishing a comprehensive two-year quarterly database encompassing over 300 service providers, integrating critical WaSH early warning indicators (EWI) and water quality data, and developing an interactive map displaying WaSH early warning indicators for improved accessibility and monitoring.
- Lastly, Valencia 22, a 12-month project from March 2023 to March 2024, conducted a gender-based WaSH analytical study at the community level in Area "C" of the West Bank and renovated six household WaSH facilities in the Ein Qinyia Bedouin community in the Ramallah governorate.

2. The evaluation examines the partnership's relevance, effectiveness, efficiency, impact and sustainability, with a focus on the project titled Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators, known as Valencia 21. Utilizing a mixed-methods approach, including document review, more than 40 stakeholder interviews, and surveys of 92 service providers and 284 citizens in projects' targeted communities, the evaluation sought to provide a comprehensive understanding of project outcomes and identify areas for improvement.
3. The evaluated interventions demonstrated high relevance and coherence with local needs and priorities, addressing critical challenges in the wash sector, particularly in vulnerable communities.. The projects aligned closely with the national priorities of the Palestinian Authority, including the water sector strategy, regulatory council objectives, and Palestinian Water Authority (PWA) goals. Infrastructure improvements facilitated by Valencia 19 and Valencia 22 have enhanced access to safe water and sanitation services for vulnerable populations, and service providers and residents in the targeted communities expressed high level of appreciation for these interventions, confirming that they responded to their priority needs.
4. Valencia 21's data-driven approach strengthened the sector's capacity for monitoring and responding to challenges, laying a foundation for informed decision-making. Valencia 19 and 22 successfully rehabilitated water infrastructure, improving water access and sanitation in several communities. Valencia 22, for example, provided water tanks and mobile toilets to the Ein Qinya Bedouin community, significantly enhancing their living conditions.
5. The partnership demonstrated commendable efficiency in resource allocation and utilization, including through advancing locally led development assistance, in which local actors set their own agendas, developed solutions, and mobilized the capacity, leadership, and resources to make those solutions a reality. Despite external challenges such as the pandemic and conflict-related disruptions which delayed implementation of some activities. Adaptation measures have been introduced by PHG and this optimized resource use and contributed to effectiveness. For Valencia 21, high turnover rates among personnel and limited technical capacity among some service providers hindered the efficient implementation of data collection and reporting processes at times, but this has not affected overall project efficiency due to the diligent follow-up by PHG and the support it provided to the WSRC which was responsible for validating EWI data. .
6. The projects improved operational efficiency and financial performance of service providers, reduced water losses, and enhanced water management practices at level of many service providers. However, broader structural challenges related to occupation and political instability continue to impact the long-term sustainability of these improvements.
7. Efforts to address gender inequalities were implemented, but their impact on broader sectoral dynamics was limited. More comprehensive and sustained efforts are needed to achieve meaningful gender equality and addressing inequitable power relations with the water sector.
8. The sustainability of project results is likely, but faces significant challenges due to the ongoing Israeli occupation and political context in the region.

9. The evaluation concluded that the partnership between Valencia City Council and ACP/PHG has been highly relevant and responsive, satisfactorily effective in achieving project objectives, particularly in improving infrastructure and data-driven decision-making in the WaSH sector, and demonstrated good efficiency in terms of timeliness, flexibility and utilizations of resources. The partnership demonstrated very strong commitment to localization, and this is another area where the project has demonstrated good efficiency. However, and despite the capacity built to sustain results and innovations introduced for this purpose, the long-term impact and sustainability of the partnership's outcomes requires continued support, systemic change, and a focus on addressing broader structural challenges.

10. The evaluation offers a set of recommendations for PHG/ACPP, Valencia City Council, WSRC, PWA and service providers. These are summarized as follows:

- **For PHG/ACPP:**
 - Strengthen monitoring and evaluation mechanisms to track long-term impacts.
 - Enhance coordination with local institutions to ensure sustainability, particularly in infrastructure maintenance.
 - Continue investing in data collection and analysis, prioritizing the institutionalization of data-driven decision-making.
 - Advocate for political solutions to address structural challenges, including the Israeli occupation.
- **For Valencia City Council:**
 - Consider future support for WaSH sector interventions, focusing on strengthening institutional capacities and fostering local ownership.
 - Enhance collaboration with local and international partners to maximize impact.
 - Prioritize investments in projects that address systemic challenges and promote sustainable development.
 - Advocate for increased attention to the WaSH sector in policy dialogues and resource allocation.
- **For WSRC:**
 - Allocate dedicated resources for data verification and reporting.
 - Implement a feedback mechanism to provide regular updates to service providers.
 - Conduct regular training sessions on data collection and EWI system usage.
 - Develop a comprehensive manual and online tutorials for service providers.
 - Introduce incentives for consistent and accurate data reporting.
- **For PWA:**
 - Develop and implement a comprehensive maintenance plan for rehabilitated infrastructure.
 - Secure funding and technical assistance for ongoing infrastructure maintenance.
 - Advocate for increased Palestinian access to water resources.
 - Explore and invest in alternative water sources to augment supply.
 - Utilize EWI data to proactively address water scarcity and quality issues.

- Implement public awareness campaigns on water conservation.
- Review and update water policies and regulations.
- Strengthen enforcement mechanisms for water regulations.
- **For Service Providers:**
 - Establish mechanisms to ensure continued data collection and reporting.
 - Engage in regular training to enhance technical skills and data management.
 - Focus on reducing non-revenue water through leak detection and infrastructure improvements.
 - Invest in modernizing water meters and infrastructure.
 - Conduct community outreach programs on water conservation and hygiene practices.
 - Establish customer service centers for effective communication with consumers.
 - Participate in multi-stakeholder forums and workshops to share best practices.

11. Overall, the evaluation highlights the importance of ongoing support and collaboration in addressing the complex challenges facing the wash sector in Palestine, emphasizing the need for sustained efforts and multi-layered advocacy to promote sustainable development and improve the lives of vulnerable populations under occupation in the West Bank and Gaza Strip.

1. Introduction

1.1. Country context

12. **POLITICS AND HISTORY.** The situation in the OPT is marked by decades of conflict and political instability, significantly impacting the daily lives and human rights of its citizens. The territories of the West Bank, the Gaza Strip, and East Jerusalem are under Israeli occupation, with each region facing unique challenges due to this prolonged conflict.

13. Historically, the West Bank and Gaza Strip emerged as distinct political entities following the 1949 armistice, which concluded the 1948 Arab-Israeli conflict. The West Bank, including East Jerusalem, was annexed by Jordan in 1950, while the Gaza Strip was placed under Egyptian military administration. However, both territories were occupied by Israel following the 1967 Six-Day War, leading to significant political and social upheaval.

14. The Palestine Liberation Organization (PLO) was established in 1964, advocating for Palestinian self-determination and statehood. Despite their efforts, Palestinians faced escalating violence and deprivation, particularly evident during the first Intifada (uprising) in 1987. This period of resistance highlighted the deep-seated frustrations of Palestinians living under occupation, resulting in a significant loss of life and further polarizing Israeli-Palestinian relations.

15. The 1993 Oslo Accords represented a pivotal moment in the conflict, offering a framework for peace and the eventual establishment of a Palestinian state. However, the accords failed to address key issues such as borders, the status of Jerusalem, and the rights of Palestinian refugees, leaving many critical aspects, including water, unresolved after the lapse of the five-year transitional period during which the final status negotiations were supposed to take place between the PLO and Israel.

16. The Oslo Accords divided the West Bank into three distinct administrative areas: A, B, and C. Area A is under full control of the Palestinian Authority (PA), covering major Palestinian cities and accounting for about 18% of the West Bank. Area B, comprising around 22% of the West Bank, is under Palestinian civil control and joint Israeli-Palestinian security control. Area C, which constitutes approximately 62% of the West Bank, is under full Israeli control, including security and planning. Additionally, the city of Hebron was divided into H1, controlled by the PA, and H2, controlled by Israel. Jerusalem, claimed by both Israelis and Palestinians as their capital, remains a particularly contentious issue.

17. These divisions have significantly impacted the PA's ability to govern effectively. The fragmentation has created administrative and logistical challenges, hindering cohesive governance and development efforts. In particular, the PA's limited authority in Area C has undermined the development of this region, which holds a large portion of the West Bank's land and resources. Restrictions on building permits, land use, and resource exploitation in Area C have stifled economic growth and infrastructure development, exacerbating the challenges faced by the Palestinian population in these areas.

18. As a result, a second Intifada broke out in late 2000. The situation in the OPT deteriorated significantly during this period, marked by widespread violence, economic hardship, and increased military presence. Palestinian civilians faced severe restrictions on movement, frequent curfews, and the destruction of homes and infrastructure. The prospects for peace grew increasingly grim, with living conditions worsening and hope for a resolution diminishing. The second Intifada highlighted the deep-rooted challenges and frustrations that the Oslo Accords failed to address, leaving Palestinians in a state of heightened insecurity and despair.

19. The political landscape in Palestine shifted dramatically following the 2006 legislative elections, which saw Hamas, an organization opposed to the Oslo Accords, securing a majority in the Palestinian Legislative Council. The international community's reaction to Hamas' victory, including financial sanctions and the withholding of tax revenues by Israel, exacerbated the economic challenges faced by the Palestinian Authority (PA) and deepened the humanitarian crisis in the territories (Roy, 2007).

20. In 2007, Hamas took control of the Gaza Strip, leading to a bifurcation in Palestinian governance, with the West Bank administered by the Fatah-led PA and Gaza under Hamas control. The Israeli blockade of Gaza, initiated in response to Hamas' ascension, has had devastating effects on the region's economy and the well-being of its residents. Successive military operations by Israel in Gaza, notably in 2008-2009, 2012, 2014, 2021, 2022, and most recently the ongoing assault since October 2023, have caused widespread destruction and loss of life, severely damaging infrastructure and exacerbating the humanitarian situation.

21. Since before the ongoing crisis that began on October 7, 2023, the Gaza Strip had been facing severe restrictions on the movement of goods and people, contributing to an ongoing water crisis, energy shortages, and limited access to healthcare. The 17-year blockade and recurrent conflicts hindered any progress toward sustainable development and peace in the region.

22. **WaSH:** The OPT is facing severe water scarcity and sanitation challenges, exacerbated by a combination of climatic changes, rapid population growth, and the consequences of prolonged occupation. The country stands at a critical juncture in terms of WaSH conditions, and faces profound challenges in ensuring adequate access to water and sanitation services.

23. **Water Resources and Accessibility:** The West Bank is endowed with three major groundwater basins with a combined replenishment capacity of nearly 672 million cubic meters (MCM) per year. However, the actual Palestinian access to these resources is severely restricted due to Israeli control. The Coastal Aquifer Basin in Gaza, with a replenishment capacity of 55-60 MCM/year, is the only groundwater basin in the territory but suffers from overexploitation and pollution, leading to a dire water quality crisis. Surface water from the Jordan River remains inaccessible to Palestinians, fully utilized by Israel. Non-conventional water sources like wastewater and surface runoff present potential resources, yet their utilization remains minimal due to various constraints, including the lack of infrastructure and Israeli restrictions.

24. **Population Growth and Increasing Water Demand:** With a current estimated population of over 5.4 million and expected to rise to 7.2 million by 2030, the demand for water in the oPt is surging. This demographic growth puts immense pressure on the limited water resources, with the UN Environment Programme (UNEP)

forecasting significant domestic supply shortfalls for both Gaza and the West Bank by 2030 unless there is a significant increase in water supply and service provision.

25. **Water Availability Challenges:** Water availability in the West Bank, including East Jerusalem, remains a significant concern, with approximately 660,000 Palestinians facing limited access to water. The Oslo Accords' water arrangements have proven to be inequitable, leading to an unfair distribution of water resources. Israelis utilize 87% of the mountain aquifer waters, leaving Palestinians with a scarce supply. Additionally, more than one-third of the water supplied is lost due to leakages, further exacerbating the scarcity issue.

26. **Water Supply and Service Coverage:** Despite the inherent potential of local water resources, Palestinians are limited to withdrawing a fraction of their needs, leading to a heavy reliance on purchased water from Israel. This dependency renders the Palestinian water supply susceptible to Israeli discretion regarding supply timings, locations, and costs. The vast majority of Palestinian communities are connected to water supply networks, yet coverage is incomplete, and numerous areas, particularly in rural and Area C locations, lack any service.

27. **Discriminatory Practices and Legal Frameworks that violate international law and consolidate occupation:** The imposition of separate legal systems within the West Bank perpetuates the illegal occupation, facilitating the expropriation of Palestinian water resources for the benefit of the illegal Israeli settlements. This mechanism exacerbates water scarcity and amplifies inequalities for Palestinians, who face frequent water outages and are subjected to higher prices. It is essential to underscore that the disparities in water access and quality are a direct consequence of the occupation's strategies to cement its presence, rather than a call for equal treatment with settlers whose presence in the OPT violates international law.

28. In Gaza, the rapid expansion of built-up areas has drastically reduced groundwater recharge, highlighting the severe implications of urbanization on water scarcity. The coastal aquifer's severe pollution renders most of its water unsuitable for human consumption, forcing the population to rely on desalinated water, which covers only a tiny fraction of their needs. The situation is further complicated by restrictions on infrastructure development and repair, resulting in widespread use of poor-quality water. Prior to the ongoing crisis that has debilitated the entire WaSH infrastructure in the region, Gaza's WaSH conditions were at brink of collapse. The blockade and restrictions on entry of dual-use materials severely impacted the repair and maintenance of water infrastructure, leading to increased leakage, contamination, and electricity shortages that disrupt water services. Recurring hostilities damage water facilities, worsening the water and sanitation crisis. The political divide between the Palestinian Authority and Hamas further complicates governance, exacerbating the challenges in the WaSH sector.

