

# Key Findings of REACH's Survey of WASH Facilities in Za'atari

Fact Sheet  
July 2013



*This project is supported by:*



## BACKGROUND

The ongoing crisis in Syria has caused a large influx of Syrian refugees in its neighbouring countries, which are constantly challenged to accommodate for a rising number of refugees. Jordan has been among the countries experiencing the larger number of displaced persons entering its borders. According to UNHCR, approximately 25% of Syrians have settled in refugee camps, most notably in Za'atari camp (located in Mafraq Governorate, in north Jordan) which has been hosting Syrian refugees since late July 2012. Initial planning figures of the camp estimated the camp's full capacity up to 60,000 refugees; however, this number has grown exponentially and currently there are approximately 116,492 refugees residing in the camp, according to the latest REACH data (29 May 2013). As a result of the sharp increase in the number of incoming refugees combined with the limited access that refugees have to outside services, the camp population requires service provision and assistance across shelter, food, water, sanitation, education and health sectors.

In addition, within this extremely dynamic context, information gaps exist which in turn hinder the identification of the needs of refugees, as well as aid planning, delivery and tracking. With this in mind, in October 2012 the REACH Initiative, a partnership between ACTED, IMPACT Initiatives and UNOSAT, was deployed to Jordan in order to complement information management efforts undertaken by other humanitarian actors and contribute towards addressing information gaps on the situation of Syrian refugees living in Za'atari camp.

As part of this deployment, between 01 June and 07 June 2013, REACH conducted a 'WASH sweep'<sup>1</sup> in Za'atari with the support of UNICEF to provide humanitarian actors with the necessary information on WASH facilities, including WASH centres<sup>2</sup>, stand-alone toilets and water points<sup>3</sup>. Data collected through this sweep complements ongoing monitoring by REACH of communal water and sanitation facilities in the camp, which is supported by UNICEF.

## ASSESSMENT METHODOLOGY

In response to the needs mentioned above, REACH deployed to Za'atari a team of eight monitors equipped with android-based smartphones and Open Data Kit software during the seven-day data collection process. Usage of this technology enables greater control over collected data, ensures higher data quality and eliminates the need for time consuming data entry. This in turn allows for more rapid data analysis and thus more rapid dissemination of information which will inform humanitarian action.

The REACH assessment methodology is built with the aim to provide in-depth data and analysis on *water collection facilities*, including WASH centres and water points, and *sanitation facilities*, including all stand-alone toilets, such as in WASH centres and mobile toilets. See Annex I for the location of WASH facilities (Za'atari Camp: WASH Infrastructure Map). All WASH facilities present in Za'atari were assessed; those who were destroyed were marked as such accordingly.

Findings during this assessment were cross-analysed with REACH "camp sweep" data. From 19 May to 29 May 2013 REACH conducted a "camp sweep" in Za'atari – a brief household level survey through smartphones collecting basic demographic information of refugee and information related to the shelter and WASH sectors. In particular, findings on the number of refugees and private water storage was linked with collected WASH assessment data to gain a more comprehensive and in-depth overview.

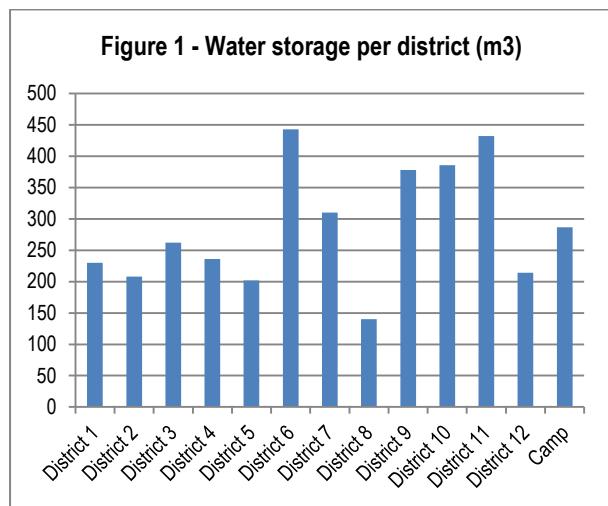
<sup>1</sup> A survey targeting all Water, Sanitation and Hygiene (WASH) facilities in Za'atari camp.

<sup>2</sup> A facility with toilets, showers and taps.

