



# Informal Tented Settlements in Jordan: A Multi-Sector, Baseline Assessment

December 2013

This project was supported by:



## EXECUTIVE SUMMARY

As the Syrian crisis continues for a third year, increasing numbers of displaced Syrians seeking refuge in neighbouring countries have formed informal settlements in close proximity to host communities. The protracted crisis in Syria has caused a large influx of refugees into Jordan, amounting to more than 550,000<sup>1</sup> as of September 2013. This figure is projected to increase to 800,000 by the end of December 2014. The arrival of more refugees into an already resource-constrained country, settling in often already economically depressed communities, has resulted in over-stretched resources and service, increasing levels of unemployment, and high inflation rates. Within the context of Jordan, those who are either unable or unwilling to reside in Za'atari refugee camp and are unable to afford appropriate shelter, informal tented settlements (ITS) have increasingly become a default option for the most vulnerable of Syrian households. With this in mind, UNICEF commissioned REACH to conduct a rapid assessment and mapping of the ITS over the course of November and December 2013. The objective of this assessment is to provide a baseline dataset on needs and vulnerabilities across WASH, education, child protection, health and other relevant indicators to better inform the humanitarian community's response to some of the most vulnerable refugees in Jordan.

The findings in this report highlight the perilous state of those refugees that are forced by socio-economic and socio-cultural reasons to reside in ITS. Whilst the pursuit of income-generating opportunities is a major factor in their establishment, it is worth noting how demographic, cultural and social reasons also affect a household's decision to reside in an ITS. For instance, whilst the majority of the population in Za'atari refugee camp is from the Syrian governorate of Dara'a by origin, the assessment revealed that the vast majority of ITS residents are from the governorates of Aleppo, Hama, and Rural Damascus. Inter-community tensions within the camp have been reported as a significant factor in the decision of ITS households to leave Za'atari refugee camp.

By their definition as 'informal', generally access to food, water, sanitary means, health, education, and other basic human services is not officially established and there is a considerable challenge, one often compounded by the lack of social and labour protection and land rights. Moreover the physical shelters are often sub-standard, taking into consideration that in almost every case these are tents. Nevertheless, the findings from this assessment highlight that the context of each ITS is different, requiring a separate set of interventions tailored to highly context-specific needs. Against this backdrop, the need for external and targeted support towards these informal settlements should be a priority for the humanitarian community.

At present, there has been no comprehensive evaluation of the number, the geographic distribution, or the conditions within ITS in the region. The current level of knowledge is insufficient, and in fact this rapid assessment itself only includes 'hotspots' identified in the northern governorates of Mafraq, Balqa, and Irbid, though it is known that many more exist, including in the peri-urban areas of Amman as well as the governorates of Azraq and Zarqa<sup>2</sup>. As the influx of Syrian refugees continues to increase and the absorptive capacity of host communities in neighbouring countries gradually diminishes, it is likely that more and more informal settlements will arise simply out of necessity and as a coping mechanism. This phenomenon is already evident in Lebanon, and the continuous daily arrival of refugees into Jordan in tandem with an increasing reluctance to remain in Za'atari refugee camp, the growth of informal settlements may also begin gaining traction in Jordan. Through this assessment, it was highlighted that many of the needs identified remain unmet. With this in mind, the humanitarian community's capacity to respond effectively to the complex welfare challenges that these settlements represent should be increased to both address the issues existing settlements are facing as well as prepare for the potential long-term scenario of growth in ITS across Jordan. This report provides an overview of the conditions and the needs in these ITS to inform more effective humanitarian action targeting one of the more susceptible communities in the country.

<sup>1</sup>UNHCR 2013 population data <http://data.unhcr.org/syrianrefugees/regional.php>

<sup>2</sup> These areas, and the rest of Jordan, will be assimilated into future regular monitoring exercises undertaken by REACH as part of their partnership with UNICEF as of January 2014.

## CONTENTS

1.INTRODUCTION .....	5
2.METHODOLOGY .....	6
3.KEY FINDINGS .....	7
3.1.DEMOGRAPHICS .....	7
3.2.LIVELIHOODS.....	8
3.3.SHELTER .....	10
3.4.EDUCATION .....	12
3.5.WATER .....	13
3.6.SANITATION.....	14
3.7.HEALTH .....	15
3.8.FOOD SECURITY .....	16
4.CONCLUDING REMARKS .....	19
5.ANNEX 1: HOUSEHOLD LEVEL QUESTIONNAIRE .....	20
6.ANNEX 2 : COMPLETE SET OF ASSESSMENT MAPS .....	22

## FIGURES, MAPS, AND TABLES

Figure 1: ITS demographic distributions across assessed governorates .....	8
Figure 2: Average numbers of days worked/person over the Last 7 days - Balqa .....	9
Figure 3: Variation (%) in income sources by governorate.....	9
Figure 4: Distribution of identified primary shelter needs across assessed governorates .....	11
Figure 5: Distribution of identified primary NFI needs across assessed governorates.....	12
Figure 6: Variation in school attendance rates by governorate .....	13
Figure 7: Water source variation across governorates .....	13
Figure 8 and 9: Latrine use across all assessed ITS .....	14
Figure 9: Distribution of identified primary WASH needs across assessed governorates .....	15
Figure 10: Numbers of reported medical conditions across assessed governorates.....	16
Figure 11: Variations (%) in food sources across assessed governorates .....	17
Figure 12: Distribution of identified primary food Needs across assessed governorates .....	18
Map 1: The geographic distribution of ITS across Mafraq, Balqa, and Irbid .....	6
Table 1: Population and household data at governorate level .....	7
Table 2: Governorate-level distributions of land tenure type and rent cost.....	10
Table 3: Variations in average numbers of days without food .....	17

## ACRONYMS

GPS - Global positioning system  
 ITS - informal tented settlements  
 NFI – non food item  
 ODK - Open Data Kit  
 UNHCR – United Nations High Commissioner for Refugees  
 UNICEF – United Nations Children’s Fund  
 WASH – Water, Health, and Sanitation  
 WFP –World Food Programme

## 1. INTRODUCTION

As the Syrian crisis continues for a third year, increasing numbers of displaced Syrians seeking refuge in neighbouring countries have formed informal settlements in close proximity to host communities. The protracted crisis in Syria has caused a large influx of refugees into Jordan, amounting to more than 550,000<sup>3</sup> as of September 2013. This figure is projected to increase to 800,000 by the end of December 2014. The arrival of more refugees into an already resource-strained country, settling in often already economically struggling communities, has resulted in over-stretched resources and services, increasing unemployment rates, and high inflation rates. Within the context of Jordan, those who are either unable or unwilling to reside in Za'atari refugee camp and are unable to afford appropriate shelter, informal tented settlements (ITS) have increasingly become a default option for the most vulnerable of Syrian households. In collaboration with UNICEF, an assessment and mapping of the ITS has been undertaken in November and December 2013 to better be able to respond to some of the most vulnerable refugees' needs and to prepare for the multiplication of ITS throughout Jordan as services available in Za'atari refugee camp and host communities become more strained and unfavourable.

The purpose of this report is to provide a baseline assessment of the welfare, needs, vulnerabilities and coping mechanisms of Syrian refugees residing in informal tented settlements across the governorates of Mafraq, Balqa, and Irbid. Although no consensus exists as to what actually constitutes an ITS either in policy-making or academic circles, the UN Habitat Programme has published a generic definition which will be used as a baseline.

The UN Habitat Programme defines ITS in two parts:

1. "Residential areas where a group of housing units has been constructed on land to which the occupants have no legal claim, or which they occupy illegally"; and
2. "Unplanned settlements and areas where housing is not in compliance with current planning and building regulations" (otherwise known as unauthorized housing).<sup>4</sup>

However, the diverse, informal nature of informal settlements makes defining them inherently problematic and they are far better understood when evaluated within their own specific context. The only operational definition of ITS in the Syrian crisis is used in Lebanon, where ITS form a majority of the refugee community due to the moratorium imposed by the Lebanese government on refugee camps. In Lebanon, an ITS is simply defined as a cluster of at least ten tents. The size of these settlements is not fixed, however, and there is considerable variation based on geographical circumstances (e.g. peri urban versus rural settlements). However, as the assessments carried out by REACH for the purpose of this report shows, this definition is not necessarily appropriate for Jordan or, arguably, for wider, perhaps international humanitarian operations.