29. **Non-Revenue Water and Financial Viability:** One of the major issues affecting water utilities in the OPT is non-revenue water (NRW), attributed to water leakage, theft, or illegal connections. The average rate of 33% NRW accounts for significant financial losses and hampers the financial viability and operational performance of water service providers. Traditional approaches to leak detection and repair are often unaffordable for Palestinian service providers, who rely on donor-supported rehabilitation projects that may not comprehensively address both real and apparent losses.

30. **Climatic Impact and Water Scarcity:** Climate change significantly exacerbates water scarcity in the oPt, with projections indicating a decrease in rainfall and an increase in drought frequency. The alteration of precipitation patterns, coupled with rising temperatures, puts additional strain on already limited water resources. Groundwater wells, a primary water source, have been drying up, indicating an urgent need for effective water management strategies to mitigate climate-induced challenges.

31. **Wastewater Management:** Wastewater management in the oPt varies significantly between the West Bank and Gaza. Most rural areas lack any wastewater treatment facilities, while urban areas have partial coverage. Gaza sees a higher rate of wastewater collection, but treatment and reuse of this wastewater are limited, contributing to environmental pollution and health risks. The existing infrastructure for wastewater treatment is inadequate, and the potential for reuse of treated effluent remains largely untapped, exacerbating the water scarcity issue.

32. **Water Governance and Reform:** Efforts to reform the water sector began in earnest in 2010, culminating in the establishment of the Water Law No.4 in 2014, which redefined the roles and responsibilities within the sector. The law aimed to improve planning, development policies, monitoring, and the performance of water services. Despite these reforms, challenges persist in implementation, resource allocation, and overcoming the infrastructural and political obstacles imposed by the Israeli occupation.

33. The Palestinian Water Law No. 14 of 2014 is designed to ensure universal access to safe water at reasonable costs. It focuses on managing and developing water resources sustainably, protecting them from pollution, and enhancing service provision. The law declares all water sources as public property, with the Water Authority (PWA) entrusted to ensure fair distribution. It mandates the provision of quality drinking water at regulated costs, prohibiting shut-offs for inability to pay. The regulatory framework separates policy and oversight functions, entrusting the Water Authority with resource management. The Water Sector Regulatory Council oversees service providers, ensuring equitable pricing and performance monitoring. Service providers, including the National Water Company and regional utilities, cater to over 5 million Palestinians across various governorates in the West Bank and Gaza. Through diligent monitoring, the Regulatory Council evaluates service providers' performance to enhance service quality and benefit local communities.

34. The OPT, particularly Area C under Israeli control, faces significant challenges in accessing sufficient water resources, impacting the health, hygiene, and economic development of Palestinian communities. Israeli policies severely limit Palestinian access to water, exacerbate human rights violations, and the absence of a coordinated strategy among local and international actors further complicates efforts to improve WaSH services.

35. The water crisis in the West Bank and Gaza demands urgent attention and equitable solutions. Political, infrastructural, technical, and governance challenges must be overcome to ensure universal access to safe and affordable water, fulfilling fundamental human rights obligations. Developing early warning indicators and monitoring water consumption, quality, supply rounds, and percentage of non-revenue water can provide valuable insights for improving WaSH services in the oPt.

1.2. Partnership Between ACPP and PHG in Addressing WaSH Needs

36. In light of the significant challenges faced by the WaSH sector in the OPT, ACPP and PHG, along with other stakeholders, have long recognized the need for a coordinated response to address the water and sanitation crisis across the OPT. Accordingly, the partnership between ACPP and PHG, supported by the City Council of Valencia, began with a focus on developing the water sector in the community of Al Jiftlik in the north of the Jordan Valley, Area C. Notable efforts in 2014 and 2015 rehabilitated the community's water supply system. With continued support from the Valencia City Council and other financiers, the community was equipped with a drinking water network, ensuring adequate sanitation and hygiene.

37. This partnership has evolved over the past decade through various stages, including the assessment and analysis of WaSH situations, identification of WaSH needs, promotion of gender mainstreaming in water, improvement of coordination mechanisms among WaSH actors, and the implementation of community WaSH needs. These initiatives have unfolded in sequential phases, each building upon the learnings and foundations laid by its predecessors, and collectively they have marked significant strides toward bettering WaSH infrastructure and services amidst challenging circumstances. Key projects and outcomes during this period include the following:

- Valencia 16, 17, and 18 focused on deep preparation and improved response capacity to address water shortages affecting Palestinian communities in the West Bank through increased effectiveness of civil society participation and institutions in the coordination and monitoring of water resources, water, and sanitation. This project, which spanned 36 months from March 2017 to March 2020, improved the response capacity to address water shortages, including the identification and dissemination of WaSH situations in 148 communities and 540 households.
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- Valencia 21, which ran for 24 months from February 2022 to April 2024, focused on improving the efficacy, accessibility, and sustainability of WaSH services in the OPT and the response capacity of humanitarian actors through developing early warning indicators. This included establishing a comprehensive two-year quarterly database encompassing over 300 service providers, integrating critical WaSH early warning indicators and water quality data, and developing an interactive map displaying WaSH early warning indicators for improved accessibility and monitoring.
- Lastly, Valencia 22, a 12-month project from March 2023 to March 2024, conducted a gender-based WaSH analytical study at the community level in

Area "C" of the West Bank and renovated six household WaSH facilities in the Ein Qinyia Bedouin community in the Ramallah governorate.

38. A key reported accomplishment across all project phases has been the enhanced coordination and harmonization among WaSH sector actors, spotlighting the creation of a unified data collection tool that embraced a gender perspective. This tool streamlined the gathering and analysis of critical WaSH data, ensuring efforts were synergized and duplicative efforts reduced. Furthermore, the integration of gender perspectives through dedicated training sessions underscored the projects' commitment to inclusivity, ensuring interventions were equitable and mindful of gender dynamics.

39. Notably, the projects also embarked on tangible infrastructure improvements, particularly in the 2019 phase, focusing on the rehabilitation of water networks to directly elevate community living standards. Within a project implemented in 2022-2023, improvements in WaSH facilities for small number of households in a Bedouin community near the city of Ramallah were supported. The various phases incorporated capacity-building activities aimed at bolstering the emergency response and overall service provision capabilities of both local communities and international WaSH actors. The 2021 phase, distinctively, prioritized the development of early warning indicators, signifying a shift towards a proactive, anticipatory management approach to WaSH challenges.

40. Despite their varied focus areas, the projects shared common themes such as a steadfast commitment to improving coordination and data harmonization across the WaSH sector. They targeted communities identified as most vulnerable, especially those in Area C, grappling with restricted water access and the impacts of Israeli settlements. Across all phases, the incorporation of a gender-sensitive lens ensured that the interventions were equitable and considered the specific needs and roles of women in these communities.

41. However, differences emerge in the scope of activities and technological adoption. Initial phases were characterized by a focus on knowledge exchange, data harmonization, and coordination enhancement. In contrast, later phases broadened their scope to include direct infrastructure interventions and the pioneering development of early warning systems. Technological advancements were notably embraced in the 2018 phase with the adoption of digital tools for data collection, representing a methodological leap forward, which Valencia 2021 advanced further. Moreover, the 2019 phase stood out for its infrastructure-specific interventions and responsiveness to global health challenges, evidenced by the distribution of COVID-19 prevention kits. The introduction of early warning indicators within the framework of Valencia 21 points towards a future-oriented strategy, aiming not only to meet current needs but also to pre-emptively address emerging WaSH challenges.

1.3. Evaluation Objectives and Methodology

42. This evaluation is an independent evaluation commissioned by ACPP to examine the portfolio of projects financed by Valnecia City Council in the WaSH sector and implemented in partnership with ACPP and PHG from 2018 to 2022, with a particular focus on the project “improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators” (hereafter Valencia 21). The full terms of reference for this evaluation are at Annex 1.

Accordingly, the evaluation covers the full set of Valencia City Council financed activities, examining the performance and results as a whole and provides evaluative insights to guide future strategic and operational decision-making.

43. The evaluation methodology was elaborated in the Evaluation Inception Report. The evaluation matrix, approved as part of the Inception Report, elaborates the key evaluation questions. Chapter 2 of this evaluation report is structured to answer the questions posed in the matrix.

44. Following briefing meeting with PHG and ACPP (March 2024), fieldwork in the West Bank took place over a two month period, from 26 March to 26 May 2024. It was conducted by Amer Madi (evaluation expert), assisted by Mr. Omar Ghosh during the field visits. The evaluation was conducted with impartiality, rigor, objectivity, responsibility, and transparency, emphasizing broad stakeholder engagement. Using a mixed-methods approach, the assessment combined quantitative surveys with qualitative interviews and focus group discussions to ensure a balanced and thorough examination of six key evaluation criteria: relevance, effectiveness, efficiency, impact, sustainability, and coherence. By maintaining objectivity and transparency, the evaluation involved a wide array of stakeholders to gather comprehensive insights into the project's implementation, challenges, and successes.

45. Stakeholders consulted during the evaluation included beneficiaries, local councils with which the project partnered, implementers (ACPP and PHG) and governmental entities, including the Palestinian Water Authority (PWA), the Water Sector Regulatory Council (WSRC), and the WaSH Cluster..

46. The main instruments for assembling data and stakeholder views included:

- **Analysis of Secondary Data:** An e-library of documents, gathered with the support of PHG and ACCP during the inception phase, included project reports, training materials, assessments, and work plans. Secondary data were supplemented with primary data collected in the field.
- **Key Informant and Stakeholder Interviews:** These interviews were the primary form of data collection, strategically selected to cover diverse geographical locations across the West Bank. The list included representatives from various organizations, ensuring a comprehensive range of perspectives. Additional participants were included as needed.
- **Focus Group Discussions (FGDs):** Five FGDs were conducted with beneficiaries in three targeted communities, ensuring separate groups for men and women to capture gender-specific insights. These discussions aimed to gather qualitative data on the project's community-level impact.
- **Surveys:** Structured surveys complemented FGDs, providing robust quantitative data. Surveys were conducted with 92 service providers and 284 households, focusing on communities that received significant project support. The service providers survey was used mainly to assess the relevance and impact of Valencia 21, while the household survey served as a tool to assess relevance of the project. Both survey were designed to capture qualitative and quantitative insights for a comprehensive understanding.

47. To ensure methodological integrity, the analysis plan was built on triangulation, reinforcing the reliability and validity of findings. This involved comparative analysis across different datasets to mitigate biases and draw corroborated conclusions.

Quantitative data underwent statistical analysis, while qualitative data from interviews and FGDs were analyzed thematically to identify recurrent themes and deeper insights into performance. The integration of quantitative and qualitative findings provided a multi-dimensional portrayal of the project's influence, delivering an empirically grounded and contextually rich analysis to inform future WaSH sector projects.

48. This evaluation benefited from strong support from staff of PHG, who not only provided a wealth of professional experience and ideas but also made major efforts to provide the evaluation team with operational monitoring data. Apart from the usual constraints of time and resources, which meant that not every aspect of the portfolio could be investigated in exhaustive detail, the evaluation had to cope with two key limitations.

49. The first concerned the impact of the War on the Gaza Strip on the evaluation, which meant that stakeholders in the Gaza Strip could not be consulted due to the security situation and communication barriers. Additionally, many project achievements in the Gaza Strip were completely wiped out, making it impossible to assess the full impact of the initiatives in that region.

50. The second limitation related to access and movement restrictions and the security situation within the West Bank. These factors limited the time the team could stay in the targeted communities to conduct site visits, restricting the ability to gather on-the-ground insights and perform thorough assessments as initially planned. To overcome this limitation, the evaluation team employed alternative strategies, such as conducting remote interviews, leveraging local contacts to gather additional data, and using secondary sources to supplement primary data. This approach ensured that the evaluation could still obtain comprehensive and reliable information. As a result, the limitations posed by restricted access did not significantly impact the overall findings of the evaluation.

51. **Potential Bias and Subjectivity:** Despite efforts to maintain objectivity, some degree of bias and subjectivity is inherent in any evaluation process. This could arise from the perspectives of the evaluators or the stakeholders interviewed. Triangulation and multiple data sources were used to mitigate this, but it remains a potential limitation.

2. Evaluation Findings

1.1 Relevance and Coherence

1.2.1. Alignment with national objectives and priorities

52. The projects undertaken by ACPP and PHG, supported by the Valencia City Council, were found to align closely with the national priorities identified in various planning documents of the Palestinian Authority, including the water sector strategy, the regulatory council objectives, and the Palestinian Water Authority (PWA) goals. This alignment ensures that the initiatives contribute effectively to the broader national framework for water resource management and development.

53. **Water Sector Strategy:** The Palestinian Water Strategy focuses on sustainable water resource management, improving water supply infrastructure, ensuring equitable water distribution, and enhancing the resilience of water systems. Interviews with representatives from the Palestinian Water Authority and local municipalities confirmed that the projects executed under the partnership, such as the rehabilitation of water infrastructure in Valencia 19 and 22, and the improvement of access to clean water in Valencia 22, are directly aligned with these strategic priorities. For example, officials from the PWA highlighted that the rehabilitation efforts in Kufi Haris and Izbet Al-Ashqar have significantly improved the reliability of water supply, addressing both immediate and long-term needs.

54. **Regulatory Council Objectives:** The Water Sector Regulatory Council (WSRC) aims to regulate and monitor the performance of water service providers to ensure the delivery of high-quality services to the Palestinian population. The emphasis of Valencia 21 on creating a unified data collection tool and enhancing coordination among WaSH actors directly supports the WSRC's objective of improving service quality and accountability. Interviews with WSRC officials revealed that the unified data collection tool has streamlined the monitoring process and improved the accuracy of performance assessments across the sector. These officials noted that the enhanced coordination facilitated by the project has reduced redundant efforts and fostered more effective resource allocation.

55. **Palestinian Water Authority (PWA) Goals:** The PWA's goals include developing water resources, improving water infrastructure, and ensuring sustainable and equitable water supply to all Palestinian areas. The various projects undertaken, particularly those focused on infrastructure rehabilitation and capacity building, contribute significantly to these goals by enhancing the reliability and sustainability of water supply systems. PWA representatives emphasized that the infrastructure improvements and capacity-building activities funded through the Valencia projects have bolstered the overall resilience and efficiency of water service provision.