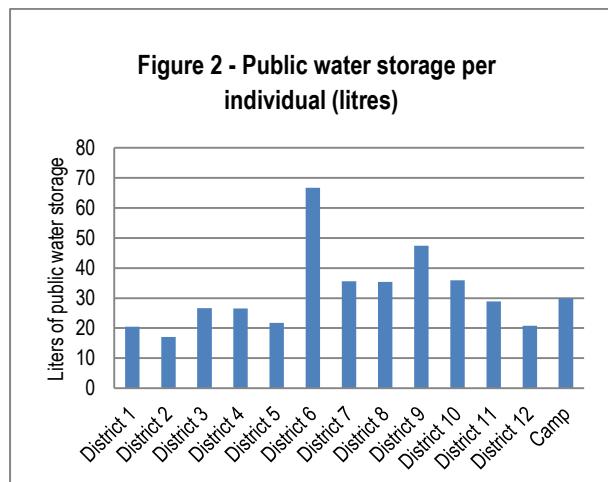
<sup>3</sup> A stand-alone water tank for the collection of water with one tap. A water tank is a water storage unit that can be placed at a water point or WASH centre.

## WATER STORAGE<sup>4</sup>

Za'atari has a public water storage of on average **287 m<sup>3</sup>** per district. Public water storage is much higher in districts 6 (**443 m<sup>3</sup>**) and 11 (**432 m<sup>3</sup>**), whereas a district 8 displays a much lower figure (**140 m<sup>3</sup>**).



On average in Za'atari, individuals have **30 litres** of public water storage per district. Public water storage is more than double this figure in district 6, namely **67 litres**. A high level of public water storage can also be observed in district 9 (**47 litres**), whereas low figures can be noted in districts 5 (**22 litres**), 12 (**21 litres**), 1 (**20 litres**) and 2 (**17 litres**).

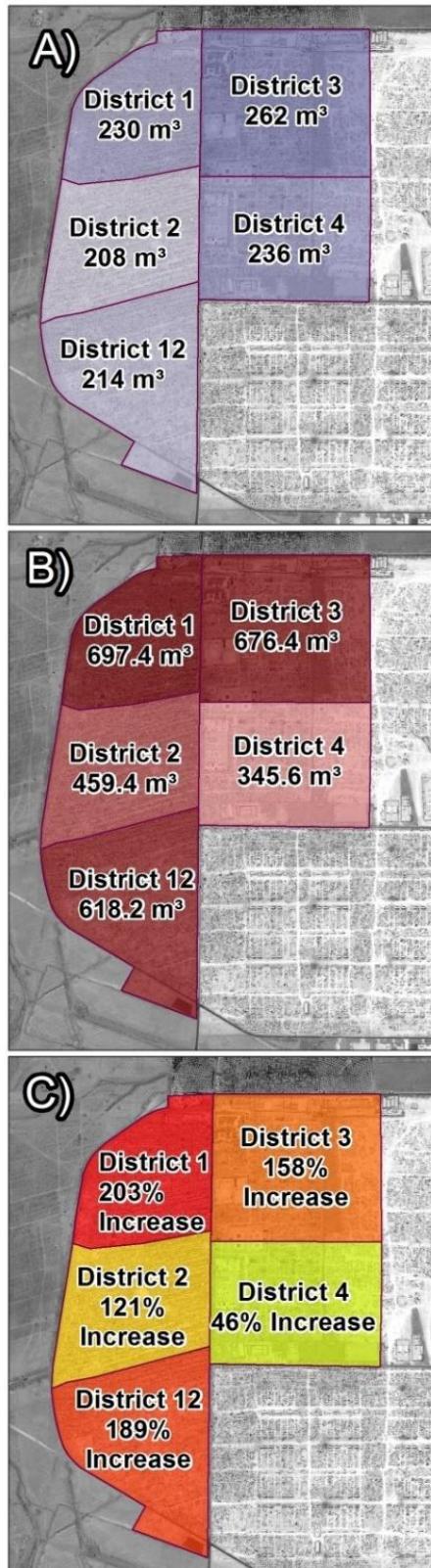


As illustrated in Map 1, high levels of private water storage can be found in the oldest districts of the camp<sup>5</sup>. The highest increase in water storage capacity due to additional private tanks can be found in districts 1 (**203%**), 12 (**189%**) and 3 (**158%**).

<sup>4</sup> Including all WASH centres and water points.

<sup>5</sup> Due to the significance of water storage in the older parts of the camp, only districts 1, 2, 3, 4 and 12 were included in the assessment on private water storage.

- Map 1 – A) Public water storage  
B) Combined public and private water storage  
C) Increase of water capacity due to additional private water storage (percentage)**



## TOILETS<sup>6</sup>

Za'atari has a total of **2,340** public toilet cubicles, as illustrated in Table 1. The highest number of public toilet cubicles can be observed in district 6 (a total of **346** toilet cubicles), followed by districts 10 (**337**), 9 (**318**) and 11 (**302**). A much lower number of public toilet cubicles can be found in districts 8 (**96**), 1 (**76**) and 2 (**48**).