As such, allowances were made both during the assessment and over the course of the analysis to accommodate for this lack of consistency across the size of ITS in Jordan. An additional reason for this flexible approach in defining ITS is the simple fact that larger settlements develop long-term, intra-household coping mechanisms which smaller and therefore more vulnerable settlements do not have the resources to sustain. Assessing settlements composed of ten tents or more would have ostensibly excluded the most vulnerable refugee households from the process.

What emerges from the assessment is an intricate portrait of mutually reinforcing poverty and vulnerability. The assumption of risks on the behalf of settlement residents far exceeds their capacity to manage it effectively, and acute vulnerabilities to exogenous shocks – illness, weather, sudden loss of livelihood – compounded by long-term asset depletion, mean that one unfortunate or unforeseeable event could cause a downward spiral of debt and crisis from which recovery is all but impossible without external assistance. The sheer scale of vulnerability and the lack of resilience by individuals and ITS communities alone warrants humanitarian action.

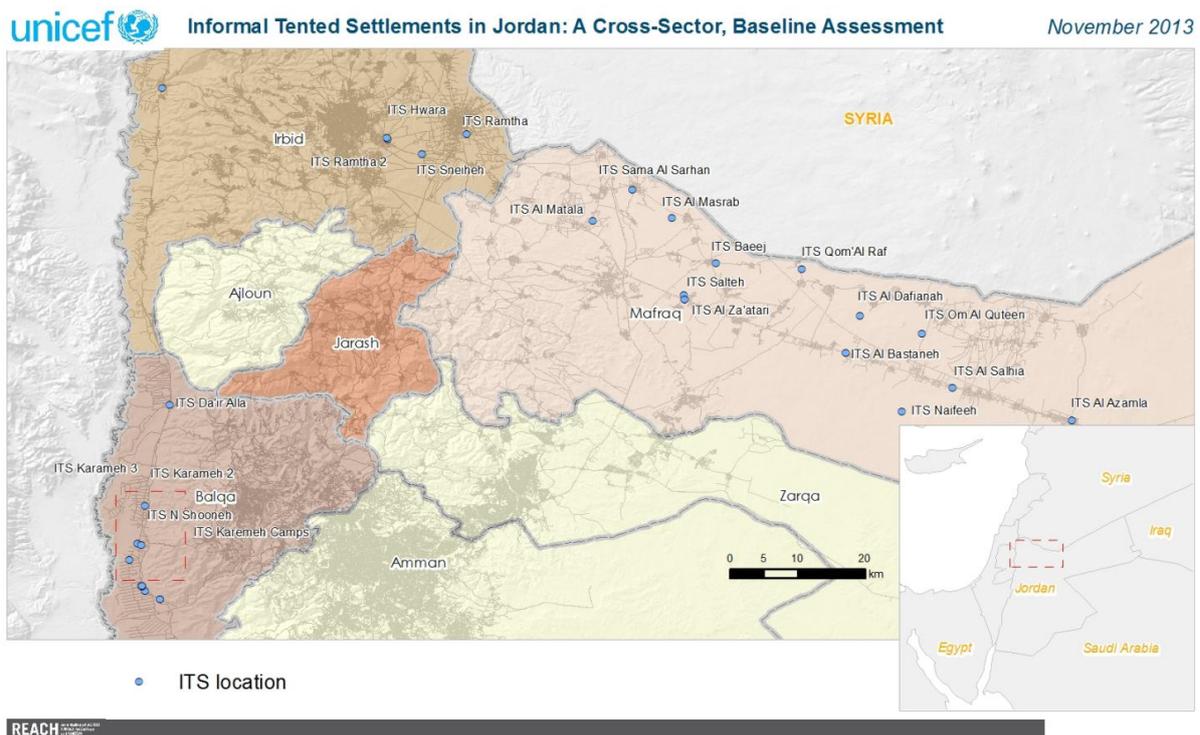
<sup>3</sup>UNHCR 2013 population data <http://data.unhcr.org/syrianrefugees/regional.php>

<sup>4</sup>WHO. *People Living in Informal Settlements*. Available at: <http://www.who.int/ceh/indicators/informalsettlements.pdf>

## 2. METHODOLOGY

The methodology used for this assessment was a household-level sweep<sup>5</sup> of all ITS where refugees affected by the Syrian Crisis reside in the governorates of Mafraq, Balqa, and Irbid; the map below shows the location of ITS assessed<sup>6</sup>. These were identified through the use of key informants (government stakeholders at the local level, NGOs, service providers, community leaders, etc). After the assessments were completed, a second sweep of the regions was conducted to ensure that no ITS had been missed.

Map 1: The geographic distribution of ITS across Mafraq, Balqa, and Irbid



Each refugee household was requested to answer a comprehensive, multi-sectoral survey designed to allow REACH to develop a baseline dataset on the welfare, needs, and vulnerabilities affecting these ITS, and to facilitate future thematic interventions<sup>7</sup>. For the purpose of this assessment, a household was defined as a set of individuals or families sharing a corresponding set of shelters or a compound. The indicators included in the data collection tools are based on those used in the Regional Response Plan 6, as well as internal standardised questions and indicators used by REACH in previous assessments. All of the data collection was done using the Open Data Kit (ODK) mobile data collection platform using smart-phone and GPS enabled technology to reduce the incidence of inaccuracies and inconsistencies in the data collection and cleaning processes.

<sup>5</sup> See *Annex 1* to read the full questionnaire.

<sup>6</sup> See *Annex 2* for a complete list of maps produced from this assessment.

### 3. KEY FINDINGS

#### 3.1. DEMOGRAPHICS

Overall, the assessment covered a total of **32** informal settlements, **603** households, and **3,285** individuals across the governorates of Mafraq, Balqa, and Irbid. What clearly emerged was that demographic indicators vary significantly at both governorate and ITS level. In terms of absolute population size, informal settlements found in Mafraq were the largest and contained a total of 1,673 individuals across 15 assessed settlements. Irbid, in comparison, displayed by far the lowest concentration of informal settlements.

Table 1: Population and household data at governorate level

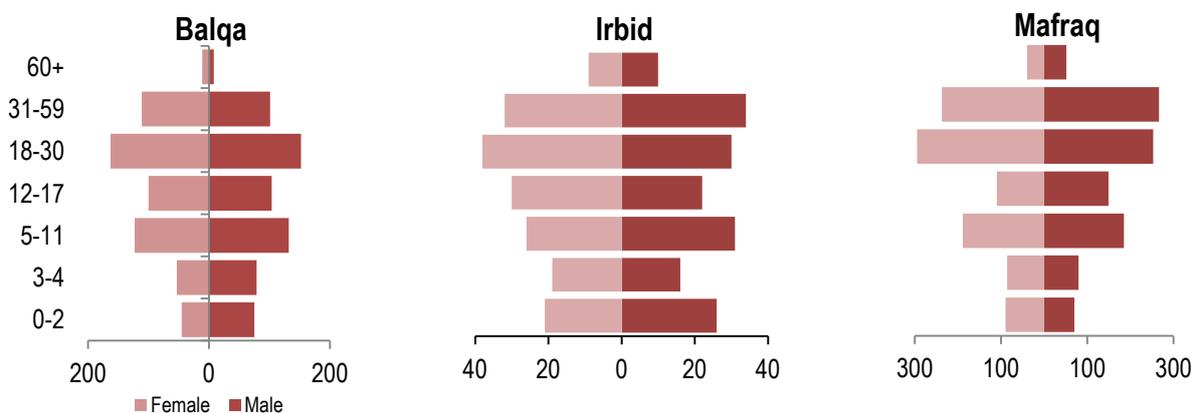
Governorate	Total number of ITS	Total ITS population/governorate	Average number of people/ITS	Total number of households	Average number of households/ITS
Balqa	13	1271	97.8	234	18
Irbid	4	341	85.3	64	16
Mafraq	15	1673	111.5	305	20.3

The assessment covered a total of 678 families across 603 households, which in turn translates into an average of 1.12 families per household across all assessed settlements; (it is worth noting at this point that this ratio corresponds to the figure identified by REACH in the latest Za'atari refugee camp sweep report). Governorate level demographic data does oscillate, however. The average number of families per household is highest in Mafraq (standing at 1.17 families per household), closely by Irbid (1.13 families per household) and finally Balqa which displays the lowest family number to household ratio across the three governorates, with 1.1 families per household.