56. Valencia 21 has shown particular relevance and alignment with national water sector priorities by focusing on establishing a system for collecting early warning indicators on a quarterly basis. This initiative directly supports several key national objectives:

- **Proactive Water Resource Management:** By instituting early warning indicators, Valencia 21 enhances the ability of Palestinian water authorities to anticipate and respond to water-related issues before they become critical. This aligns with the Palestinian Water Strategy's emphasis on proactive and sustainable water resource management. PWA officials confirmed that these

early warning indicators have been instrumental in identifying potential issues early, allowing for timely interventions.

- **Data-Driven Decision Making:** The comprehensive quarterly database developed under Valencia 21, which includes over 300 service providers and integrates critical WaSH early warning indicators and water quality data, supports the PWA's goal of data-driven water management. This system improves the accuracy and reliability of water-related data, facilitating informed planning and decision-making processes. WSRC representatives praised this initiative, noting how the enhanced data quality has improved their regulatory oversight, strategically complementing the annual monitoring and reporting processes WSRC undertakes.
- **Improved Coordination and Efficiency:** Valencia 21's focus on harmonizing data collection and enhancing the accessibility of this data through interactive maps aligns with the regulatory council's objectives. These efforts improve coordination among WaSH sector actors, reduce duplicative efforts, and enhance the overall efficiency and effectiveness of service delivery, and humanitarian response in the area of WaSH. Interviews with various stakeholders, including service providers and local government officials, highlighted the project's role in fostering better communication and collaboration across the sector.
- **Sustainability and Resilience:** The project's emphasis on early warning indicators and data integration contributes to the resilience of water systems by enabling timely interventions and resource allocation. This focus on sustainability ensures that water resources are managed in a way that supports long-term availability and quality, aligning with national strategies for water sector resilience. PWA officials acknowledged that these measures have not only improved current water management practices but have also laid a foundation for more resilient and sustainable water systems in the future.

57. Overall, the projects, particularly Valencia 21, align well with the national priorities of the Palestinian Authority, supporting strategic goals in water resource management, infrastructure improvement, and sustainable service delivery. The evidence gathered from interviews with various entities demonstrates that these initiatives contribute significantly to the broader national framework, enhancing the capacity of Palestinian institutions to manage and develop water resources effectively.

2.1.1. Alignment with ACPP and Valencia City Council Development Cooperation Priorities

58. The projects undertaken by ACPP and PHG, supported by the Valencia City Council, demonstrate significant alignment with the development cooperation priorities outlined by both ACPP and the Valencia City Council. These priorities emphasize a multisectoral approach, institutional strengthening, participatory approaches, sustainable water management, and tangible community impact, which are essential to addressing the complex and interrelated issues facing Palestinian communities under occupation.

59. ACPP's development cooperation strategy underscores the importance of a multisectoral approach, integrating various sectors such as WaSH, food security, and community protection to provide comprehensive support to vulnerable populations. The projects supported by Valencia over the evaluation period, reflect this strategy by

combining efforts in WaSH with broader community development and protection measures. For example, Valencia 19 and 22 addressed both water infrastructure and community engagement needs, aligning with the holistic approach emphasized by ACPP.

60. A core priority of both ACPP and Valencia City Council is promoting gender equity and inclusion across all projects. This is evident in the gender-sensitive approaches integrated into the Valencia projects. For instance, Valencia 22 included a gender-based WaSH analytical study and targeted improvements in household WaSH facilities, specifically aiming to enhance the participation and benefits for women in these communities. The need for interventions to address the specific vulnerabilities of women is directly supported by the gender-focused activities in these projects. Valencia 21 included training on gender in WaSH projects, and sensitized communities on gender issues in the water sector.

61. Building the capacities of local communities and institutions to ensure sustainable development and resilience is a key priority for ACPP. The Valencia projects have significantly contributed to this by implementing capacity-building activities aimed at improving the operational performance of local water service providers and enhancing community resilience. Valencia 21's focus on developing early warning indicators and creating a comprehensive database that supports proactive water resource management was empowering local authorities and communities to better manage and respond to WaSH challenges. This also aligns with the Valencia City Council's emphasis on strengthening formal and non-formal structures in water management.

62. Effective coordination and collaboration among various stakeholders, including local authorities, civil society organizations, and international partners, is a cornerstone of both ACPP's and Valencia City Council's strategies. The projects have reinforced this by enhancing coordination mechanisms among WaSH actors through the development of tools like the unified data collection system and interactive maps for better data accessibility and monitoring. These efforts have fostered improved communication, reduced redundant efforts, and ensured more efficient resource allocation, which are crucial for the success of development initiatives.

63. Sustainable management and equitable distribution of water resources are central to the priorities of both ACPP and Valencia City Council. The projects align with this by focusing on infrastructure rehabilitation, the implementation of early warning systems, and the creation of a comprehensive database for water resource management. These initiatives not only address immediate water supply issues but also ensure the long-term sustainability and resilience of water systems in Palestinian communities. The proactive approach of Valencia 21, which includes early warning systems and data-driven decision-making processes, directly supports the sustainable water resource management goals of both organizations.

64. The projects have also demonstrated a tangible impact on the daily lives of the target populations by improving access to clean water, enhancing sanitation facilities, and increasing the reliability of water supply systems. For instance, the rehabilitation efforts in Kufil Haris and Izbet Al-Ashqar have significantly improved water availability, directly benefiting the residents by enhancing their quality of life and reducing the burden of water scarcity. This focus on community impact aligns with Valencia City Council's priority of supporting projects that have a meaningful effect on the lives of local populations.

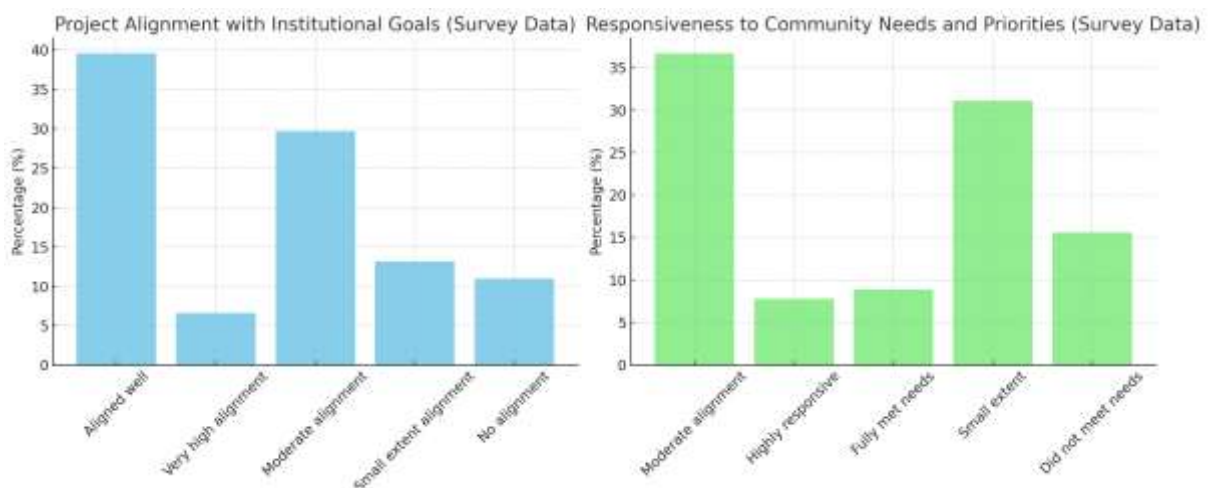
65. Despite the challenging context of the projects, including the impacts of the pandemic and the ongoing conflict, the projects have adapted effectively to ensure continuity and viability. The feedback from Valencia City Council acknowledges these challenges and highlights the resilience and flexibility of the project implementation strategies, which align with the Council’s objective of supporting sustainable and adaptable development cooperation efforts.

2.1.3. Alignment with Community Needs

66. The establishment of early warning indicators and developing a comprehensive database for water resource management under Valencia 21 is crucial for proactive water management and align with the strategic goals of service providers at the local level. The early warning indicators supported under Valencia 21 have enabled the identification of needs and problems in WaSH services, providing important information to guide interventions and address these issues effectively. Stakeholders interviewed indicated that this proactive approach helps improve coordination among WaSH sector actors, reduces redundancy, and enhances the efficiency of resource allocation.

67. A key component of the evaluation involved a survey of service providers targeted under Valencia 21. The survey aimed to assess the relevance of this project in particular to the strategic goals of the institutions and the specific needs and priorities of the communities served. The results showed that 39.6% of respondents felt that project aligns well with their institutional goals, while 6.6% reported a very high alignment. However, 29.7% indicated a moderate alignment, 13.2% felt it aligns to a small extent, and 11.0% felt there was no alignment at all, mainly because, they felt, did not add value in enabling to respond to their institutional mandate of improving WaSH services.

68. Regarding responsiveness to community needs and priorities, 36.7% of service providers reported a moderate alignment, 7.8% indicated the project was highly responsive, and 8.9% felt it fully met community needs. Conversely, 31.1% of respondents felt the project met needs to a small extent, and 15.6% indicated it did not meet community needs at all. These findings suggest that while Valencia 21 is generally well-aligned with institutional goals and community needs, there is room for improvement in ensuring their relevance and responsiveness. In order to further illustrate the quantitative survey results, the following graphs provide a visual representation of the data collected from service providers.



69. The household survey, conducted with 284 households in communities that received significant support over the years from Valencia, revealed strong alignment with community needs. An overwhelming 79.3% of respondents indicated that improved WaSH infrastructure and services are among the most pressing priorities in their communities. Additionally, 93.2% of them reported that the infrastructure rehabilitation activities implemented within their communities have helped in a substantial manner in responding to this need. This positive feedback underscores the importance of the Valencia projects in addressing critical WaSH issues and highlights their impact on community well-being. The graph below illustrates these results.



70. Field visits and interviews, such as those conducted in the Ein Qinya Bedouin community (see Box 1 below) and Kifl Haris and Izbat Al-Asqar, reveal a mixed but generally positive impact of the projects. For example, the rehabilitation of WaSH facilities for households including the provision of water tanks, and awareness campaigns under Valencia 22 have addressed critical sanitation and water access issues. These interventions have improved living conditions, enhanced personal hygiene, and reduced health risks. However, ongoing challenges such as the need for infrastructure maintenance and further integration into formal water and sewage networks highlight areas where the projects can enhance their responsiveness to community needs.

2.2. Effectiveness

2.2.1. Improving Access to Quality Water, Sanitation, and Hygiene

71. The interventions implemented by ACPP and PHG have tangibly contributed to improving access to quality water, sanitation, and hygiene (WaSH) in the West Bank and the Gaza Strip. Under Valencia 19, more than 2800 meters of water pipelines were rehabilitated, and over 22 house connections were installed in Kifil Haris in Salfit and 'Izbat al Ashqar in Qalqilia, benefiting more than 5000 inhabitants. These activities improved public water network conditions, reduced water losses, and enhanced water quantity and consumption per capita metrics. Support from a Valencian expert helped develop a model for the water supply system and study water losses, including physical water leakage, in these communities. In Kifil Haris, these improvements led to more efficient water usage practices among residents, reducing unnecessary water waste and improving overall water management at the household level.

72. Valencia 22 focused on improving water access and sanitation in the Ein Qinya community by rehabilitating six households WaSH facilities including the provision of

six water tanks with a capacity of 1500 liters. These interventions significantly enhanced sanitation facilities, increased water storage capacity, and improved hygiene practices, easing the daily workload of women in the community. Awareness campaigns targeting women focused on personal hygiene, water conservation, and efficient water usage, including practical sessions on teaching children proper hygiene practices and conserving water. The survey conducted within the framework of this evaluation reveals a remarkable level of satisfaction with these interventions, with nearly 97% of the surveyed households in the community indicating substantial improvements in their WaSH conditions as a direct result of the project.

73. Valencia 21, while having the potential to improve WaSH conditions across the West Bank and Gaza Strip through the Early Warning Indicator (EWI) system it facilitated, is yet to demonstrate its full effectiveness. The project established a system to monitor key WaSH indicators and collect data systematically for four quarters. This initiative aimed to provide crucial information to guide interventions and address emerging WaSH issues proactively. However, a more extended time series of data is needed to fully evaluate the impact of the EWI system on improving WaSH conditions. The effectiveness of this system in enhancing water quality, sanitation, and hygiene is anticipated, but it is still too early to render a definitive judgment based on the current data.

2.2.2. Achievement of Intended Objectives

74. The activities undertaken by ACPP and PHG have largely achieved their intended objectives, particularly in rehabilitating infrastructure and implementing gender mainstreaming in water projects. Valencia 19 successfully improved water infrastructure, reducing water losses and enhancing water supply reliability in two major communities. Valencia 22 effectively addressed immediate sanitation needs in the Ein Qinya community, improving personal hygiene standards and reducing health risks. The gender-sensitive approach, including awareness campaigns and the rehabilitation of WaSH facilities for households, empowered women and improved health outcomes.

75. All projects under evaluation included awareness-raising activities on effective water-saving strategies and capacity-building activities on various water management issues, including operation and maintenance, reducing water losses, and improving water quality and availability. These activities aimed to improve the WaSH skills and capacities of technical personnel. Interviews with service providers revealed that these initiatives significantly enhanced their operational capabilities and contributed to better water management practices.

76. Valencia 21's particular focus on developing early warning indicators and creating a comprehensive database for water resource management has not only improved the tracking of water quality and resource availability, supporting timely interventions, but also filled crucial information gaps in the WaSH monitoring systems in Palestine. The Water Sector Regulatory Council (WSRC) typically collects detailed data from service providers on an annual basis and usually does not issue its report until six months after the beginning of each year. Similarly, the WaSH Cluster coordinates a data collection process to inform the preparation of the Humanitarian Needs Overview (HNA) and Humanitarian Response Plan (HRP). However, in these processes, service providers are not actively involved in data collection, and the WSRC does not validate the data, unlike the EWI system implemented by the project. The EWI system, by enabling real-time data collection and validation from service

providers, has addressed these gaps, ensuring more accurate and timely information. This establishment of early warning indicators and a harmonized data collection tool has enabled service providers to monitor WaSH conditions effectively, allowing for quick identification and response to emerging issues. This system has improved the overall coordination and efficiency of WaSH service delivery, making it easier for service providers to address gaps and ensure more reliable access to clean water and sanitation.