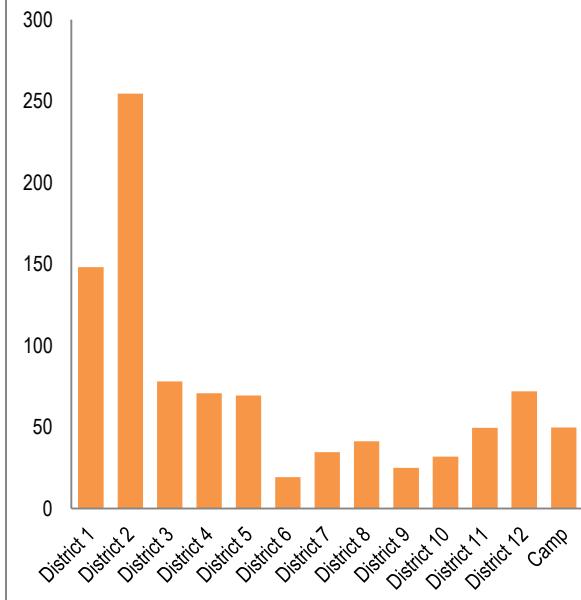
**Table 1 – Number of public toilet cubicles and individuals**

	Public toilet cubicles	Individuals	Average users per toilet cubicle
District 1	76	11,257	1/148 persons
District 2	48	12,224	1/255 persons
District 3	126	9,823	1/78 persons
District 4	126	8,904	1/71 persons
District 5	134	9,293	1/69 persons
District 6	346	6,641	1/19 persons
District 7	252	8,706	1/35 persons
District 8	96	3,954	1/41 persons
District 9	318	7,963	1/25 persons
District 10	337	10,729	1/32 persons
District 11	302	14,978	1/50 persons
District 12	143	10,291	1/72 persons
Camp	<b>2,304</b>	<b>116,492<sup>7</sup></b>	<b>1/51 persons</b>

According the WASH standards in camps established by the Working Groups, in Jordan one toilet cubicle per 50 persons should be available in an emergency setting and one per 20 persons once the situation has stabilized. As illustrated in the Table above, Za'atari displays an average of **51 persons per toilet cubicle**.

The number of individuals per public toilet cubicles varies widely across the districts. By far, the highest number of individuals per public toilet cubicles can be noted in district 2 (**255**), followed by district 1 (**148**), compared to an average of **50** individuals per toilet cubicle in Za'atari. The lowest numbers of individuals per cubicles are found in districts 10 (**32**), 9 (**25**) and 6 (**19**). However, it needs to be stressed that many refugees are reported to have private toilets, mainly in districts 1 and 2<sup>8</sup>.

**Figure 3 - Number of individuals per toilet cubicle**



All residents of Za'atari reside within less than 250 metres of a latrine (which is the agreed standard for camps). On average, **52%** of refugees in the camp have a shelter located within 50 metres of the closest public toilet cubicle, while **39%** reside within 50-100 metres and **8%** reside within 100-150 metres.

In a very low number of instances refugees reside further than 150 metres from the nearest public toilet cubicle, with a camp average of **1%**, with the exception of district 2 (**7%**). In district 2 the lowest number of toilet cubicles can be found (a total of **48**), correspondingly in this district the highest proportion of refugees reside furthest away from a toilet cubicle.

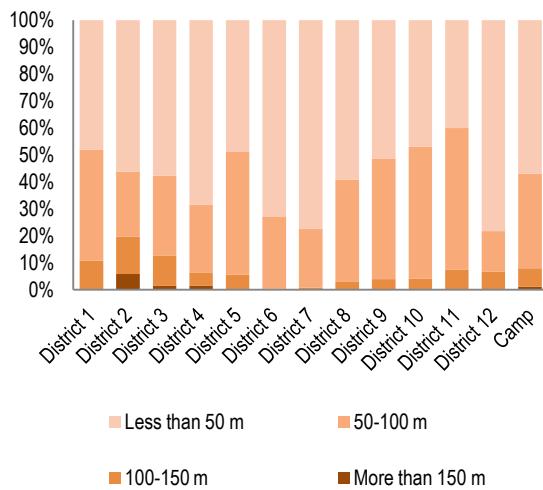
In districts 7 and 12, the highest proportion of refugees have access to a public toilet cubicle within 50 metres, namely **77%**, followed by districts 6 (**73%**) and 4 (**65%**), whereas the lowest figures can be observed in districts 2 (**38%**) and 11 (**35%**).