The disparities observed in population density can in turn be attributed to several interdependent factors acting to determine demographic outcomes and the spatial distribution of informal settlements. Cultural idiosyncrasies aside, data collected on migration patterns suggests that the majority of households in Mafraq are relatively recent arrivals (average time spent in Jordan amounts to six months across all assessed households in Mafraq) who had opted to leave Za'atari refugee camp. Given the camp's location and limited resources at their disposal, Mafraq appears as a cost-effective and convenient location in which to settle, especially in comparison to Irbid, for instance. Despite the considerable resources required for migration to Balqa, a far more uniform set of variables or push-pull factors have shaped demographic outcomes in this governorate. Here, cultural proclivities towards seasonal migration on the one hand, and the search for employment on the other, loom large. Collected data also indicates that ITS residents in Balqa have, on average, spent 11 months in Jordan prior to the assessment, which in turn suggests that the settlements and the refugees are more permanent and may have had time to establish access to pooled resources through work, family ties, or otherwise.

Quantified indicators at settlement level reveal a complex demographic mosaic, however. Although significant differences can be observed in absolute population numbers, for instance, the proportion of children under the age of 18 is largely constant across Mafraq, Balqa, and Irbid at 57%, 56%, 56% and respectively. Despite this, the demographics within the children ranges do vary considerably as can be seen in Figure 2. The distribution below may suggest that the propensity to remain geographically fixed increases as the number of children in the settlement rises, hence the higher total population numbers and higher population density in Mafraq.

Figure 1: ITS demographic distributions across assessed governorates



Furthermore, the fact that settlements are largely populated by minors also has a range of implications for outcomes regarding education, livelihoods, health and protection. Findings suggest that the presence of minors is also a partial determinant of settlement size and longevity. In Al Matala and Al Azamla, the two largest settlements in Mafraq (301 and 235 residents, respectively), 62.5% and 57.5% of settlement residents are under the age of 18. As argued above, this may suggest that the presence of minors acts to limit the mobility of settlement residents, thereby indicating a potential positive correlation between the presence of minors and settlement size. According to the collected data, this seems to be the case in informal settlements located across Mafraq and Irbid where the presence of minors aged 0-11, for instance, is comparatively higher than in Balqa. This, in turn, also seems to indicate the existence of a higher rate of dependency in the ITS, where the presence of minors – at least partially – contributes to the perpetuation of vulnerability across time and space where younger children in Mafraq and Irbid are not physically able to perform the demanding physical labour that older children in Balqa are more likely to perform, and are thus less likely to contribute to household income.

Disabilities were not found to be widespread during the assessment; only 1.14%, 0.02%, and 2.05% of assessed individuals recorded a form of either mental, visual or physical disability across assessed settlements in Mafraq, Balqa, and Irbid, respectively. The biggest outlier in this respect was ITS Karameh 13 (in Balqa Governorate) where three physical disabilities were recorded – one each amongst the male 3-4 years, female 3-4 years and male 5-11 years old age groups. It is likely that those impaired may not be able to reside in ITS due to the conditions, and are able to reside with families, friends, or other networks.

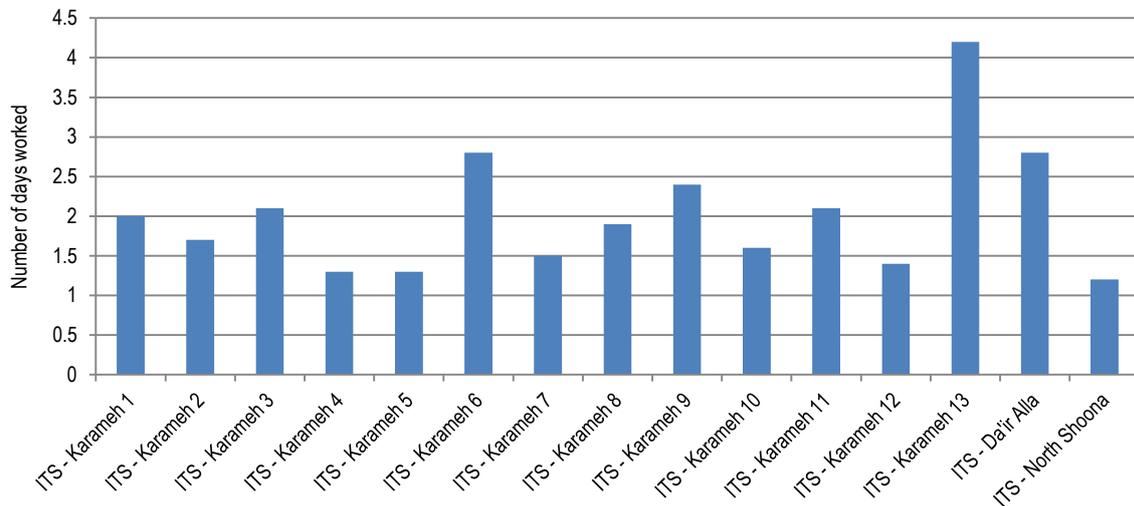
### 3.2. LIVELIHOODS

Assessment figures reveal substantial diversity in livelihoods indicators at both governorate and ITS-level. Although the search for income-generating opportunities may be a powerful pull factor in general – and in Balqa in particular – data collected for settlements in Mafraq and Irbid seems to defy this theory. Across all four settlements in Irbid, a total of 67.2% of assessed households rely on in-kind assistance from family, friends and neighbours and NGO cash assistance as their primary sources of income, with casual, non-skilled labour in nearby Ramtha as a secondary source. A total of 20 families (or 39.25%) in ITS Ar Ramtha 1 and Ar Ramtha 2, two settlements in close proximity to each other, reported no income sources whatsoever.

Mafraq, on the other hand, presents a more complex situation. Collected data indicates that 32.5% of assessed households rely primarily on agricultural waged labour, a source of income that key informant and focus group discussions conducted at the time of the household assessment suggest to be all but non-existent as the winter period becomes harsher. This is often supplanted with in-kind assistance from friends and neighbours (particularly in ITS Al Matala, Sama al Sarhan and Naifeeh, where it was recorded as a secondary source of income across an average of 62% of assessed households). That said, the average number of days worked per person over the course of the week prior to the assessment is 1.8 days across all assessed settlements in Balqa; ITS Karameh 13, and ITS Da'irAlla are outliers in this respect, with averages of 4.2 and 2.8 days worked

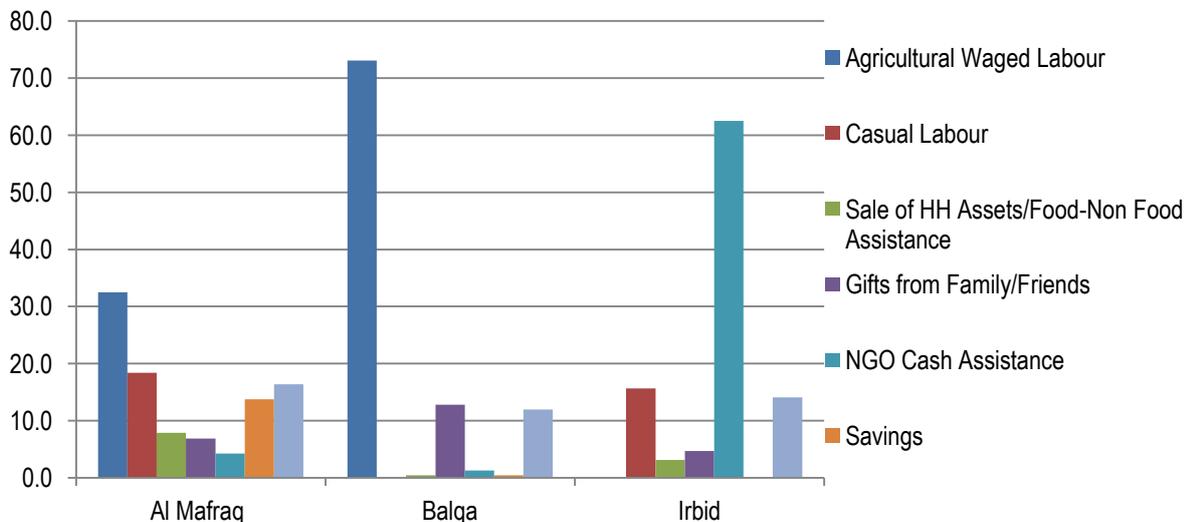
per person, respectively. What follows is a relatively linear assumption; given the comparative advantages that Balqa has in agricultural production, demand for low-cost, agricultural labour is high, which in turn acts as an incentive for the clustering of refugee households.