77. Moreover, based on the interviews with service providers, it appears that Valencia 21 has played a crucial role in pushing improvements on several fronts, all of which support the achievement of the project's overall objective:

- **Improved Monitoring System:** The introduction of the quarterly monitoring and reporting system of EWIs has provided a structured approach to tracking the efficacy, accessibility, and sustainability of WaSH services. This systematic monitoring has enabled stakeholders to identify trends, gaps, and areas for improvement more effectively.
- **Data Collection and Reporting:** Valencia 21 facilitated the engagement of water service providers in collecting and reporting data on critical WaSH early warning indicators. This increased collaboration has ensured a more comprehensive and accurate assessment of the status of WaSH services across the OPT.
- **Comprehensive Database:** The establishment of a comprehensive two-year quarterly database encompassing nearly all water service providers is a significant achievement of Valencia 21. This database serves as a valuable resource for stakeholders to access reliable information on WaSH service delivery, enabling informed decision-making and resource allocation.
- **Integration of Data:** Valencia 21 successfully integrated critical WaSH early warning indicators and water quality data into the monitoring system. This holistic approach provides a more comprehensive understanding of the factors influencing WaSH service delivery and enables targeted interventions to address specific challenges.
- **Interactive Mapping:** The development of an interactive map displaying WaSH early warning indicators has enhanced accessibility and monitoring of WaSH services. This visual representation allows stakeholders to identify hotspots, prioritize areas for intervention, and track progress over time more effectively.

78. Despite these achievements, the evaluation identified a number of factors that have weighed down effectiveness of Valencia 21, namely:

- **Challenges in Data Collection and verification:** While early warning indicator data collection was initiated from over 311 service providers in the West Bank and the Gaza Strip, challenges emerged during implementation. Variability in the level of interaction and responsiveness among West Bank service providers affected data reporting consistency. Out of 286 West Bank service providers, approximately 174 consistently provided full responses over five quarters, while others only partially replied. Additionally, six service providers blocked the requested data, impeding the completeness of the dataset. The delayed response from service providers in sharing and entering quarterly data into the new platform resulted in significant delays in data analysis and

verification. This delay further exacerbated by the lack of essential infrastructure, such as computers and Internet connectivity, in certain communities, hindering communication and data submission efforts.

Moreover, despite efforts to establish a systematic process for data verification to ensure completeness, accuracy, and consistency of early warning indicator data provided by service providers, challenges emerged in the verification process. PHG and WSRC shared responsibility for data verification; however, resource constraints at WSRC led to some delays in the verification process and publication of some quarterly reports. The slow analysis and verification process by regulatory and supervisory bodies lengthened the EWI reporting procedure. Resource constraints and a lack of designated teams or individuals to oversee this work compromised accountability and efficiency. The dependency on PHG for significant portions of data verification and communication responsibilities with service providers highlights vulnerabilities in the project's sustainability (see below chapter on sustainability) and underscores the need for diversification of resources and capacities among project partners. Strengthening the institutional capacity of WSRC and establishing alternative support mechanisms will be essential for enhancing the robustness and sustainability of data verification processes in future initiatives.

- **Technical and Training Issues:** High turnover rates among personnel responsible for data entry at the level of service providers compounded inconsistencies and delays in EWI reporting. Some service providers still relied on paper-based techniques for recording water sales and archiving, which not only led to further delays but also complicated the data submission process. The delay in issuing monthly bulk water bills by the PWA and the West Bank Water Department (WBWD) also contributed to the sluggish response of service providers in entering EWI quarterly data.
- **Technical and Training Issues:** Despite efforts to train service providers and provide technical support for using the new portal for early warning indicators, some providers may have faced ongoing challenges in utilizing the system effectively. Technical issues, coupled with limited capacity among service providers, may have hindered data collection and reporting efforts, particularly in areas with limited access to resources and technical expertise.
- **Incomplete Reporting:** The varying response rates and instances of incomplete reporting among service providers, particularly in the West Bank, highlight the need for ongoing capacity-building and support mechanisms to ensure consistent and accurate data collection. Inadequate reporting not only undermines the reliability of the dataset but also hampers the effectiveness of monitoring and intervention efforts.
- **Limited Awareness and Language Barrier:** Despite the availability of the quarterly monitoring reports in English on the portal, many service providers expressed a lack of awareness regarding the utilization and analysis of the data they provide. Reports generated from the data are not readily accessible to service providers due to language barriers, as they are prepared exclusively in English. Consequently, service providers may not fully comprehend the analytical potential the database offers, hindering their ability to leverage the

information effectively for decision-making and resource allocation within their respective areas of operation.

- **Lack of Incentives for Reporting:** Another significant limitation observed was the absence of incentives to encourage service providers to consistently report their data. Without tangible incentives or rewards for reporting, some service providers may perceive the reporting process as an additional burden, leading to inconsistent response rates and incomplete datasets. Implementing incentive mechanisms, such as capacity-building opportunities, recognition programs, or financial rewards, could potentially enhance service providers' motivation to actively engage in data reporting, thereby improving the comprehensiveness and reliability of the dataset over time.
- **Disruption Due to War on Gaza:** In the Gaza Strip, all 25 service providers responded completely to data requests. However, the project faced significant challenges due to the conflict and Israeli aggression against the Gaza Strip on October 7, 2023. This resulted in the interruption of communication and internet services, as well as damage to WaSH infrastructure and facilities. Consequently, the project was unable to receive data from Gaza service providers for the last two quarters of 2023, impacting the completeness and timeliness of the dataset.

2.2.3. Influence on Power Relations and Discriminatory Practices

79. The outcomes of the projects have positively influenced power relations and mitigated discriminatory practices within the target communities. By improving access to essential WaSH services, the suite of Valencia support projects under evaluation addressed some of the inequities in resource distribution. For instance, the provision of water tanks and mobile toilets in underserved Bedouin communities reduced disparities in access to clean water and sanitation. Awareness campaigns educated community members on hygiene practices and water conservation, fostering a sense of shared responsibility and equity. However, interviews with community members and service providers highlighted that broader structural challenges related to occupation and political and administrative context continue to affect power dynamics and resource distribution.

80. While Valencia-supported projects have made commendable efforts to address gender inequalities within the WaSH sector, a critical evaluation reveals both successes and limitations in achieving substantive change at the community and sectoral levels:

- The initiatives under Valencia 19 aimed to promote gender perspectives in data collection, capacity-building, and community empowerment. Despite the participation of women in various activities, including data collection campaigns and capacity-building workshops, the outcomes remained largely limited in scope. While the training sessions may have increased awareness among participants, particularly women, they did not necessarily translate into tangible improvements in livelihoods or sectoral dynamics.
- Similarly, Valencia 21 endeavors included online workshops, awareness campaigns, and training sessions targeted at promoting gender-sensitive water management practices. While these initiatives reached a diverse audience, including women from selected communities, the impact on gender dynamics within the sector remained modest. Women beneficiaries acknowledged

increased knowledge as a result of the training; however, they did not report significant improvements in their livelihoods or broader sectoral outcomes. This highlights the gap between awareness-raising efforts and meaningful change in gender roles and participation within the WaSH sector.

- Under Valencia 22, efforts were made to conduct comprehensive gender-based analyses and implement household interventions in the marginalized Bedouin community of Ein Qinya. A gender study was undertaken to explore gender dynamics and challenges across various communities in the West Bank, including Ein Qinya. While these initiatives aimed to address gender-specific challenges in accessing quality water and sanitation facilities, their impact on gender inequalities remained limited. Despite rehabilitation work in selected households, including those led by women, and the insights gained from the gender study, the broader sectoral dynamics did not witness significant transformation. Women beneficiaries acknowledged the value of the interventions but did not indicate substantial improvements in their livelihoods or broader empowerment.

81. The critical evaluation of these initiatives reveals a gap between awareness-raising activities and transformative change in gender dynamics within the WaSH sector. While women participants may have acquired knowledge and skills through training sessions and capacity-building workshops, the broader structural barriers and entrenched gender norms remain largely unchanged. The limited impact on women's livelihoods and sectoral outcomes underscores the need for more holistic and sustained efforts to address gender inequalities within the WaSH sector. Moving forward, it is imperative to adopt a more nuanced approach that goes beyond tokenistic interventions to foster meaningful empowerment and gender equality within communities and the sector as a whole.

2.2.4. Enhancement of Coordination Mechanisms and Rights Facilitation

82. Valencia 21 in particular has effectively enhanced coordination mechanisms among WaSH actors and, to a lesser extent, facilitated the exercise and claim of rights by various groups, including women and vulnerable populations. The development of a unified data collection tool and the establishment of early warning systems under this project improved coordination and information sharing among WaSH actors, laying the foundation for a more efficient resource allocation and reduced redundancy. Interviews with stakeholders revealed that these tools have been instrumental in strengthening existing WaSH coordination and needs identification processes.

83. Valencia 21 has also been pivotal in establishing systems for proactive water management. The development of early warning indicators and a comprehensive database has enabled better tracking of water quality and resource availability, which in turn supports timely interventions. This project has not only improved technical coordination among service providers but also facilitated the effective participation of community members in water management processes. This participatory approach has empowered communities to voice their needs and ensure that interventions are responsive to local challenges. Community members and service providers emphasized that the awareness campaigns and capacity-building activities significantly improved their ability to claim their rights and address WaSH challenges.

84. Overall, the interventions by ACPP and PHG have made important strides in improving WaSH access and addressing gender and equity issues. While the projects have had a positive impact, particularly in improving water access and sanitation

infrastructure, there are opportunities for further enhancing their relevance and effectiveness. Continued focus on sustainable solutions, capacity building, and comprehensive community engagement will be essential for future project phases to better meet the evolving needs and priorities of Palestinian communities.

Box 1 - Enhancing Water Access and Sanitation in the Ein Qinya Bedouin Community

The Ein Qinya Bedouin community, consisting of approximately 16 families and 60 individuals, faces significant challenges related to water access and sanitation. Situated about one kilometer from the nearest water network, the community lacks formal water and sewage infrastructure, which has led to severe water contamination issues affecting their agricultural lands and water sources used for livestock. Prior to the support provided under Valencia 22, residents relied on purchasing water tanks, a costly endeavor. The community's reliance on old, insufficient mobile toilets further exacerbated their sanitation issues, leading to health risks and unsafe practices such as open defecation, which exposed residents to dangers from wildlife like snakes, scorpions, and wild boars, especially at night.

As part of the Valencia 22 project and another complementary project funded by the Spanish Cooperation, several interventions were implemented to improve water access and sanitation in the Ein Qinya community. Nine mobile toilets were distributed, significantly enhancing the community's sanitation facilities, and twelve water tanks, each with a capacity of 1.5 cubic meters, were provided to increase water storage capacity, addressing both immediate and long-term water access needs. Additionally, six large and six small kitchen sinks were distributed, which improved hygiene practices and eased the daily workload of women in the community. Awareness campaigns targeting women focused on personal hygiene, water conservation, and efficient water usage. These campaigns included practical sessions on teaching children proper hygiene practices and conserving water. Furthermore, each family received vouchers worth 660 shekels, providing financial assistance for purchasing necessary household supplies.

The interventions have had a substantial impact on the Ein Qinya community, although challenges remain. The new mobile toilets have greatly improved personal hygiene standards and reduced the need for unsafe practices like open defecation. The increased water storage capacity from the new tanks ensures more reliable access to water for daily needs and livestock, alleviating some of the financial burden. The provision of kitchen sinks has made it easier for women to manage household chores, including washing dishes and performing ablutions, thus saving time and effort. Improved hygiene practices have led to better health outcomes and reduced the incidence of waterborne diseases. However, the sustainability of these improvements is uncertain without ongoing support and maintenance. The knowledge gained from the awareness campaigns on water conservation and hygiene is being actively practiced and is expected to continue, given the high cost of water. Nonetheless, the interventions have not fully addressed the long-term sustainability and resilience of the community, as formal water and sewage infrastructure remains absent.

To further enhance the living conditions in Ein Qinya, several recommendations are proposed. Regular maintenance of the old mobile toilets and additional water tanks would further improve sanitation and water storage. Drilling wells for water collection and connecting the community to the formal water and sewage network

through coordination with relevant authorities would provide a sustainable solution to water and sanitation challenges. Additionally, many of the caravans in which families live require maintenance or replacement to ensure better living conditions.

2.3. Efficiency

2.3.1. Utilization of Resources

85. The partnership between Valencia City Council and ACPP/PHG demonstrated commendable efficiency in resource allocation across various project phases under evaluation, including water rehabilitation projects and gender and WaSH analyses. Financial investments were strategically directed towards critical infrastructure improvements, such as the rehabilitation of water pipelines and the installation of sanitation facilities, yielding tangible benefits for target communities. Interviews with various stakeholders and the review of the budgets of Valencia City Council – supported projects strongly suggest that human resources were effectively deployed to oversee projects' activities, conduct gender analyses, and facilitate capacity-building initiatives, ensuring comprehensive support for project objectives. Moreover, the utilization of technical expertise from Valencia City Council, particularly under Valencia 19 and the study visits of Palestinian partners in Valencia, enriched the project's implementation, fostering a heightened interest among Palestinian stakeholders in introducing innovations and building on existing good practices in water resource management introduced under Valencia 21 in particular.

86. The partnership with the Valencia City Council played an important role in achieving project objectives while optimizing resource utilization. Despite challenges posed by the pandemic and conflict escalation, the collaborative efforts between implementing agencies and financiers ensured timely disbursement of funds and facilitated effective coordination of project activities. The Valencia City Council's engagement, although limited in detail, provided valuable financial and technical support, underscoring the importance of north-south partnerships in promoting sustainable development initiatives.