<sup>6</sup> All data includes toilets in WASH centres and stand-alone toilets.

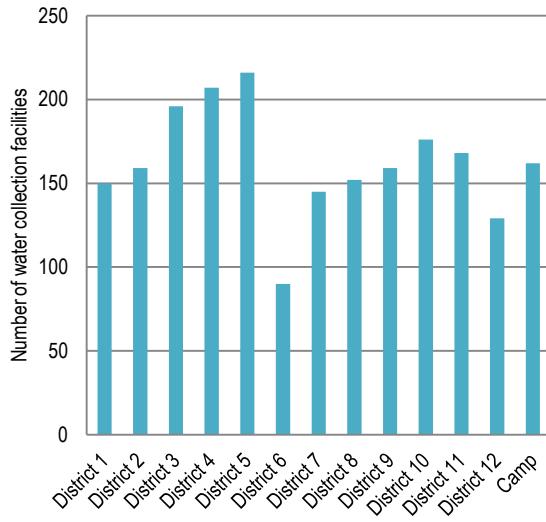
<sup>7</sup> In a small number of instances GPS points were out-of-range and are therefore not included in the district breakdown. The camp total is therefore slightly higher than the sums of all districts.

<sup>8</sup> Data on private toilets can currently not be quantified due to a lack of up-to-date information; however, in the future assessments can be conducted on this facility.

**Figure 4 - Distance to the closest public toilet cubicle per individual**



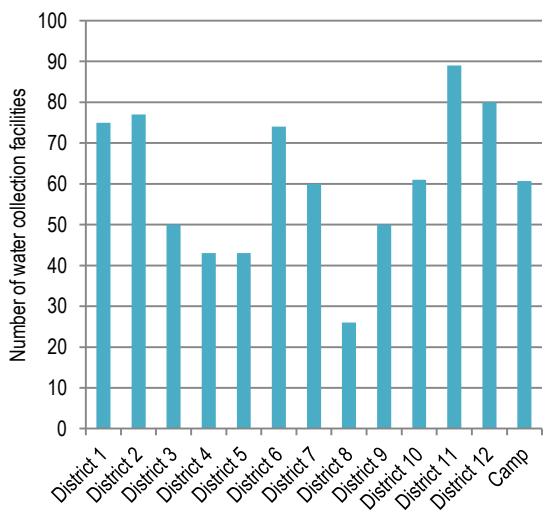
**Figure 6 - Number of individuals per water collection facility**



#### WATER COLLECTION FACILITIES<sup>9</sup>

Za'atari has an average of **61** water collection facilities per district, with the highest number in districts 11 (**89** water collection facilities), followed by districts 12 (**80**), 2 (**77**) and 1 (**75**). Less water collection facilities are located in districts 9 (**50**), 8 (**26**) and 4 and 5 (both **43**).

**Figure 5 - Water collection facilities per district**

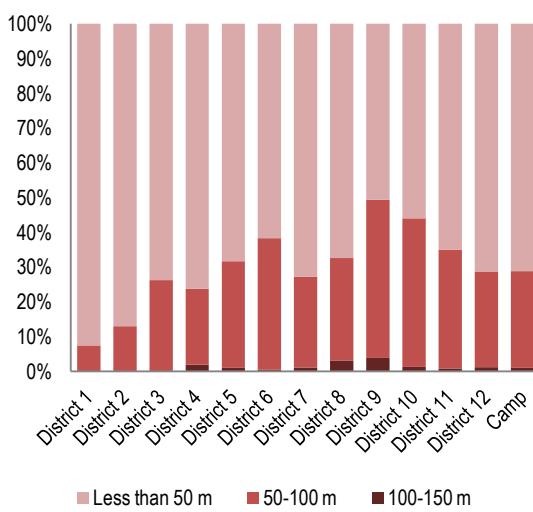


Za'atari has an average of **162** individuals per water collection facility. District 5 has the highest average of users, namely **216** refugees, followed by districts 4 (**207**) and 3 (**196**). District 6 by far has the lowest number of users per water collection facility, namely **90** refugees.

All refugees in Za'atari reside within the established camp standard of 250 metres to the closest water collection facility. The majority of refugees in the camp, on average **71%**, have to walk less than 50 metres from their shelter to access the closest water collection facility. In districts 1 and 2 a high proportion of refugees reside within aforementioned distance, respectively **92%** and **87%**.