Figure 2: Average numbers of days worked/person over the last 7 days - Balqa



Assessment data as well as key informant discussions with ITS residents in Balqa suggest that this demand is easily met by the steady influx of Syrian refugees into the governorate. Given the steady supply of income-generating opportunities, it is therefore plausible to assume that livelihoods – in conjunction with changing weather patterns – are a powerful factor in the establishment of informal settlements in Balqa. It is also worth noting, though, that access to livelihoods in Balqa is attained on a rolling basis to ensure that labour is allocated across households in a fair manner, hence why days worked per household may fluctuate at times. However, this does not hold true in the governorates of Mafraq and Irbid where livelihoods opportunities are far scarcer. In Irbid, for example, the average number of days worked per person over the course of the week prior to the assessment was reported as 0.06, 0.08, 0.9 and 0 for ITS Ar Ramtha, ITS Ar Ramtha 2, ITS Hwara and ITS Sneiheh, respectively.

Figure 3: Variation (%) in income sources by governorate



Given previously cited figures on the numbers of children in Irbid (in ITS Ar Ramtha, for example, children under the age of 18 account for 57.4% of the total population of 108), unemployment could potentially have profound

negative long-term implications for health, education and food security. The following sections will examine in greater detail the various negative coping mechanisms that settlement residents resort to in order to surmount this challenge.

### 3.3. SHELTER

Overall, the majority of assessed households reside in tents or “makeshift shelters”; the latter refers to tented shelters reinforced with corrugated metal, wood bracing or plastic sheeting. In Balqa 19% of assessed households resided in “makeshift shelters” and 81% resided in tents; in Irbid, these figures stood at 56% and 44%, respectively. In Mafraq, however, 32% (or a total of 98) of assessed household resided in caravans, and of the remaining 207 households, 52% and 48% of households residing in makeshift shelters and UNHCR tents, respectively. This may indicate that longer-term settlements and their residents have perhaps had more time to accumulate the necessary resources to purchase more resilient forms of shelter. This could also be linked to the fact that Mafraq is close to Za’atari refugee camp, where a large number of caravans have been provided to families.

Table 2: Governorate-level distributions of land tenure type and rent cost

Governorate	Public land tenure (% of assessed households)	Private land tenure (% of assessed households)	Average cost of rent per household/month in JOD
Balqa	0	100	43.25
Irbid	26.6	73.4	13.4
Mafraq	17.3	82.7	24.1

Although data on shelter type is largely uniform across all three governorates, the type of land tenure and the location of the settlement seem to lead to widely divergent costs. Given that settlements in Balqa tend to cluster in close proximity to private farm land, it is understandable that all of the assessed settlements were found on private land. The need to be located in close proximity to the source of livelihood effectively provides private landowners with leverage, which in turn makes informal settlement residents far more susceptible to predatory pricing. The average cost of rent per household per month is approximately three times higher in Balqa than it is in Irbid, and nearly twice as high as it is in Mafraq despite similar rates of private land tenure. This demonstrates that those landlords hiring the residents are recouping some of the wages through higher service costs, such as rent.

In regards to vulnerability indicators on shelter, the assessment revealed that settlements in Irbid were by far the most secure, with no respondents indicating that they were threatened with or at risk of imminent eviction. This stands in stark contrast to Mafraq and Balqa where 85.3% and 68.4% of households were reported as at risk of eviction, respectively. Again, this serves to highlight the fragility of the households residing in these governorates.

The assessment further revealed that settlements by-in-large have steady access to electricity via informal municipal connections. In Balqa, 83.3% of households have access to electricity; in contrast,

**85.3%**

of assessed households in Mafraq reported being at risk of or previously threatened with eviction.

**84.6%**

of assessed households across all governorates have an informal municipal electricity connection.

**4.4**

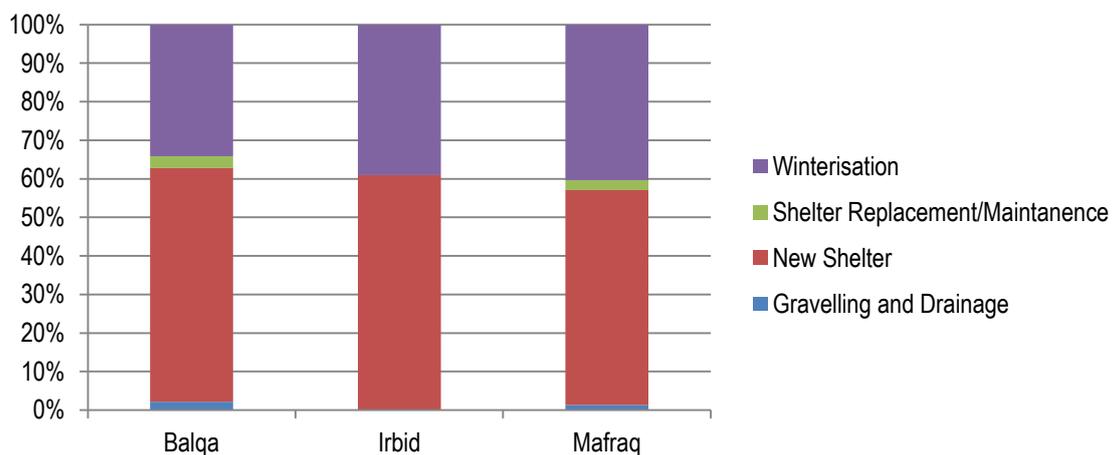
The average number of days spent without access to electricity per household in the last 30 days in both Mafraq and Balqa

this figure stands at 87.5% of households in Irbid, and 83% of households in Mafrq. The outliers in this respect are ITS Al Masrab and ITS Al Matala in Mafrq, where 39.2% and 18.75% of households respectively do not have any form of connection to electricity for heating and cooking, and instead resort to *ad hoc* practices such as wood collection and gas cylinder use, when available.

Despite the widespread availability of electricity connections, findings indicate that a substantial portion of households are left without regular access to electricity on a rolling basis, leaving them with no resources to conduct basic cooking and cleaning activities. Settlements in Irbid experienced the least problems with maintaining regular access; the average number of days spent without electricity over the course of the last month stood at 1.6 per household. In comparison, households spent an average of 4.4 days without electricity in Mafrq and Balqa.

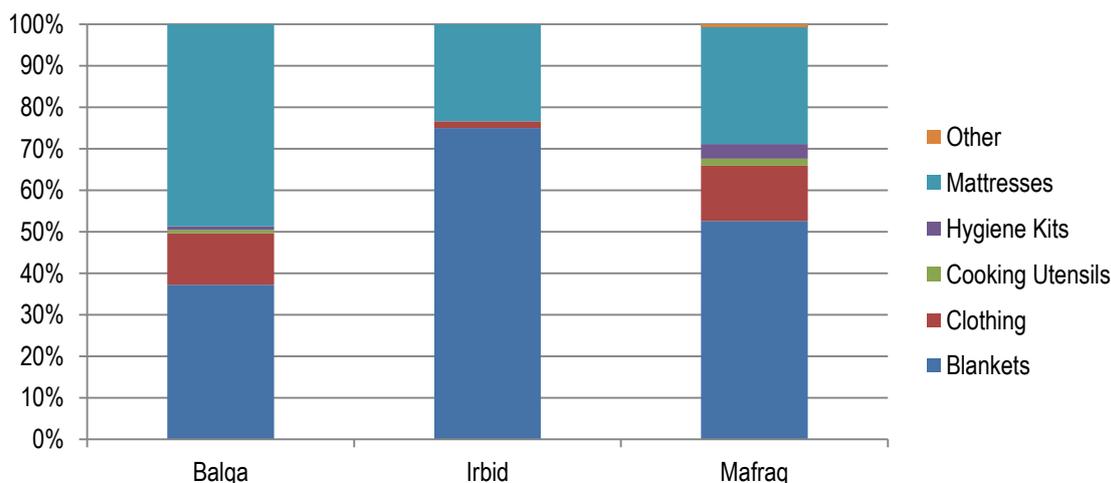
This disparity can in turn be attributed to the informal nature of the connection on the one hand, and the size of the settlement on the other. It seems that the largest settlements (ITS Karameh 2 and 3, for example), recorded the highest numbers of days spent without access to electricity, underscoring how intermittent access to this service – and services in general – may sometimes be, leaving settlement residents to cope and conduct cooking and heating activities by burning disposable household items or collecting flammable materials such as wood.