87. Notable challenges in resource allocation and utilization surfaced during the project's implementation, primarily due to external factors such as the pandemic and conflict-related disruptions. These challenges hindered the smooth execution of all planned exchange activities and training sessions, impacting the project's ability to fully realize its intended outcomes. The projects, however, adapted quite well to these challenges to ensure continuity in project operations on the one hand, and responsiveness to emerging needs on the hand. Examples of adaptation include reallocation of budgets to respond to emerging WaSH needs during the pandemic, and changes in water network rehabilitation modality to enable service providers to execute the rehabilitation works with their own machinery and staff, thereby optimizing the use of Valencia City Council resources and more than doubling the scope of the originally planned rehabilitation works.

88. Valencia 21, in particular, demonstrated commitment to efficiency, leveraging strategic investments in data collection and analysis, partnerships with key stakeholders, and the utilization of technology to optimize resource utilization and enhance the sustainability of water and sanitation service delivery in Palestine. Based on discussions with various stakeholders, key aspects of efficiency of this project are as follows:

- **Strategic Investments in Data Collection and Analysis:** Valencia 21 prioritized strategic investments in data collection and analysis to bridge existing gaps in the water and sanitation sector. By partnering with the WSRC and the WaSH Cluster, the project facilitated the systematic monitoring and evaluation of key performance indicators, enabling stakeholders to identify trends, gaps, and areas for improvement more effectively. The establishment of a comprehensive database encompassing early warning indicators and water quality data serves as a valuable resource for informed decision-making and resource allocation. Through targeted capacity-building initiatives and technical assistance, Valencia 21 empowered water and sanitation service providers to collect, validate, and report data on critical indicators, thereby enhancing the efficiency and accuracy of data-driven decision-making processes.
- **Partnership with WSRC and the WaSH Cluster:** Valencia 21's collaboration with the WSRC and the WaSH Cluster played a pivotal role in optimizing resource utilization and maximizing project results. By leveraging existing institutional frameworks and partnerships, the project facilitated seamless coordination and information sharing among stakeholders, laying the foundation for a more efficient resource allocation and reduced redundancy. The active involvement of the WSRC in data validation and verification processes ensured the reliability and accuracy of early warning indicators, thereby enhancing the credibility and effectiveness of the EWS. Moreover, the project's engagement with the WaSH Cluster enabled targeted interventions to address specific challenges and vulnerabilities, fostering a collaborative approach to water and sanitation management that promoted efficiency and sustainability.
- **Utilization of Technology:** Valencia 21 capitalized on technological solutions, including the development of an electronic database and portal, to streamline data collection and reporting processes. Through capacity-building workshops and training sessions, the project empowered water and sanitation service providers to utilize the new portal effectively, facilitating real-time data collection and validation. The electronic database served as a centralized platform for monitoring early warning indicators, enhancing accessibility and visibility for stakeholders. By harnessing technology to digitize data collection and reporting, Valencia 21 improved the efficiency and accuracy of information dissemination, enabling stakeholders to make informed decisions and respond proactively to emerging challenges.

89. This notwithstanding, the evaluation identified a number of factors that have negatively impacted project efficiency, namely:

- **Resource Utilization and Capacity Building:** The project allocated resources towards capacity-building workshops and training sessions to empower water and sanitation service providers in utilizing the new EWS portal. By enhancing the technical skills and capabilities of stakeholders, the initiative sought to streamline data collection processes and ensure the timely reporting of EWIs. However, challenges related to the responsiveness and engagement of service providers, particularly in the West Bank, underscored the need for targeted interventions to address variability in participation and data reporting consistency. Despite efforts to provide technical support and facilitate access to the portal, discrepancies in response rates and data completeness persisted,

highlighting some inefficiencies in resource utilization and training effectiveness.

- **Operational Challenges and Geopolitical Constraints:** The implementation of the EWS faced operational challenges exacerbated by the complex geopolitical environment and ongoing conflict dynamics. Disruptions in communication and internet services, coupled with damage to WaSH infrastructure during periods of conflict and Israeli aggression, hindered data collection efforts and compromised the completeness and timeliness of quarterly reports, particularly in the Gaza Strip. While the project attempted to mitigate these challenges through contingency planning and technical assistance, the unpredictable nature of conflict-related disruptions underscore the inherent limitations in resource optimization and risk management strategies.
- **Stakeholder Engagement and Collaboration:** Collaboration with relevant authorities, including the WSRC, was instrumental in driving the implementation of the EWS and fostering stakeholder engagement. However, limitations in stakeholder participation and exchange activities, as noted by the Valencia City Council, highlighted inefficiencies in partnership dynamics and knowledge-sharing mechanisms. The passive involvement of certain stakeholders, coupled with constraints in exchange activities due to pandemic restrictions and geopolitical tensions, underscored the need for enhanced coordination mechanisms and proactive engagement strategies to optimize resource utilization and maximize project impact.

2.4. Impact

90. The suite of projects under evaluation has initiated steps towards measurable changes in power relations and discriminatory practices, particularly in Area C of the West Bank. These interventions, while not yet fully transformative, have laid the groundwork for addressing disparities in resource distribution by improving access to essential WaSH services. The infrastructure enhancements facilitated by Valencia 19 and Valencia 22, such as water pipeline rehabilitation and sanitation facilities installation, have indeed led to tangible improvements in conditions within target communities, notably by reducing waterborne diseases and enhancing hygiene standards. However, it's important to acknowledge that broader structural challenges related to occupation and administrative context continue to pose significant barriers to achieving equitable access to WaSH services.

91. Valencia 21, in particular, has played a crucial role in improving data availability and decision-making processes within the WaSH sector. By establishing a comprehensive database and early warning system (EWS), the project has enhanced the sector's capacity for monitoring and addressing emerging challenges. The engagement of service providers in the collection and reporting of quarterly data under Valencia 21 has shown promising impacts on operational efficiency. Approximately 53.6% of service providers reported positive changes in operational efficiency, including financial performance, reduced losses, and improved procedures. Moreover, 58.7% of service providers have adopted measures to ensure the sustainability of these improvements, such as monitoring and controlling losses, replacing old meters and parts of the network, and providing monthly reports on water consumption and conservation. These actions demonstrate a proactive approach by service providers to sustain the positive outcomes achieved through the project.

92. While these advancements are promising, the long-term impact of Valencia 21 on transforming power relations and discriminatory practices is yet to be fully realized. Continued efforts and sustained engagement will be necessary to translate enhanced data availability into meaningful change within the sector and communities.

93. The strengthened capacities for exercising and claiming rights, facilitated by the projects, have begun to empower vulnerable groups, women, and the broader community within the target areas. Capacity-building workshops and gender-sensitive analyses have increased awareness and participation among these groups, albeit with limited transformative effects observed thus far. While Valencia-supported projects have contributed to advancing the right to health for Palestinian communities by improving access to clean water and sanitation facilities, challenges such as conflict-related disruptions and resource constraints persist, impacting the full realization of these rights.

94. In terms of the broader transformation of reality and long-term impact on improving the lives of the Palestinian population, the projects have made notable strides, particularly through infrastructure improvements facilitated by Valencia 19 and Valencia 22. However, the sustainability of these improvements remains a concern, and the full impact of Valencia 21's data-driven approach is yet to be seen. Moving forward, sustained efforts will be necessary to ensure that the initiatives undertaken continue to push towards meaningful change and lasting improvements in the lives of Palestinian communities.

2.5. Sustainability and Continuity Planning:

95. The sustainability of the outcomes and impacts of the projects, especially Valencia 21, faces significant challenges due to the ongoing Israeli occupation and the volatile political context in the region. While infrastructure improvements facilitated by Valencia 19 and Valencia 22 have enhanced access to essential water and sanitation services, their sustainability hinges on factors such as maintenance, resource availability, and the resolution of broader political issues. Valencia 21's data-driven approach has laid a foundation for informed decision-making within the WaSH sector, but its long-term sustainability will depend on continued support for data collection and analysis, as well as the resilience of the systems established in the face of external disruptions.

96. Valencia 21 has made notable contributions to building local capacities and establishing a foundation for future interventions in the WaSH sector. By empowering water and sanitation service providers to collect, validate, and report data, the project has enhanced their technical skills and capabilities, thereby strengthening the sector's overall capacity for monitoring and responding to challenges. Additionally, Valencia 21's partnership with local institutions and stakeholders has fostered knowledge exchange and collaboration, further enhancing the sustainability of interventions beyond the project's conclusion.

97. Mechanisms have been put in place under Valencia 21 to ensure the continued exercise and claim of rights by various groups of rights holders after the project's completion. Capacity-building workshops, gender-sensitive analyses, and the establishment of an electronic database have increased awareness and participation among vulnerable groups, women, and the broader community. These mechanisms aim to institutionalize a culture of accountability and transparency within the sector, enabling rights holders to actively engage in decision-making processes related to water and sanitation services.

98. The integration of Valencia-supported projects with other ongoing initiatives in the WaSH sector has fostered coherence and contributed to enhancing development in the region. Valencia 21's collaboration with local institutions and international development and humanitarian organizations, has facilitated information sharing, resource mobilization, and coordinated action towards common goals. By aligning objectives and leveraging complementary strengths, Valencia-supported initiatives have maximized impact and contributed to the minimization of duplication of efforts, thereby enhancing the overall effectiveness and sustainability of interventions in the WaSH sector.

99. However, despite these efforts, the sustainability of project outcomes and impacts remains contingent upon addressing broader structural challenges, including the Israeli occupation, political instability, and resource constraints. Moving forward, continued support from stakeholders, innovative approaches to resilience-building, and advocacy for political solutions will be essential to ensure the long-term sustainability of interventions in the WaSH sector in the occupied Palestinian territories.

3. Conclusions and Recommendations

3.1. Conclusions

100. The evaluation of the partnership between Valencia City Council and ACPP/PHG, focusing on projects Valencia 19, Valencia 21, and Valencia 22, provides valuable insights into the relevance, effectiveness, efficiency, impact, and sustainability of interventions in the water, sanitation, and hygiene (WaSH) sector in the occupied Palestinian territories. Drawing from robust evidence collected through various methodologies, the following conclusions are reached:

101. **Relevance and Coherence:** The partnership's interventions have demonstrated a high level of relevance and coherence with the needs and priorities of target communities in the occupied Palestinian territories. Projects addressed critical challenges in the WaSH sector, including infrastructure rehabilitation, capacity-building, and data-driven decision-making, aligning with local and national development agendas.

102. **Effectiveness:** The partnership has been effective in achieving project objectives, particularly in infrastructure improvements and capacity-building initiatives. Valencia 19 and Valencia 22 have successfully rehabilitated water pipelines and installed sanitation facilities, enhancing access to safe water and sanitation services for vulnerable populations. Valencia 21's data-driven approach has strengthened the sector's capacity for monitoring and responding to challenges, laying a foundation for informed decision-making.

103. **Efficiency:** Despite challenges posed by external factors such as the pandemic and conflict-related disruptions, the partnership demonstrated commendable efficiency in resource allocation and utilization. Financial investments were strategically directed towards critical infrastructure improvements, and human resources were effectively deployed to oversee project activities and facilitate capacity-building initiatives. Adaptation measures, such as reallocating budgets and changing rehabilitation modalities, optimized resource utilization and maximized project impact.

104. **Impact:** While tangible improvements have been observed, particularly in infrastructure and data availability, the long-term impact of the partnership's interventions on communities and rights holders is yet to be fully realized. Valencia 21's efforts have improved data availability and empowered stakeholders, but sustainable changes in power relations and discriminatory practices require continued support and systemic change beyond the project's conclusion.

105. **Sustainability:** The sustainability of project outcomes and impacts faces significant challenges due to the ongoing Israeli occupation and political context in the region. Infrastructure improvements facilitated by Valencia 19 and Valencia 22 require ongoing maintenance and support, while Valencia 21's data-driven approach depends on continued investment in data collection and analysis by WSRC. Mechanisms have been put in place to ensure the continued exercise and claim of rights by rights holders, but broader structural challenges must be addressed to secure long-term sustainability.

3.2. Recommendations

106. Based on the findings of the evaluation, the following actionable recommendations are proposed for immediate action by PHG/ACPP and considerations for future support by Valencia City Council:

107. **For PHG/ACPP:**

- Strengthen monitoring and evaluation mechanisms to track the long-term impact of interventions beyond project completion, focusing on changes in power relations and discriminatory practices.
- Enhance coordination with local institutions and stakeholders to ensure the sustainability of project outcomes, particularly in infrastructure maintenance, and capacity-building efforts.
- Continue investing in strengthening data collection and analysis, prioritizing the institutionalization of data-driven decision-making processes within the WaSH sector. For this purpose consider mobilizing resources to build on the successes of Valencia 21 and strengthen the sustainability. Of its results. Such support should address WaSH infrastructure development needs and service delivery constraints in communities identified in Valencia 21 as being most vulnerable, and working with WSRC to further institutionalize the established EWS.
- Advocate for political solutions to address broader structural challenges, including the Israeli occupation, to ensure the sustainability of interventions in the occupied Palestinian territories.

108. **For Valencia City Council:**

- Consider future support for interventions in the WaSH sector, focusing on strengthening institutional capacities and fostering local ownership of development initiatives.
- Explore opportunities for enhanced collaboration with local and international partners to leverage complementary strengths and maximize impact in the occupied Palestinian territories.
- Prioritize investments in projects that address systemic challenges and promote sustainable development, aligning with national and international development agendas.
- Advocate for increased attention to the WaSH sector in policy dialogues and resource allocation decisions, emphasizing the importance of water security and sanitation for sustainable development in conflict-affected regions.

109. **For the WSRC:**

- Allocate dedicated resources and personnel for timely data verification and reporting to enhance the accuracy and reliability of the EWI system.
- Implement a robust feedback mechanism to provide regular updates and insights to service providers based on the data collected, ensuring continuous improvement.