On average in Za'atari, **28%** of refugees live within 50-100 metres of the nearest water collection facility. In districts 9 and 10 a high proportion of refugees reside within 50-100 metres of the closest water collection facility, respectively **45%** and **43%**, in comparison with districts 4 (**22%**), 2 (**13%**) and 1 (**8%**). In a negligible number of instances the closest water collection facility is located between 100-150 metres, on average in the camp **1%**.

**Figure 7 - Distance to the closest water collection facility per individual**

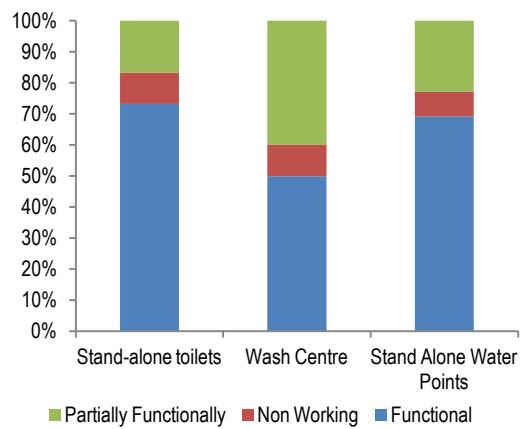


<sup>9</sup> Water collection facilities are locations where refugees can collect drinking water, and include WASH centres and water points.

### WASH FACILITIES' CONDITION<sup>10</sup>

Overall, 73% of all stand-alone toilets (excluding toilets in WASH centres) in Za'atari are functional, while 17% are partially functional and 10% non-functional. Regarding WASH centres, half of them are functional (50%), whereas 40% are partially functional and 10% non-functional. Of all the water points in Za'atari, 69% are fully functional, 23% partially functional and 8% not functioning.

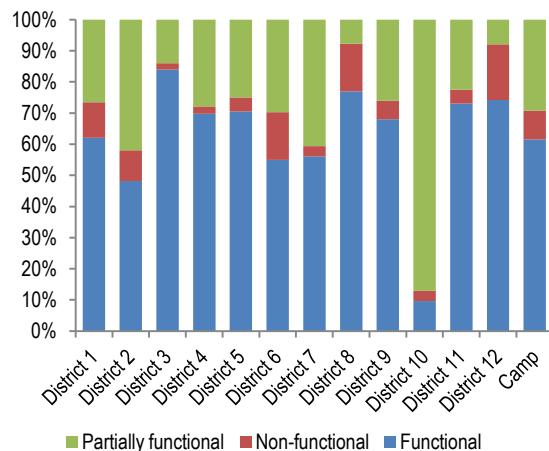
**Figure 8 - Functionality per types of WASH facilities across Za'atari**



On average, more than the majority, 62%, of all WASH facilities are functional in the camp, with the highest figures of functional WASH facilities in districts 3 (84%), 8 (77%) and 12 (74%). However, in district 10 only 10% of all WASH facilities are functioning accordingly, whereas in this district in a high number of instances the facilities are partially functioning, namely 87%, compared to a camp average of 29%. In districts 3 and 12 a low number of WASH facilities function only partially, respectively 14% and 8%.

The highest proportion of WASH facilities which are not functioning accordingly can be found in district 12 (18%), followed by districts 8 and 6 (both 15%), compared to an average of 9% in the camp. Low figures of non-functional WASH facilities can be noted in districts 5 (5%), 11 (4%), 10 (3%) and 3 and 4 (both 2%).

**Figure 9 - Functionality of WASH facilities per district**



### REACH

REACH was formed in 2010 as a joint initiative of two INGOs (ACTED and IMPACT Initiatives) and a UN program (UNOSAT). The purpose of REACH is to promote and facilitate the development of information products that enhance the humanitarian community's capacity to make decisions and plan in emergency, reconstruction and development contexts.

At country level, REACH teams are deployed to countries experiencing emergencies or at-risk-of-crisis in order to facilitate interagency collection, organisation and dissemination of key humanitarian related information. Country-level deployments are conducted within the framework of partnerships with individual actors as well as aid coordination bodies, including UN agencies, clusters, inter-cluster initiatives, and other interagency initiatives.

<sup>10</sup> REACH assessed the general condition of WASH facilities based on observation and an appreciation of the following four factors: cleanliness, drainage condition, percentage of malfunctioning water taps and water supply suitability. Only the WASH centres which were deemed as either good or having only minor damage were ranked as operational and thus suitable for refugees (excluding WASH centres with major damage or those that were destroyed). In addition, only those WASH centres of which the surrounding brick walls were still in place, were ranked as suitable.

## Annex I - Zaatri Camp: WASH Infrastructure Map



Zataari Camp: WASH Infrastructure Map - 07/07/2013

For Humanitarian Purpose Only  
Map Production Date: 11/07/2013