Figure 4: Distribution of identified primary shelter needs across assessed governorates



- Shelter needs are largely uniform and predictable across all three assessed governorates.
- The majority of assessed households (60.7%), reported the need for new shelters as their immediate priority. This was followed closely by the need for winterisation; again, this is highly context-specific and is likely to change along with climactic conditions.

Figure 5: Distribution of identified primary NFI needs across assessed governorates



- Identified NFI priorities are perhaps the best example of how time and space condition household needs.
- Taking into account the fast-approaching winter and the presence of children in assessed settlements, it is understandable that blankets were overwhelmingly identified as the immediate priority need by the majority of ITS residents.
- Irbid, where 75% of assessed households identified blankets as their primary NFI priority, seems to require the most urgent NFI assistance for winter
- Balqa is again an outlier in this respect; although the need for blankets is indeed prevalent, the milder winter climate shifts NFI needs towards personal welfare preferences.

### 3.4. EDUCATION

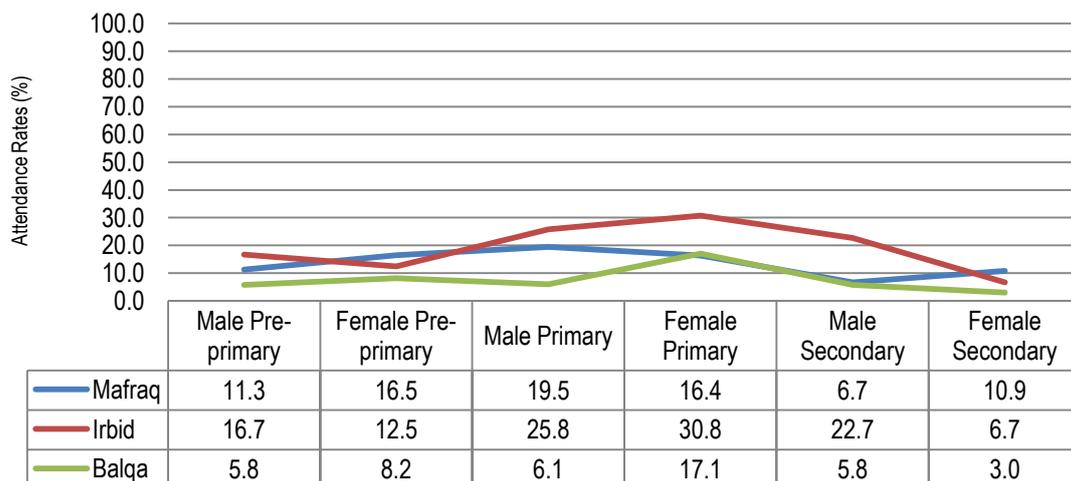
The assessment has revealed low rates of school attendance amongst children residing in ITS. In Balqa, for instance, seven informal settlements (ITS Karameh 4, 5, 8, 9, 11, 12 and 13) reported no school attendance at all amongst children under 18. The same also holds true for ITS Sneiheh in Irbid, where no pre-primary, primary or secondary school aged children attend school, and only 33% of primary school-aged girls in ITS Ar Ramtha 2 purportedly attended school. In Mafraq, ITS Al Dafianah, Qom' Al Raf, Al Salhia and Al Matala also reported no school attendance amongst school-aged children.

Bearing in mind that the majority of assessed settlements are to be found in close proximity to urban or peri-urban settlements with education facilities, this begs the questions of why school attendance rates are so low. Findings seem to indicate that these outcomes can be attributed to a series of interrelated challenges that act as powerful barriers to access. Contrary to popular perceptions, Syrian children residing in informal settlements do not necessarily abandon formal education because of child employment, but are discouraged to attend by the sheer amount of risk and discrimination that they assume on a daily basis. However, the most prominent challenge across all three governorates was a lack of funds with which to meet basic schooling expenses such as uniforms and school materials. When faced with the choice of either securing enough food for the entire household or sending children to school, trade-offs become inevitable. The cost of schooling – as defined by travel, uniform, bag and food expenses – was reported as a primary barrier to access across 21.6% of assessed households in Mafraq, 61.5% of households in Balqa and 62.5% of households in Irbid. The assessment also revealed that approximately 42% and 72% of households across Mafraq and Balqa respectively, intend to migrate over the course of the next 3-6 months, making access to schooling intermittent and thereby reducing incentives to even enroll.

This is further compounded by the distance factor and associated safety concerns. Anecdotal evidence collected by enumerators suggests that even though settlements may be in close geographical proximity to education facilities, being unable to pay for transport means that parents are unwilling to allow minors to walk to school on

their own. Finally, focus group discussions conducted at the time of the assessment indicate that there is a widespread perception amongst settlement residents that Syrian children are unwelcome in the Jordanian public school system which has seemingly acted as a powerful deterrent on school attendance rates amongst Syrian refugee children. The issue of social cohesion and inter-community tension seems to be further amplified in the ITS due to the comparatively greater social and protection issues they face relative to their counterparts in formal housing, and the general lack of integration within the formal Jordanian host communities.

Figure 6: Variation in school attendance rates by governorate

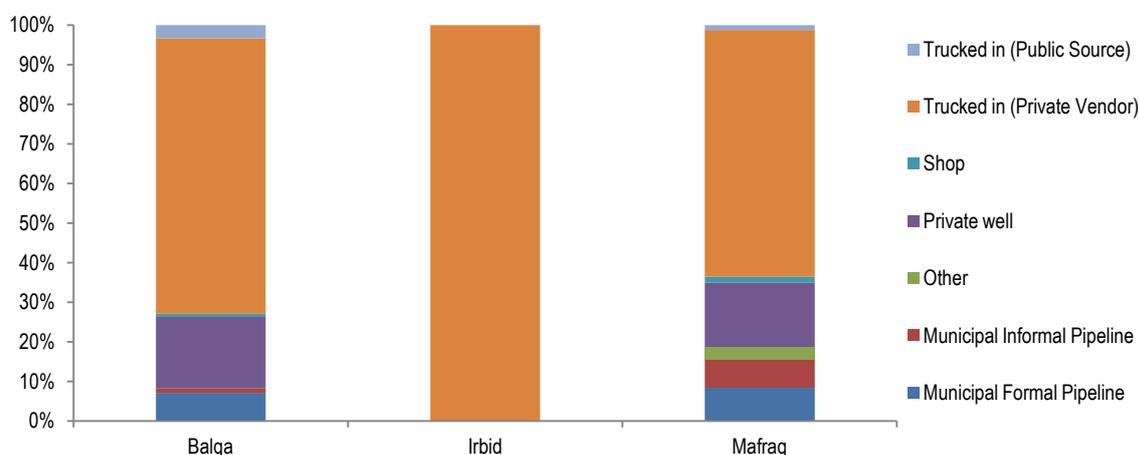


\*Reported rates of attendance (%) relative to total population figures for children <18 by governorate: pre-primary (0-4y), primary (5-11y), and secondary (12 -17y).

### 3.5. WATER

Findings indicate that private water vendors are the primary source of drinking, washing and cooking water for all assessed settlements. At governorate level, the figures stand at 100%, 69.7% and 61.6% for Irbid, Balqa and Mafrq, respectively. Generally, private vendors are used when access to formal networks is limited or intermittent and to compliment other sources that are more costly. Poor quality water storage available in most ITS poses risks in terms of public health, particularly for children that are already the most susceptible to water, air, and food-borne diseases.

Figure 7: Water source variation across governorates



Public health concerns aside, private vendors have an effective monopoly on the supply of water due to the lack of infrastructure in ITS, making residents all the more susceptible to predatory pricing as well irregular water provision. For instance, assessment data reveals that households across Mafraq, Balqa, and Irbid spent an average of 1.3, 0.4, and 0.7 days respectively without water over the course of the month prior to the assessment. The most vulnerable settlement was ITS Al Bastaneh in Mafraq, where settlement residents spent an average of 4.6 days without access to washing, drinking and cooking water.