- Conduct regular training sessions for service providers on data collection, reporting, and utilization of the EWI portal. Focus on overcoming technical challenges and ensuring consistent data submission.
- Develop a comprehensive manual and online tutorials to aid service providers in effectively using the EWI system.
- Introduce a reward system for service providers who consistently submit accurate and timely data. This could include recognition programs, financial incentives, or capacity-building opportunities.
- Facilitate regular multi-stakeholder meetings to review data trends, share best practices, and address emerging issues collaboratively.

110. For PWA:

- Develop and implement a comprehensive maintenance plan for rehabilitated infrastructure to ensure long-term functionality and sustainability.
- Secure funding and technical assistance for ongoing infrastructure maintenance and upgrades, particularly in vulnerable communities.
- Advocate for increased Palestinian access to water resources currently controlled by Israeli authorities. Engage in diplomatic efforts and leverage international support to address water inequities.
- Explore and invest in alternative water sources, such as rainwater harvesting, desalination, and wastewater reuse, to augment the water supply.
- Utilize the data from the EWI system to identify and address potential water scarcity and quality issues proactively. Develop contingency plans for periods of drought and other emergencies.
- Implement public awareness campaigns to educate communities on water conservation practices and the importance of maintaining water infrastructure.
- Review and update water policies and regulations to reflect current challenges and incorporate data-driven insights from the EWI system.
- Strengthen enforcement mechanisms to ensure compliance with water regulations and standards, addressing issues such as illegal connections and water theft.
- **For Service Providers**
- Put in place internal mechanisms and strengthen existing ones to ensure continued collection and reporting of EWI, aiming for continuous improvement in data quality.
- Engage in regular training and capacity-building programs to enhance technical skills and knowledge related to data management and EWI system usage.
- Focus on reducing non-revenue water (NRW) by identifying and addressing leaks, illegal connections, and inefficiencies in the water distribution network.
- Invest in modernizing water meters and infrastructure to improve accuracy in water usage measurement and billing.

- Conduct community outreach programs to educate residents on water conservation, hygiene practices, and the importance of timely reporting of water issues.
- Establish customer service centers and hotlines to facilitate easy communication between service providers and consumers, addressing complaints and issues promptly.
- Participate actively in multi-stakeholder forums and workshops organized by WSRC and PWA to share best practices, challenges, and solutions.
- Collaborate with other service providers to undertake joint initiatives aimed at improving water quality, access, and sustainability.

4. Annexes

Annex A Terms of reference (ToR)

***TERMS OF REFERENCE
EXTERNAL ASSESSMENT OF THE PROJECT***

“Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators”

**CALL FOR INTERNATIONAL DEVELOPMENT
COOPERATION PROJECTS**

AYUNTAMIENTO DE VALENCIA 2021

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1. Introduction: General Data

The non-governmental organisation **Asamblea de Cooperación por la Paz** (hereinafter ACPP) and **Palestinian Hydrology Group – Palestine** (PHG) are in need of procuring the **mandatory external assessment of the project “Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators”** This project has been approved within the framework of the call for international development cooperation projects funded by the **Ayuntamiento de Valencia 2021. Additionally, there is a need to conduct an evaluation of the WaSH work strategy with the Ayuntamiento de Valencia since 2016.**

The purpose of these Terms of Reference (hereinafter ToR) is to define the services required for the external assessment of the project identified by an external consultant.

Main project data:

- Name: Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators.
- Call for projects Ayuntamiento de Valencia 2021.
- Project start date: 01/02/2022
- Project end date: 01/04/2024

Brief Description of the Project:

One of the most pressing challenges faced by the Palestinian population due to the Israeli occupation is the limited access to water. This results in inadequate daily water consumption, negatively impacting both health and hygiene, as well as hindering the economic development of communities. Water resources are under the control of the State of Israel, and in certain localities, especially those in Area C of the Occupied Palestinian Territories (OPT), building and/or rehabilitating infrastructure is impossible due to Israeli authorities' control. They refuse construction permits and systematically destroy water infrastructure in Palestinian communities.

Regrettably, the situation of the Palestinian population has been subjected to increasing human rights violations. The limited international repercussions following Israeli army attacks on the Palestinian population underscore the impunity with which the State of Israel acts, leaving Palestinian citizens in a state of vulnerability. Consequently, the Palestinian Authority has limited control over water resources. Moreover, many local and international actors lack a defined strategy for water, sanitation, and hygiene (WaSH) services, hindering coordinated actions with a long-term impact on improving the lives of the population.

In light of these challenges, ACPP and PHG, along with other stakeholders in the WaSH sector, recognize the need to establish a shared, coordinated response in humanitarian and development efforts to address this protracted crisis. There is also a necessity to establish an early warning system, a common methodology for data collection and information on WaSH, and common indicators for measurement and analysis. These measures will enhance the national WaSH-related emergency anticipation capabilities of key stakeholders involved in emergency response and WaSH service provision in the OPT.

Within the framework of activities coordinated by PHG and supported by the City Council of Valencia, noteworthy efforts have been made in the community of Al Jiftlik in the north of the Jordan Valley, Area C. The community's water supply system was rehabilitated through projects in 2014 and 2015. Subsequently, with the support of the Valencia City Council and other financiers, the community was equipped with a drinking water network, ensuring adequate sanitation and hygiene.

The partnership with Valencia, spanning the last 10 years, has evolved through various stages, including assessment and analysis of WaSH situations, identification of WaSH needs, promotion of gender mainstreaming in water, improvement of coordination mechanisms among WaSH actors, and implementation of community WaSH needs. Key projects and outcomes are summarized as follows:

Valencia 16, 17, 18:

- **Project name:** Deep preparation and improved response capacity to address the water shortages affecting Palestinian communities in the west bank through increased effectiveness of civil society participation and institutions in the coordination and monitoring of water resources. water and sanitation, phase (I), phase (II) and phase (III).
- **Project duration:** 36-month, with 12 months allocated to each phase, from March 2017 to March 2020.
- **Project outcomes:** Improved response capacity to address water shortages affecting Palestinian communities in the West Bank, including the identification and dissemination of WaSH situations in 148 communities and 540 households in the West Bank.

Valencia 19:

- **Project name:** Improving WaSH Conditions in Target Palestinian Communities through Rehabilitating Deteriorated Infrastructure and Ensuring Effective coordination and information sharing among concerned stakeholders.
- **Project duration:** 24-month, from February 2020 to February 2022.
- **Project outcomes:** Improvement of WaSH conditions in target Palestinian communities through rehabilitating deteriorated infrastructure in the West Bank. This includes the

assessment and communication of WaSH conditions in 28 communities and 23 schools. Furthermore, 2,800 meters of the water network have been rehabilitated within the communities of Kilf Haris and Izbat al Ashqar in Salfit governorate.

Valencia 21:

- **Project name:** Improving the efficacy, accessibility and sustainability of WaSH services in the Occupied Palestinian Territory (OPT) and the response capacity of humanitarian actors through developing early warning indicators.
- **Project duration:** 24-month, from February 2022 to April 2024.
- **Project outcomes:** Enhancing the effectiveness, accessibility, and sustainability of WaSH services in the oPt. This involves establishing a comprehensive two-year quarterly database encompassing over 300 service providers in the oPt., integrating critical WaSH early warning indicators and water quality data. Additionally, the project includes the development of an interactive map displaying WaSH early warning indicators for enhanced accessibility and monitoring.

Valencia 22:

- **Project name:** Gender and WaSH Analysis at Community Level in Area “C” of the West Bank.
- **Project duration:** 12-month, from March 2023 to March 2024.
- **Project outcomes:** Perform a gender-based WaSH analytical study at the community level in Area "C" of the West Bank and renovate 6 HH WaSH facilities in Ein Qinya Bedouins community in Ramallah governorate.

2. Purpose and Objective of the Assessment

The overarching aim of this assessment is to garner an external perspective on the processes undertaken by Asamblea de Cooperación por la Paz (ACPP) in collaboration with Palestinian Hydrology Group-Palestine (PHG) within the realm of international development cooperation in Palestine. The decision to incorporate this external evaluation into the 2021 project framework is grounded in the ongoing continuity observed across various project phases. Both the ACPP team and PHG deem it fitting to conduct this evaluation at this juncture of the project.

Consequently, the primary objective of the evaluation is to identify and critically reflect on the achieved results, determining their value not only in the last year but throughout the duration of this line of work initiated with funding from the Valencia City Council. The evaluation serves as a means to generate insights that enhance the effectiveness and quality of the cooperation between the two organizations. Furthermore, it contributes to the transformation of reality and provides elements for transparency and accountability. Given the long-term nature of the project and its anticipated continuation in the coming years, this evaluation is anticipated to provide valuable insights for all stakeholders, enabling adaptive learning for future interventions and the consolidation of the work accomplished in this intervention.

In light of the above, the evaluation should address the following points:

Relevance:

- To what extent does the project address the critical challenges faced by the Palestinian population, particularly in relation to limited access to water and discriminatory practices in Area C of the Occupied Palestinian Territories?
- How well does the project align with the identified needs and priorities of the target communities, especially considering the prevalent power dynamics and inequalities?

- Is the project approach responsive to the long-term goals and expectations of the Palestinian Authority and other local and international actors involved in the WaSH sector?
- How effectively has the project responded and adapted to the evolving context and challenges faced by the Palestinian population, considering the ongoing Israeli occupation and its impact on water resources?

Effectiveness:

- To what extent have the interventions implemented by ACPP and PHG contributed to improving access to quality water, sanitation, and hygiene in the West Bank and Gaza?
- How well have the activities undertaken by ACPP and PHG achieved their intended objectives, particularly in terms of rehabilitating infrastructure and implementing gender mainstreaming in water projects?
- Have the outcomes of the project positively influenced power relations, mitigated discriminatory practices, and addressed the unfair distribution of power within the target communities?
- How effectively has the project enhanced coordination mechanisms among WaSH actors and facilitated the exercise and claim of rights by various groups, including women and vulnerable populations?

Efficiency:

- Were the financial, human, and other resources allocated to the project utilized efficiently in implementing various phases, such as rehabilitation projects and gender and WaSH analyses?
- How well did the partnership with Valencia City Council and other financiers contribute to achieving project objectives while optimizing resource utilization?
- Were there any notable challenges or bottlenecks in resource allocation and utilization during the project's implementation?
- To what extent did the efficiency of resource utilization contribute to the sustainability of project outcomes and impacts?

Impact:

- What measurable changes in power relations and discriminatory practices have resulted from the project's interventions, particularly in Area C of the Occupied Palestinian Territories?
- How have the strengthened capacities for exercising and claiming rights impacted vulnerable groups, women, and the broader community within the target areas?
- To what extent have the outcomes of the project influenced obligations and responsibilities in the health sector to comply with international human rights standards?
- What evidence exists to demonstrate the project's contribution to the broader transformation of reality and its long-term impact on improving the lives of the Palestinian population?

Sustainability:

- How likely are the outcomes and impacts of the project to be sustained after its conclusion, considering the ongoing challenges posed by the Israeli occupation and the political context in the region?
- To what extent has the project contributed to building local capacities and establishing a foundation for future interventions in the WaSH sector?
- Have mechanisms been put in place to ensure the continued exercise and claim of rights by the various groups of rights holders after the project's completion?
- How well does the project integrate with other ongoing initiatives in the WaSH sector, fostering coherence and contributing to sustainable development in the region?

Coherence:

- How well does the project complement and align with other international development cooperation initiatives, especially those funded by the Ayuntamiento de Valencia and other financiers?
- To what extent does the project's approach resonate with the strategies and expectations of key stakeholders, including the Palestinian Authority and other local and international actors involved in the WaSH sector?
- How effectively has the project fostered coordination and coherence among various actors and agents working in the WaSH sector in the Occupied Palestinian Territories?
- In what ways has the project contributed to a more coherent and integrated response to the long-term water crisis in the region, considering the complex political and social dynamics?

Preliminary work with PHG and ACPP on a series of issues is vital to enabling the consulting team to perform this analysis. The preliminary tasks include drawing up a list of key informants and agreeing on the list of questions to be used in both the discussion groups and in the qualitative questionnaires.

3. Key Informants

The consulting team will be supported and accompanied by PHG and ACPP, who shall ensure that the consultant can contact the informants considered critical for proper assessment of the executed project. PHG and ACPP are also responsible for disseminating and sharing the assessment results among the other actors involved in the project.

Consequently, organising and holding a series of interviews/focus groups/discussion groups is considered indispensable. **The following list is only a suggestion that the consulting team must analyse, complement and properly define both in the proposed methodology and in the subsequent contract:**

- Palestinian Water Authority (PWA).
- Water Sector Regulatory Council (WSRC).
- WaSH Cluster – Palestine.
- West Bank Water Department (WBWD).
- Union of Palestinian Water Services Providers (UPWSP).
- Ministry of Local Governorate (MoLG).
- Big Services Providers (Joint Service Council, Company, Municipality, Cooperative Society for Water, Water Utility, Water Undertaking and Authority).
- Small Services Providers (Village councils and refugee camps).

4. Methodology

The approach for conducting the assessment will be collaboratively determined by PHG, ACPP, and the consultant. The primary goal of the assessment is to scrutinize the outcomes of the project, assess the quality of the intervention, and gauge its level of success. To facilitate this, it is recommended to formulate an assessment matrix encompassing key criteria such as relevance, design/coherence, efficiency, effectiveness, impact, and sustainability, with a dedicated focus on integrating gender equality considerations. The matrix will serve as a comprehensive tool for gathering, summarizing, and illustrating the primary findings. The overarching purpose of the

assessment is to derive conclusions, distill valuable lessons, and formulate recommendations beneficial to all stakeholders.