It is also worth noting the coping strategies that households resorted to when faced with water scarcity. Although average days spent without water are seemingly low, we should take note of the fact that this response was recorded in tandem with a question that gauged how ITS residents cope with loss of access to water. In Balqa, for instance, 70.5% of assessed households reported borrowing either water or money from family, friends and neighbours to restore access, which suggests that households are susceptible to loss of access even after recourse to borrowing money and water although the intra-household pooling of resources does seem to attenuate this. In addition to this, focus group discussions conducted in parallel to the assessment seem to suggest that this is done on a recurring, long-term basis across the water, health and food needs, which again serves to underscore how incremental asset depletion not only sustains but bolsters long-term vulnerability.

### 3.6. SANITATION

In regards to sanitation, an average of 24.3% (Mafraq), 37% (Balqa), and 36% (Irbid) of refugee households report having no access to latrines whatsoever, and instead resort to *ad hoc* practices such as open defecation. This points towards a public health emergency that could have potential long-term, settlement-wide consequences if ignored. Although there are outliers that run against this trend (ITS Karameh 2, for example, where all households have latrines), this is offset by data collected in ITS Karameh 4, 5 and 13, where no households had access to a functioning private latrine. The same holds true for ITS Sneiheh in Irbid.

Figure 8 and 9: Latrine use across all assessed ITS

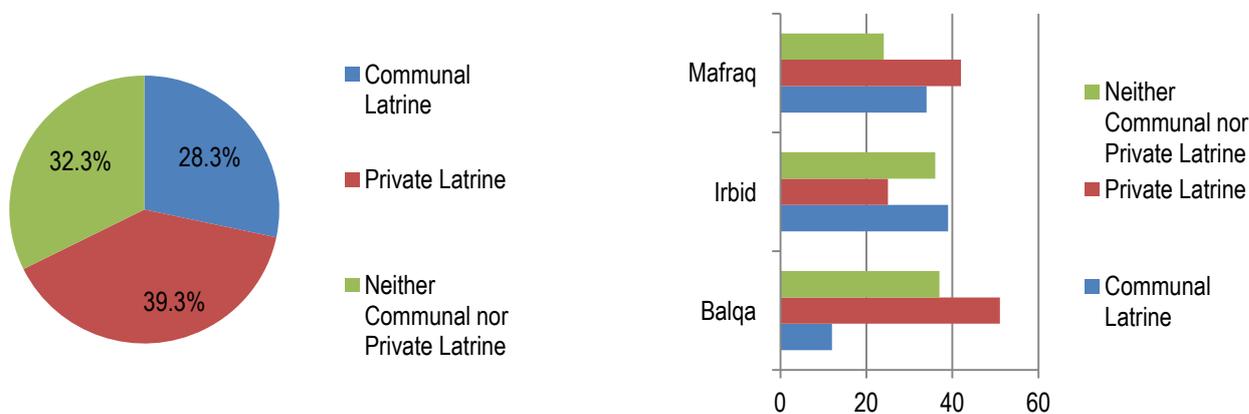
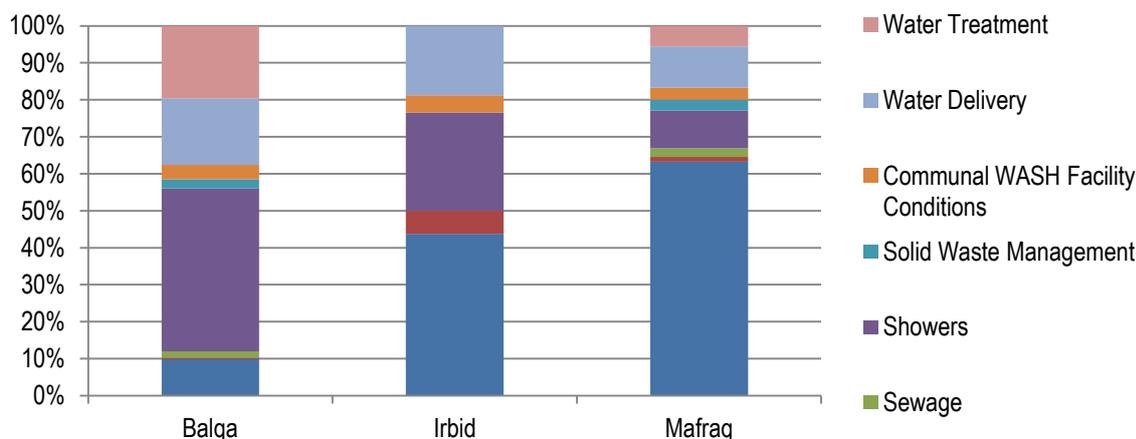


Figure 9: Distribution of identified primary WASH needs across assessed governorates



- Identified primary WASH priorities generated the most diverse responses, underscoring the fact that needs are highly context-specific.
- The need for showers was comparatively much higher in Balqa than in Mafraq or Irbid because the majority of assessed households have access to either communal or private latrine facilities; this reflects the data collected on lack of access to private latrines, displayed above in Figure 9.
- Interestingly, water delivery was identified by a small minority of respondents; this is perhaps because despite the need to pay, private water vendors provide a reliable service. Irbid – where water provision is exclusively private – is the most interesting in this respect.
- In comparison to shelter and NFI needs, WASH and food needs seem to be largely fixed at ITS level, even if they are context-specific.
- Water and sanitation responses need to take into consideration the land tenure and potential for mobile solutions.

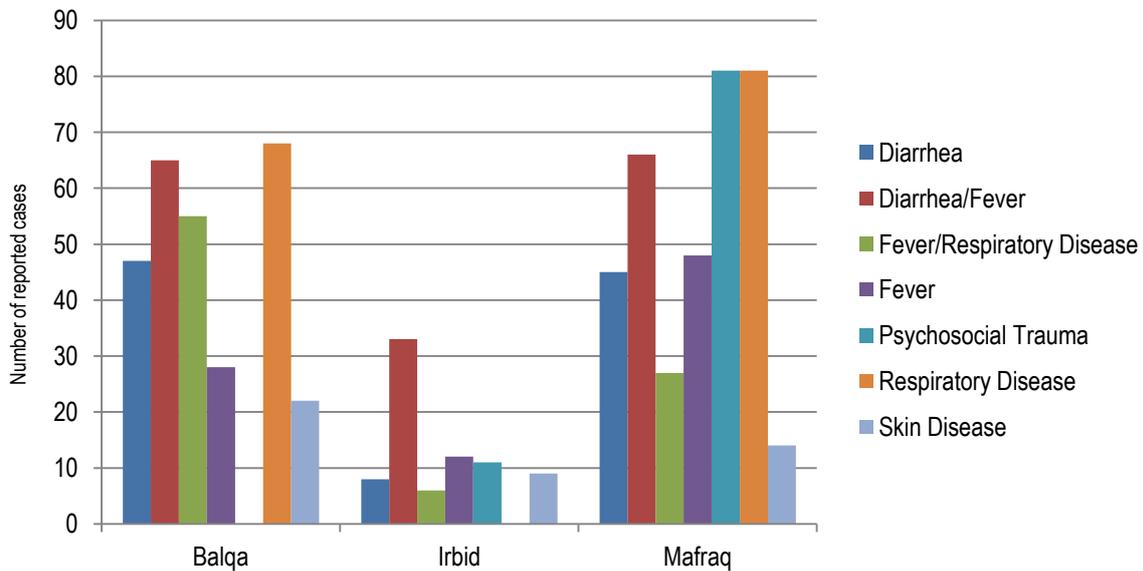
### 3.7. HEALTH

Similar to education, access to healthcare services, or lack thereof, is not a function of any single variable, but rather an array of challenges which refugee households face. Interestingly, though, the expenses associated with healthcare services are not the most prevalent barrier; costs were cited as a challenge across an average of 20% of assessed households that had required medical treatment in the 30 days prior to the assessment. That said, the distance factor and a lack of valid or recognised UNHCR registration (at 41% and 13%, respectively) appear to be parallel challenges that refugee households face when accessing healthcare services.

Overall, there appears to be no major impediments to accessing healthcare services. Whilst challenges do exist – for example, no valid UNHCR files in ITS Da’ir Ala in Balqa (reported by 15% of assessed households) - the availability of these services far outweighs the scope and severity of the barriers to their access. The availability of the service does not guarantee access, however, and health outcomes appear to be affected more by the lack of capacity to implement basic hygiene and health practices. Put simply, where basic hygiene practices are non-existent or lacking, health outcomes are worse. Moreover, the assessment showed that the most prevalent health problems in the assessed settlements were diarrhea and fever; symptomatic of poor hygiene practices most likely due to poor access to water and sanitation combined with a need for more hygiene promotion. For example, in settlements such as ITS Karameh 13 in Balqa and ITS Sneiheh in Irbid, where no sanitation infrastructure actually exists, the prevalence of diarrhea is highest.

What the figure below also shows is the prevalence of psychosocial trauma; with a particularly large number of reported cases in Mafraq. This could be attributed to the fact that there is a comparatively higher concentration of newer arrivals in this area whose memory of the war is still vivid. This is supported by anecdotal evidence derived from focus group discussions and key informant interviews conducted at the time of the assessment.

Figure 10: Numbers of reported medical conditions across assessed governorates



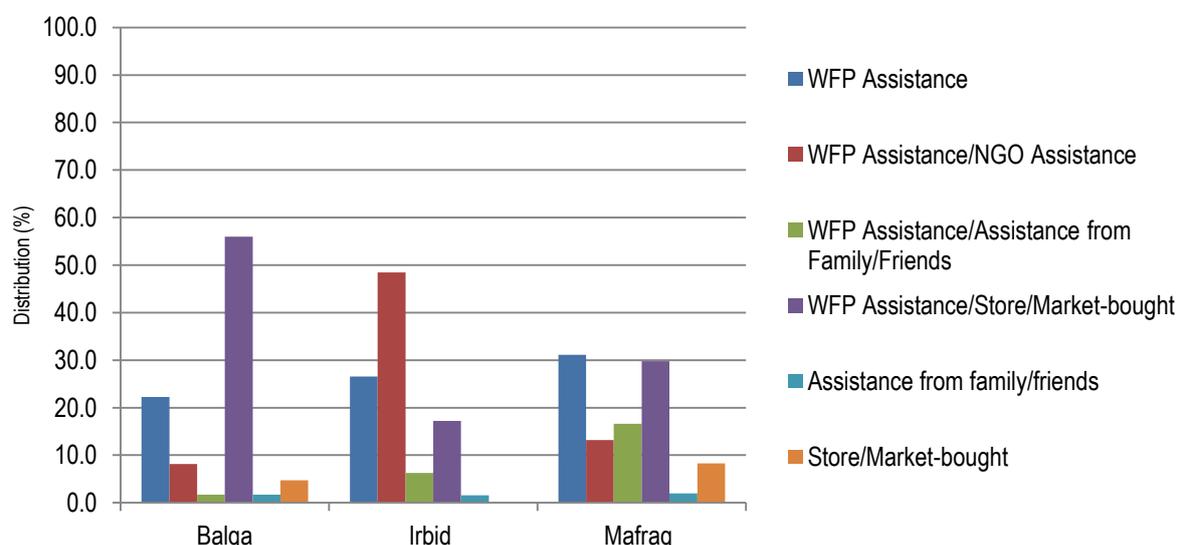
### 3.8. FOOD SECURITY

Food security emerged as an integral indicator of household well-being over the course of the assessment. In general, disparities can be observed at both governorate and ITS level on a range of issues. With food being an essential need for all households, and the inflation of food costs gripping Jordan in a broader context, the role and impact of food assistance programmes may need to be assessed more closely, especially within the context of ITS. The assessment demonstrates that despite the numerous household needs, the sale of food vouchers for alternative purposes is relatively limited – 94.1% in Balqa and 95% in Irbid of the households assessed reported not selling their food assistance at all. This emphasises that settlement residents are not willing to forego already scarce food supplies in order to supplant incomes, particularly in Irbid which is not an agricultural producing region nor an area with many livelihood opportunities.

As with other indicators, Mafraq presents a slightly more challenging but nonetheless largely consistent context for food security. In contrast to Balqa and Irbid, 13.5% of ITS residents in Mafraq resort to selling food assistance to supplement household incomes, with the largest outlier being ITS Naifeeh where a staggering 41.2% of assessed households reported selling food assistance as a coping strategy.

Variation in food sources is also an effective proxy for vulnerability. In general, it can be inferred from the figures presented below that households which have diversified their food sources are more resilient to shocks or periods during which a single supply of food may dry up, leaving them with a safety net on which to fall back on. In particular, those households that have financial resources in addition to food vouchers are more resilient as they are able to access a variety of food sources. Although the metric itself is skewed towards more established households that have the resources required to diversify, data on households which exhibit over-reliance on a single food source is an effective programming tool with which assistance can be targeted.

Figure 11: Variations (%) in food sources across assessed governorates



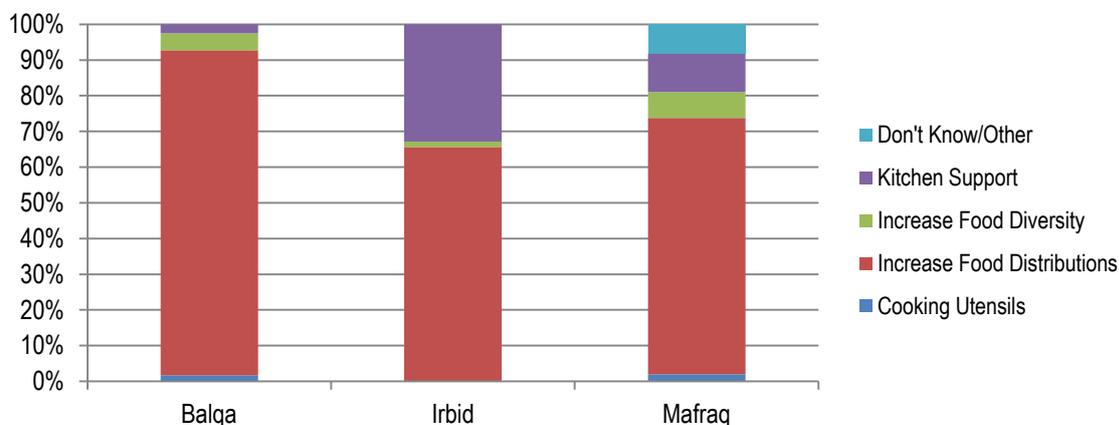
In Irbid, food sources are more uniform in comparison to Balqa. Findings revealed that approximately 80% of assessed households relied either exclusively on WFP assistance, or on a combination of this and help from various humanitarian agencies with which they have come into contact. ITS Ar Ramtha 2 was the most significant outlier in this respect, where 17% of households relied on a combination of WFP assistance and store or market-bought food as their primary food sources; indicating not that ITS households are necessarily continuously food-scarce, but that WFP assistance is supplemented where possible with alternative resources to meet the households' diversified food needs.

Table 3: Variations in average numbers of days without food

Governorate	Average No. of days in the past month spent without access to food/household
Balqa	0.74
Irbid	0.11
Mafraq	0.16

The assessment revealed that overall settlement residents typically access food the majority of the time due to the large food assistance programmes in place, with average numbers of days spent without access to food per household not exceeding the 1 day benchmark. Once disaggregated to ITS level, however, substantial variations can be observed. Although settlements in Mafraq and Irbid do not exceed the 1 day benchmark, ITS Karamah 1 and 13 in Balqa recorded average numbers of days spent without food per household at 4.2 and 3.2, respectively. As of yet, this disparity cannot be ascribed to any single factor.

Figure 12: Distribution of identified primary food Needs across assessed governorates



- ITS residents in overwhelmingly identified the need to increase food distribution programmes as an immediate food need.
- This suggests that any food security interventions should be, at least initially, targeted at increasing the supply of food that would presumably improve nutritional content as households buy first staples as opposed to dairy, meat or fruits.
- Mafrqa displayed more diverse responses, with 71.4% of households reporting the need for increased food distribution as their immediate priority.

#### 4. CONCLUDING REMARKS

This assessment has enabled REACH to compile a preliminary baseline of ITS in the targeted areas and enhance the understanding of the context in which they exist. Long term asset depletion, compounded by high degrees of risk and minimal protection mean that the people living in ITS are unable to afford or access basic services that might otherwise be available to them. Private provision of food, water, and other basic life commodities is tightly controlled and seems to directly exacerbate vulnerability regardless of geographic location or settlement size.