While awaiting a more specific formulation through mutual agreement between the consultant and the entity, it is imperative to underscore the necessity of employing participatory methods that solicit the perspectives of key actors engaged in the project. Throughout the data collection process, a commitment to gender sensitivity, human rights, and democratic governance-based approaches will be ingrained. The chosen methodology may entail a combination of quantitative data sources and qualitative tools, employing a summative approach that employs data triangulation to juxtapose and corroborate information from various sources. The consultant will be entrusted with formulating a detailed proposal, considering tools such as:

- documentary analysis of reports and other records.
- In-depth semi-structured individual and group interviews.
- Facilitation of discussion groups involving intervention rights holders (both women and men).

Administration of anonymous questionnaires to individuals responsible for the project and intervention rights holders.

5. Control Plan and Timeline

No.	Activity	Deliverables	Date*	Organisation responsible
1	Selection of the consulting team	ACPP sends the ToR to PHG and after to the company.	08/02/2024	ACPP
2	Methodological proposal	The company send to PHG and ACPP the methodological proposal in English	15/02/2024	The company
3	Methodological proposal	ACPP and PHG will check the methodological proposal and send the comments if there are any comment	23/02/2024	ACPP and PHG
4	Work schedule and contract	ACPP will close the contract with the company (checking all the teams the work schedule)	19/03/2024	ACPP, PHG, The company
5	Coordination meeting	Coordination meeting to start with the field work	21/03/2024	PHG and The company
6	Field work	Collecting information from	26/03/2024-	PHG, the

		key informants. Readjustment of the work schedule (as required).	26/05/2024	company, ACP
7	Coordination meeting	Intermediate coordination meetings	28/05/2024	PHG, the company, ACP
8	Presentation of preliminary assessment report	Draft of the final project assessment report in English	10/06/2024	The company
9	Preliminary assessment report	ACPP and PHG will check the draft of the final project assessment report and send the comments if there are any comment	20/06/2024	PHG, ACP
10	Submission of the final report and dissemination meeting	Submission of the final report in English and dissemination meeting	27/06/2024	The company
11	Coordination meeting	Meeting with PHG and ACP to present the final report.	03/07/2024	PHG, The company
12	Presentation of the final results by the participating population.	Presentation of the final results to the participating population.	08/07/2024	PHG, The company
13	Presentation of the final assessment report to the institution	Final assessment report in English	15/07/2024	

6. Contracted Company's Obligations

- Both Parties commit to keep absolute secrecy regarding the personal data obtained in the process, in compliance with the current Agreement, and observing all legal provisions under the legislation provided for this purpose in Palestine for protection of Personal data and current EU Regulation for the protection of individuals regarding processing personal data and the free movement of such data and any regulations.
- In particular, the Service Provider agrees not to apply or use the personal processed data or those which have been accessed to during the Service

provision, for any other purpose different than the one specified in this Agreement, neither to transfer them, not even for their preservation, to other persons and/or third parties. The Service Provider will apply to all data processed on behalf of the Customer, the safety measures established in all current regulations, according to the type of data in each case. Once the Service is completed the data must be returned to the Customer on the same format in which it that was originally remitted to them, and the Service Provider will not save any copies,

- Any modification/s in the conditions of the contract execution must be previously communicated in writing to the other Party. In this event, notifications, requirements and writings of any kind related to the current Agreement will be sent to the Service Provider's and the Customer's addresses specified in this document. If any change in these details should happen, both Parties are obliged to communicate it to the other Party reliably.
- The hired company must comply with the regulations and laws in force during the duration of the contract. The responsibility for non-compliance with these regulations shall be borne by the company itself.
- The hired company must ensure effective and efficient tasks' accomplishment, in compliance with the professional practices they offer.
- The hired company must protect the confidentiality of the informants that participate in the evaluation process implementation.
- The hired company must deliver the committed products according to the criteria established in these terms of reference and in the methodological proposal.
- If the hired company considers that ACPP exceeds or oversteps its authority as project manager, it may claim or notify its opinion to ACPP within 15 days of receiving the execution order that generates disagreement.
- All documents and information provided by ACPP to the hired company, as well as those provided by the evaluation process informants are considered private and confidential.
- If a consortium of two or more persons composes the hired company, they all will be hold accountable for the stipulated conditions for the formal accomplishment of the contract. In case one of the member of the consortium is appointed as representative, he/she will be empowered to make decisions that commit the rest of the team. If the consortium is modified without previous notification to ACPP, the modification will be considered a strict breach of the contract.
- The hired company must be faithful to its profession deontological code of its, as well as, respect human rights.
- The hired company must know and work to comply with the ACPP Code of Conduct, which will be provided by the entity. All the information on the Codes of Conduct and the Transparency issues on which our organization set its work can be found at: <https://www.acpp.com/about-us/transparencia/>
- Further, the hired company must make a written Declaration of Intent regarding the company's policy in relation with the Code of Conduct, and how it will be implemented, if ACPP requests it. This declaration must be communicate to its workers, suppliers and to ACPP itself.
- All pre-selected companies must refuse any gift, gratuity and/or bribe situation offered as an incentive to receive favourable treatment during the tendering in which they may be selected.

- From the moment the contract is formalized, and even after its termination, professional secrecy¹ must be maintained between both parties subscribing the contract.

7. **Conflict of Interests**

- The hired company must prevent or eliminate any situation that compromises the execution of the contract.
- Any conflict of interest must be notified (written notification) to ACPP as soon as possible.
- The hired company must ensure that its staff is not finding itself in any situation that could generate a conflict of interest.
- Once the contract terminates, the hired company will limit its functions to the provision of services specified the contract.
- The evaluation team and ACPP will author the evaluation report. The information reported in the evaluation report is private and the hiring entity shall give its authorization in order for the team to disseminate it.

8. **Appendices**

The following documents are attached to these terms of reference:

Consultation documents related to the project	<ol style="list-style-type: none">1. Project planning matrix.2. ACPP_PHG signed work schedule.3. Final report delivered by PHG to ACPP.
This table may be modified after the coordination meeting with the evaluation company	

Annex B Evaluation matrix

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
Relevance:			
<p>To what extent does the project address the critical challenges faced by the Palestinian population, particularly in relation to limited access to water and discriminatory practices in Area C of the Occupied Palestinian Territories?</p>	<ul style="list-style-type: none"> - How directly does the project target areas with limited access to water? - How does the project address discriminatory practices in water access? 	<p>Project documentation, stakeholder interviews, community feedback</p>	<p>The project's alignment with addressing critical challenges in targeted areas; relevance of project objectives to addressing discriminatory practices.</p>
<p>How well does the project align with the identified needs and priorities of the target communities, especially considering the prevalent power dynamics and inequalities?</p>	<ul style="list-style-type: none"> - How were community needs and priorities identified and integrated into project planning? - How does the project consider power dynamics and inequalities in its approach? 	<p>Community surveys, stakeholder interviews, project documents</p>	<p>Alignment of project activities with community needs and priorities;</p> <p>Adequate consideration of power dynamics and inequalities in project design.</p>
<p>Is the project approach responsive to the long-term goals and expectations of the Palestinian Authority and other local and international actors involved in the WaSH sector?</p>	<ul style="list-style-type: none"> - How does the project align with the long-term goals of the Palestinian Authority and other stakeholders? - To what extent were the expectations of key actors incorporated into project planning? 	<p>Meetings minutes, stakeholder interviews, project proposals</p>	<p>Responsiveness of project approach to long-term goals and expectations of key stakeholders.</p>

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
<p>How effectively has the project responded and adapted to the evolving context and challenges faced by the Palestinian population, considering the ongoing Israeli occupation and its impact on water resources?</p>	<ul style="list-style-type: none"> - How has the project adapted to changes in the political and social context in its different phases? - How has the project addressed challenges posed by the Israeli occupation in its implementation? 	<p>Project progress reports, stakeholder interviews, community feedback</p>	<p>Effectiveness of project adaptation to changing context and challenges; mitigation of challenges posed by the Israeli occupation.</p>
Effectiveness:			
<p>To what extent have the interventions implemented by ACPP and PHG contributed to improving access to quality water, sanitation, and hygiene in the West Bank and Gaza?</p>	<ul style="list-style-type: none"> - What measurable improvements have been achieved in access to quality water, sanitation, and hygiene as a result of project interventions? - How has the project contributed to behavior change regarding water management, gender issues in the sector, and hygiene practices? 	<p>Monitoring data, community surveys, stakeholder interviews</p>	<p>Demonstrated improvements in access to WaSH services; evidence of behavior change</p>
<p>How well have the activities undertaken by ACPP and PHG achieved their intended objectives, particularly in terms of rehabilitating infrastructure and implementing gender mainstreaming in water projects?</p>	<ul style="list-style-type: none"> - To what extent were project objectives achieved within the set timeframe? - How effectively were gender mainstreaming principles integrated into project activities? 	<p>Project reports, monitoring data, stakeholder interviews, surveys</p>	<p>Achievement of project objectives within timeframe; effectiveness of gender mainstreaming efforts.</p>

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
Have the outcomes of the project positively influenced power relations, mitigated discriminatory practices, and addressed the unfair distribution of power within the target communities?	<ul style="list-style-type: none"> - How have project outcomes impacted power dynamics within communities? - To what extent have discriminatory practices in water access been addressed by project interventions? 	Community feedback, stakeholder interviews, project evaluations	Positive changes in power relations within communities; mitigation of discriminatory practices in water access.
How effectively has the project enhanced coordination mechanisms among WaSH actors and facilitated the exercise and claim of rights by various groups, including women and vulnerable populations?	<ul style="list-style-type: none"> - How have coordination mechanisms, particularly in relation to monitoring, EWI, and vulnerability-based targeting, among WaSH actors improved as a result of project interventions? - To what extent have the rights of women and vulnerable populations been considered and promoted in project activities? 	Coordination meeting records, stakeholder interviews, community surveys	Improved coordination among WaSH actors; promotion of rights for women and vulnerable populations.
Efficiency:			
Were the financial, human, and other resources allocated to the project utilized efficiently in implementing various phases, such as rehabilitation projects and gender and WaSH analyses?	<ul style="list-style-type: none"> - How were project resources allocated and utilized? As planned? - Did the projects adapt well to deliver results in a cost effective manner? - Were there any instances of resource wastage or inefficiency during project implementation? 	Financial reports, project budgets, monitoring data, stakeholder interviews	Efficient allocation and utilization of project resources; minimization of resource wastage.

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
How well did the partnership with Valencia City Council and other financiers contribute to achieving project objectives while optimizing resource utilization?	<ul style="list-style-type: none"> - What role did the partnership with Valencia City Council and other financiers play in project implementation? - How effectively were resources leveraged through partnerships to achieve project objectives? 	Partnership agreements, financial reports, stakeholder interviews	Contribution of partnerships to achieving project objectives; optimization of resource utilization through partnerships.
Were there any notable challenges or bottlenecks in resource allocation and utilization during the project's implementation?	<ul style="list-style-type: none"> - What were the main challenges faced in resource allocation and utilization? - How were these challenges addressed or mitigated during project implementation? 	Project progress reports, stakeholder interviews, internal assessments	Identification and mitigation of challenges in resource allocation and utilization.
To what extent did the efficiency of resource utilization contribute to the sustainability of project outcomes and impacts?	<ul style="list-style-type: none"> - How did efficient resource utilization contribute to the sustainability of project outcomes? - What measures were taken to ensure that efficient resource utilization would lead to long-term impact? 	project reports, stakeholder interviews	Contribution of efficient resource utilization to sustainability of project outcomes; measures for long-term impact.
Impact:			
What measurable changes in power relations and discriminatory practices have resulted from the	- How have power relations shifted within targeted communities as a result of project interventions, namely training, awareness raising	Community surveys, stakeholder interviews, project documents	Measurable changes in power relations; mitigation of discriminatory practices in water access.

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
<p>project's interventions, particularly in Area C of the Occupied Palestinian Territories?</p>	<p>and the Gender Assessment conducted in Valencia 2021?</p> <p>- To what extent have discriminatory practices in water access been addressed by project interventions?</p>		
<p>How have the strengthened capacities for exercising and claiming rights impacted vulnerable groups, women, and the broader community within the target areas?</p>	<p>- In what ways have the capacities of vulnerable groups, women, and the broader community been strengthened by project interventions?</p> <p>- Have these strengthened capacities led to improved rights and well-being? How?</p>	<p>Capacity-building reports (training reports, etc), project annual reports, stakeholder interviews, community feedback</p>	<p>Demonstrated improvement in capacities of vulnerable groups, women, and broader community; impact on rights and well-being.</p>
<p>To what extent have the outcomes of the project influenced obligations and responsibilities in the sector to comply with international human rights standards?</p>	<p>- How have project outcomes influenced obligations and responsibilities in the sector?</p> <p>- To what extent have international human rights standards been integrated into sector practices as a result of project interventions?</p>	<p>stakeholder interviews, project reports</p>	<p>Influence of project outcomes on sector obligations and responsibilities; integration of human rights standards into sectoral practices.</p>
<p>What evidence exists to demonstrate the project's contribution to the broader transformation of reality and its long-term impact on</p>	<p>- What evidence exists of the project's broader impact beyond immediate outcomes?</p>	<p>Project reports, stakeholder interviews, community feedback</p>	<p>Demonstrated broader impact of project beyond immediate outcomes; long-term improvement in lives of Palestinian population.</p>

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
improving the lives of the Palestinian population?	- How has the project contributed to improving the lives of the Palestinian population in the long term?		
Sustainability:			
How likely are the outcomes and impacts of the project to be sustained after its conclusion, considering the ongoing challenges posed by the Israeli occupation and the political context in the region?	<ul style="list-style-type: none"> - What measures have been put in place to ensure the sustainability of project outcomes and impacts? - How likely are these measures to succeed given the ongoing challenges in the region? 	Project reports, stakeholder interviews, project evaluations	Likelihood of sustainability of project outcomes and impacts given ongoing challenges.
To what extent has the project contributed to building local capacities and establishing a foundation for future interventions in the WaSH sector?	<ul style="list-style-type: none"> - How have project activities contributed to building local capacities in the WaSH sector? - What foundation has been established for future interventions based on project experiences? 	Capacity-building reports, stakeholder interviews, project reports	Contribution to building local capacities; establishment of foundation for future interventions.
Have mechanisms been put in place to ensure the continued exercise and claim of rights by the various groups of rights holders after the project's completion?	<ul style="list-style-type: none"> - What mechanisms have been established to ensure continued exercise and claim of rights by project beneficiaries? - How effective are these mechanisms expected to be in the post-project phase? 	Project documentation, stakeholder interviews, community feedback	Effectiveness of mechanisms for continued exercise and claim of rights post-project completion.

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
How well does the project integrate with other ongoing initiatives in the WaSH sector, fostering coherence and contributing to sustainable development in the region?	<ul style="list-style-type: none"> - How does the project align with and complement other ongoing initiatives in the WaSH sector? - To what extent has the project contributed to fostering coherence and sustainable development in the region? 	Coordination meeting records, stakeholder interviews, project reports	Integration with other initiatives in the WaSH sector; contribution to coherence and sustainable development in the region.
Coherence:			
How well does the project complement and align with other international development cooperation initiatives, especially those funded by the Ayuntamiento de Valencia and other financiers?	<ul style="list-style-type: none"> - How does the project align with and complement initiatives funded by other donors? - To what extent has the project leveraged resources from other international development cooperation initiatives? 	Partnership agreements, stakeholder interviews, project documents	Alignment and complementarity with other donor-funded initiatives; leveraging of resources.
To what extent does the project's approach resonate with the strategies and expectations of key stakeholders, including the Palestinian Authority and other local and international actors involved in the WaSH sector?	<ul style="list-style-type: none"> - How does the project's approach align with the strategies of key stakeholders, such as the Palestinian Authority? - To what extent do key stakeholders perceive the project as meeting their expectations? 	Stakeholder interviews, project proposals, strategy documents	Alignment of project approach with stakeholder strategies; perception of project by key stakeholders.

Evaluation Questions	Sub-Questions	Sources of Information	Judgment Criteria
How effectively has the project fostered coordination and coherence among various actors and agents working in the WaSH sector in the Occupied Palestinian Territories?	<ul style="list-style-type: none"> - How has the project contributed to coordination among WaSH actors in the region? - To what extent has the project promoted coherence in WaSH sector interventions? 	Coordination meeting records, stakeholder interviews, project documents	Contribution to coordination among WaSH actors; promotion of coherence in interventions.
In what ways has the project contributed to a more coherent and integrated response to the long-term water crisis in the region, considering the complex political and social dynamics?	<ul style="list-style-type: none"> - How has the project contributed to addressing the long-term water crisis in the region?
 - In what ways has the project navigated complex political and social dynamics to achieve its objectives? 	Project reports, stakeholder interviews, community feedback	Contribution to addressing the long-term water crisis; navigation of complex dynamics to achieve objectives.

Annex C Data Collection Tools

DRAFT Guidelines for Semi-Structured Interviews

Palestinian Water Authority (PWA):

1. Alignment with Needs and Strategies:
 - Can you provide insights into your organization's perspective on the projects funded by Valencia City Council in terms of addressing water access challenges in Palestinian communities, particularly in Area C of the Occupied Palestinian Territories? What specific challenges have different phases of the project addressed?
 - How do you perceive the alignment of these projects with the identified needs and priorities of the target communities?
 - How about alignment with PWA policies, plans, strategies?
2. Achievements and Impacts:
 - From your standpoint, what are the main achievements of the projects in terms of responding to water, sanitation, and hygiene (WaSH) needs in the West Bank and Gaza?
 - Can you share any observations or evidence regarding the impact of these projects on improving access to quality water, sanitation facilities, and hygiene practices in Palestinian communities?
3. Future outlook?
 - What are the main lessons learned from the projects from your perspective?
 - What are the recommendations for the future?

Water Sector Regulatory Council (WSRC):

1. Alignment with Needs and Strategies:
 - In your opinion, how well do the projects funded by Valencia City Council align with the strategic objectives and priorities outlined by the Water Sector Regulatory Council?
 - Have you noticed any specific strategies or approaches employed by these projects to address the regulatory challenges in the water sector in Palestine?
2. Achievements and Impacts:

- From your perspective, what are the key achievements of the projects in terms of promoting regulatory compliance and improving water service delivery in Palestinian communities?
- Can you provide examples of the projects' impact on enhancing water governance, accountability, and transparency within the water sector?

WaSH Cluster – Palestine:

1. Alignment with Needs and Strategies:

- How do you perceive the alignment of the projects funded by Valencia City Council with the strategic objectives and action plans of the WaSH Cluster in Palestine?
- Have these projects effectively addressed the identified needs and challenges within the WaSH sector as identified by the WaSH Cluster?

2. Achievements and Impacts:

- What, in your view, are the main achievements of the projects in terms of strengthening coordination, information sharing, and collaboration among WaSH actors in Palestine?
- Can you share any insights into the projects' impact on improving WaSH service delivery, resilience, and sustainability in Palestinian communities?

West Bank Water Department (WBWD):

1. Alignment with Needs and Strategies:

- How do you assess the alignment of the projects funded by Valencia City Council with the priorities and strategies of the West Bank Water Department?
- Have these projects effectively addressed the water access challenges and infrastructure needs identified by the WBWD in Palestinian communities?

2. Achievements and Impacts:

- From your perspective, what are the significant achievements of the projects in terms of rehabilitating water infrastructure and enhancing water service delivery in the West Bank?
- Can you provide examples of the projects' impact on improving water quality, reliability, and accessibility for Palestinian households and communities?

Ministry of Local Governance (MoLG):

1. Alignment with Needs and Strategies:

- How do you assess the alignment of the projects funded by Valencia City Council with the strategic objectives and plans of the Ministry of Local Government?
- Have these projects effectively contributed to the fulfillment of the ministry's mandates and responsibilities in overseeing local governance and service delivery in Palestinian communities?

2. Achievements and Impacts:

- What, in your view, are the main achievements of the projects in terms of enhancing local governance, community participation, and service delivery in the West Bank and Gaza?
- Can you provide examples of the projects' impact on improving access to WaSH services, infrastructure, and facilities in municipalities and localities under your jurisdiction?

Big Services Providers (Joint Service Council, Company, Municipality, Cooperative Society for Water, Water Utility, Water Undertaking and Authority, and Union of Palestinian Water Services Providers (UPWSP)):

1. Alignment with Needs and Strategies:

- How do you perceive the alignment of the projects funded by Valencia City Council with the operational priorities and strategies of your organization?
- Have these projects effectively addressed the operational challenges and service delivery needs faced by your organization in providing water and sanitation services to Palestinian communities?

2. Achievements and Impacts:

- From your perspective, what are the main achievements of the projects in terms of enhancing the capacity, efficiency, and resilience of your organization in delivering WaSH services?
- Can you share any insights into the projects' impact on improving service coverage, reliability, and affordability for consumers served by your organization?

Small Services Providers (Village councils and refugee camps):

1. Alignment with Needs and Strategies:

- How do you assess the alignment of the projects funded by Valencia City Council with the operational priorities and service delivery strategies of your organization?
- Have these projects effectively addressed the specific challenges and needs faced by your organization in providing WaSH services to communities within your jurisdiction?

2. Achievements and Impacts:

- From your perspective, what are the key achievements of the projects in terms of improving the capacity, infrastructure, and service delivery of your organization?
- Can you provide examples of the projects' impact on enhancing access to clean water, sanitation facilities, and hygiene education within the communities you serve?

Focus Groups: Key Questions:

General Introduction Questions for All FGDs:

- Can you describe how your community's access to water, sanitation, and hygiene (WaSH) services has changed since the implementation of the project?
- How have community infrastructure developments supported by the project affected your daily lives?

Relevance:

- In your opinion, did the project effectively address the most critical water access challenges in your community? Can you provide examples?
- How well do you feel the project's efforts aligned with the actual needs and priorities of your community?

Effectiveness:

- What are the most noticeable improvements in WaSH services you have experienced due to the project?
- Can you share any changes in behavior or attitudes towards water management, sanitation, and hygiene practices among community members?

Efficiency:

- How have the awareness workshops and data collection tools introduced by the project contributed to improving knowledge of WaSH conditions in your community?
- Were there any aspects of the project that you think could have been implemented more effectively or efficiently?

Impact:

- Have you noticed any changes in power relations, discriminatory practices, or access to WaSH services within the community as a result of the project?
- How has the project impacted the resilience and sustainability of WaSH service delivery in your community?

Sustainability:

- What measures, if any, have been put in place to ensure the continued effectiveness of WaSH improvements made by the project?

- How likely are the benefits of the project to be sustained in the long term, considering ongoing challenges such as the Israeli occupation?

Coherence:

- How well do you think the project integrated with other initiatives or efforts in the WaSH sector within your community?
- In what ways has the project contributed to a more unified or comprehensive approach to addressing WaSH challenges in your area?

Gender-Specific Dynamics (Separate for Men and Women FGDs):

- Have you observed any changes in the involvement or impact on women and vulnerable groups regarding access to and management of WaSH services due to the project?
- Can you discuss any gender-specific outcomes of the project, particularly in terms of empowerment, participation in decision-making, or access to resources?

Service Providers Survey Questionnaire:

Section 1: Project Alignment and Relevance

1. How well did the project align with your organization's strategic objectives in the WaSH sector?
 - Not at all aligned
 - Slightly aligned
 - Moderately aligned
 - Very well aligned
 - Perfectly aligned
2. To what extent did the project address the priority needs of the communities you serve?
 - Not at all
 - To a small extent
 - To a moderate extent
 - To a large extent
 - Fully addressed

Section 2: Project Effectiveness and Utility

3. How satisfied are you with the support provided by the project in terms of enhancing your organization's capacity to deliver WaSH services?
 - Very dissatisfied
 - Dissatisfied
 - Neutral
 - Satisfied
 - Very satisfied
4. How effective were the training and capacity-building initiatives in improving your team's skills and knowledge?
 - Not effective
 - Slightly effective

- Moderately effective
 - Very effective
 - Extremely effective
5. Can you identify any specific tools, practices, or approaches introduced by the project that have been particularly beneficial for your work?

Section 3: Impact and Sustainability

6. What impact has the project had on the operational efficiency of your organization?
7. Are there measures in place to sustain the improvements made by the project? If so, please describe them.
8. In your opinion, what are the long-term benefits of this project for the communities you serve and the WaSH sector as a whole?

Section 4: Coordination and Coherence

9. How well did the project facilitate coordination and collaboration with other WaSH actors and stakeholders?
- Not at all
 - Slightly well
 - Moderately well
 - Very well
 - Exceptionally well
10. How do you view the project's contribution to a more integrated and coherent response to the challenges in the WaSH sector?

Section 5: Feedback and Suggestions

11. What aspects of the project would you like to see improved or continued in the future?
12. Do you have any other comments or suggestions regarding the project?

Thank You: Thank you for taking the time to complete this questionnaire. Your feedback is crucial for us to understand the impact of our efforts and to guide future projects in the WaSH sector.

Residents Questionnaire

Section 1: Awareness and Engagement

Sex:

- Male
- Female

Were you aware of the [Project Name] and its objectives in your community?

- Yes
- No

Have you participated in any activities or workshops related to the project?

- Yes
- No

If yes, please specify:

Section 2: Satisfaction with the Project's Support

How satisfied are you with the improvements in WaSH services as a result of the project?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

To what extent have the project's efforts met your expectations?

- Far below expectations
- Below expectations
- Met expectations
- Exceeded expectations
- Far exceeded expectations

Section 3: Project Utility and Effectiveness

How has the project impacted your access to clean water and sanitation facilities?

Have you noticed any changes in hygiene practices within your household/community due to the project? Please describe.

Can you identify any specific aspects of the project that were particularly beneficial or effective?

Section 4: Impact on Knowledge and Behavior

How effectively has the project improved your knowledge about WaSH conditions and practices?

- Not effective
- Slightly effective
- Moderately effective
- Very effective
- Extremely effective

Have you adopted any new WaSH practices as a result of the project? If so, which ones?

Section 5: Sustainability and Long-Term Benefits

In your opinion, what are the long-term benefits of this project for your community?

Feedback and Suggestions

What improvements or continued support would you like to see in future WaSH projects in your community?

Do you have any other comments or suggestions regarding the project?

Annex D List of Stakeholders Interviewed/Consulted

- Abdelraouf Abu Rahma - Project Manager, PHG
- Abdullah Malah - Luban Al-Sharqiya Village Council
- Ahmad Daraghma - Joint Services Council, Tubas
- Ahmed Alatrash - Water Sector Regulatory Council (WSRC) - West Bank
- Areej Jad Allah - Kafr Jammal Village Council
- Ashraf Dweikat - Palestinian Water Authority (PWA)
- Ayman Al-Rabi - Director, PHG
- Eva Sánchez - ACPP Head of Mission in Palestine
- Gouda Shahwan - Water and Sewage Authority "Bethlehem"
- Hussein Al-Dawaheedi - Qatra Water Resources Company
- Hussein Al-Sheikh - Marah Rabah Village Council
- Jalal Kanaan - Municipality of Qarawat Bani Hassan
- Juan José Iborra Eres – Valencia City Council, Social Welfare and Integration Service. Immigration, Coexistence, and Cooperation Section, Technical Program of International Development Cooperation
- Khalid Al-Najjar - Municipality of Al-Dhahiriya
- Mohammad Abdul Hamid - Municipality of Kefel Hares
- Mohammad Fetiane - Municipality of Jericho
- Mohammad Shteiha - WASH Cluster
- Rabea Abu Bakr - Municipality of Ya'bad
- Silvia Tusón Fuentes - ACPP País Valencià
- Thaer Al-Zeir - Joint Services Council of Dura Countryside
- Thair Kmail - Joint Services Council for Drinking Water, West Jenin
- Wijdan Taha - Joint Services Council in North West Jerusalem
- Yaqeen Awad - Municipality of Nablus
- Yousef Salman - Joint Services Council of Western Azzoun Villages