What emerges from the assessment is an intricate portrait of mutually reinforcing poverty and vulnerability. The assumption of risk on the behalf of settlement residents far exceeds their capacity to manage it effectively, and acute vulnerabilities to exogenous shocks – illness, weather, sudden loss of livelihood. compounded by long-term asset depletion, mean that one unfortunate or unforeseeable event could cause a downward spiral of debt and crisis from which recovery is all but impossible without external assistance. The resilience of ITS is improved through intra-community sharing of resources through informal lending, borrowing, and other coping mechanisms, though when the shock is across the whole ITS this coping mechanism is not sufficient. This is compounded by long-term asset depletion, meaning that one unfortunate or unforeseeable event could cause a downward spiral of debt and crisis from which recovery is all but impossible without external assistance. The sheer scale of vulnerability alone warrants humanitarian action.

What the assessment has at least partially identified is a set of strategic entry points for humanitarian assistance. Where water is wholly provided by private vendors – such as in Irbid, for example – this dependence, as well as the associated costs, could potentially be relieved through water supply programmes or further cash assistance. Similarly, although sanitation and other WASH needs are highly context-specific, infrastructure rehabilitation, hygiene promotion and facilitation of access to latrines could effectively address many of the entrenched health and hygiene issues that refugees in ITS deal with. Unfortunately, this is often limited by the land rights of the ITS tenants which is nonexistent, constantly under the threat of eviction, thus requiring mobile or temporary solutions.

With so many barriers to accessing basic services, the list of ITS needs and vulnerabilities that REACH has identified in northern Jordan thus far is extensive; from sporadic loss of access to food, water and electricity, poor school attendance rates for school-aged children to widespread open defecation, there are multiple and often overlapping areas where humanitarian assistance could be effectively targeted. To that end, as part of the commitment of humanitarian actors to aid the victims of the Syrian crisis wherever and whenever possible, it is important not to overlook what could potentially become a ‘silent’ humanitarian emergency.

This report provides a snap shot of the ITS context during November to December 2013. It is important to note that this is an evolving situation, requiring constant updating of information. During the writing of this report a significant snow-storm affected much of Jordan and the Middle East, causing entire settlements to be ostensibly washed away and leading to an influx in seasonal refugees and further migration within Jordan. This again will change the dynamics.

**SYRIA CRISIS CAMP MONITORING TOOL**  
**Informal Tented Settlements Household Questionnaire**

Date: [DD/MM/YY]

Completed by:

Reviewed

A SYRIAN CRISIS CAMP MONITORING TOOL													
ALL NAMES OF PLACES SHOULD BE WRITTEN IN ARABIC - AND IN ENGLISH IF ABLE TO DO SO													
A.1	Date of assessment:										Country		
	Name / Telephone :										Governorate		
											District		
	Ration Card Number										Sub-District		
GENERAL													
B HOUSEHOLD PROFILE													
B1	How many families in your household?												
B2	How many people live in your household?												
B3	How is your household disaggregated?												
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
B4	How many members of your household have the following disabilities:												
											Physical	Visual	Mental
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
B5	How many children <18 are currently with you who are not directly related to you but are part of your extended family?												
	Male	0-2y	3-4y	5-11y	12-17y								
	Female	0-2y	3-4y	5-11y	12-17y								
B6	How many children <18 are currently with you who are not part of your family or extended family?												
	Male	0-2y	3-4y	5-11y	12-17y								
	Female	0-2y	3-4y	5-11y	12-17y								
B7	Is your family registered with UNHCR?												
											Yes	No	
B8	If yes, then were you registered in a camp or in a host community?												
											Camp (specify)	Host Community (specify District)	
B9	If yes, then what is your registration number?												
C LIVELIHOODS													
C1	What are your sources of income? (tick all applicable options)												
	Cash for Work			Agricultural waged labour			Formal trade						
	Unskilled non agricultural daily labour			Skilled daily labour			Remittances						
	Informal trade			Sale of household assets			Shop owner/employee						
	Savings			Informal Loans			Sale of non-food assistance						
	Gifts from family/friends/neighbours			Sale of food assistance			None						
	Begging			Cash from charities			Other (specify)						
C2	If working, then how many days did you work last week??												
											Days		
C3	How many members of your household work?												
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y					
C4	How many days did children <18 work last week?												
											Days		
C5	What is your average monthly income from these activities?												
											JD		
C6	Is your household currently in debt?												
											Yes	No	
C7	If yes, then how much debt?												
											JD		
C8	Does your monthly income (from all your activities combined) cover your monthly expenditure?												
											Yes	No	
D SHELTER													
D1	What type of shelter do you live in, and how many?												
	Tent		Caravan		Makeshift shelter		Other (specify)						
D2	How did you come to live in this shelter?												
	Bought		Received from UNHCR		Found		Rent from landowner		Other (specify)				
D3	If rented, how much do you pay for shelter per month?												
											JD		
D4	Is the land which you use for your shelter public or private?												
											Public	Private	
D5	If public, do you pay rent?												
											Yes	No	
D6	If private, do you pay rent?												
											Yes	No	
D7	If you do pay rent, how much do you pay every month?												
											JD		
D8	Is your household at risk of eviction in the next 2 weeks?												
											Yes	No	
D9	Does your household have an electricity connection?												
											Yes	No	
D10	If yes, what is the source of this electricity?												
	Private provider			Municipal (formal)			Municipal (informal)			Other (specify)			
D11	If yes, do you pay for this connection?												
											Yes	No	
D12	If yes, how much do you pay for this connection on average per month?												
											JD		
D13	If no, what is your primary source of heating/cooking fuel?												
	Diesel generator		Gas cylinder		Burn wood/HH items		Other (specify)						
D14	If a diesel generator, how much do you pay for fuel on average per month?												
											JD	In-kind assistance	
D15	If a gas cylinder, how much do you pay for them on average per month?												
											JD	In-kind assistance	
D16	How many days in the past month did you not have access to any electricity? (1 - 30 days)												
											Days		
D17	If you were left without your own fuel, what did you do to cope with this?												
	Borrowed from family/neighbours		Borrowed money to buy		Collected wood/flamable objects		Nothing (stayed without)		Other (specify)				
E EDUCATION													
E1	How many of the school-aged children in your household attend school?												
	Pre-primary		Male		Primary		Male		Female				
	Secondary		Male										
E2	Is it formal or informal?												
											Formal	Informal	Do Not Know
E3	If some do not attend school, then why?												
	Lack of funds		Distance		Not enough space		Turned away		Lack of transport				
	Child employment		Safety issues		Cost of materials		Cost of uniform		Other (specify)				
E4	On average, how much do you spend on education per month for those children that do attend?												
											JD		
F WATER													
F1	Where does your household get its water from? (tick all applicable options)												
	Trucked in water (private vendor)		Municipal pipeline (formal)		Municipal pipeline (informal)		UN Agency/NGO assistance						
	Trucked in water (public source)		Shop		Private well		Other						
F2	If trucked in, how many litres of water do you buy per month?												
											Litres		
F3	If trucked in, on average how much do you pay per month?												
											JD		
F4	If bought in a shop, how many litres of water do you buy per month?												
											Litres		
F5	If bought in a shop, on average how much do you pay per month?												
											JD		
F6	If from a formal municipal connection, then how much do you pay per month?												
											JD		
F7	If from an informal municipal connection, then how much do you pay per month?												
											JD		
F8	How many days in the past month did you not have access to any water (for drinking and washing)? (1 - 30 days)												
											Days		
F9	If you were left without your own water, what did you do to cope with this?												
	Borrowed from family/neighbours		Borrowed money to buy		Shop credit		Nothing (stayed without)		Other (specify)				
G SANITATION													
G1	Do you use a communal facility to go to the bathroom?												
											Yes	No	
G2	If no, do you have access to your own latrine?												
											Yes	No	
G3	What type of latrine does your household use?												
	Traditional Pit latrine/without slab/open pit				VIP Latrine with Cement Slab								
	Flush Latrine				No Latrine				Other (Specify)				
G4	Do you have access to separate male and female latrines?												
											Yes	No	
G5	How do you dispose of your household waste?												
	Collective bin		Burn		Dump near the house		Dump in a nearby field						
	Rubbish Pit/Disused Septic Pit		Other (specify)										
H HEALTH													
H1	Has a member of your household had any of the following health problems in the last 30 days?												
	Diarrhea		Skin disease		Fever								

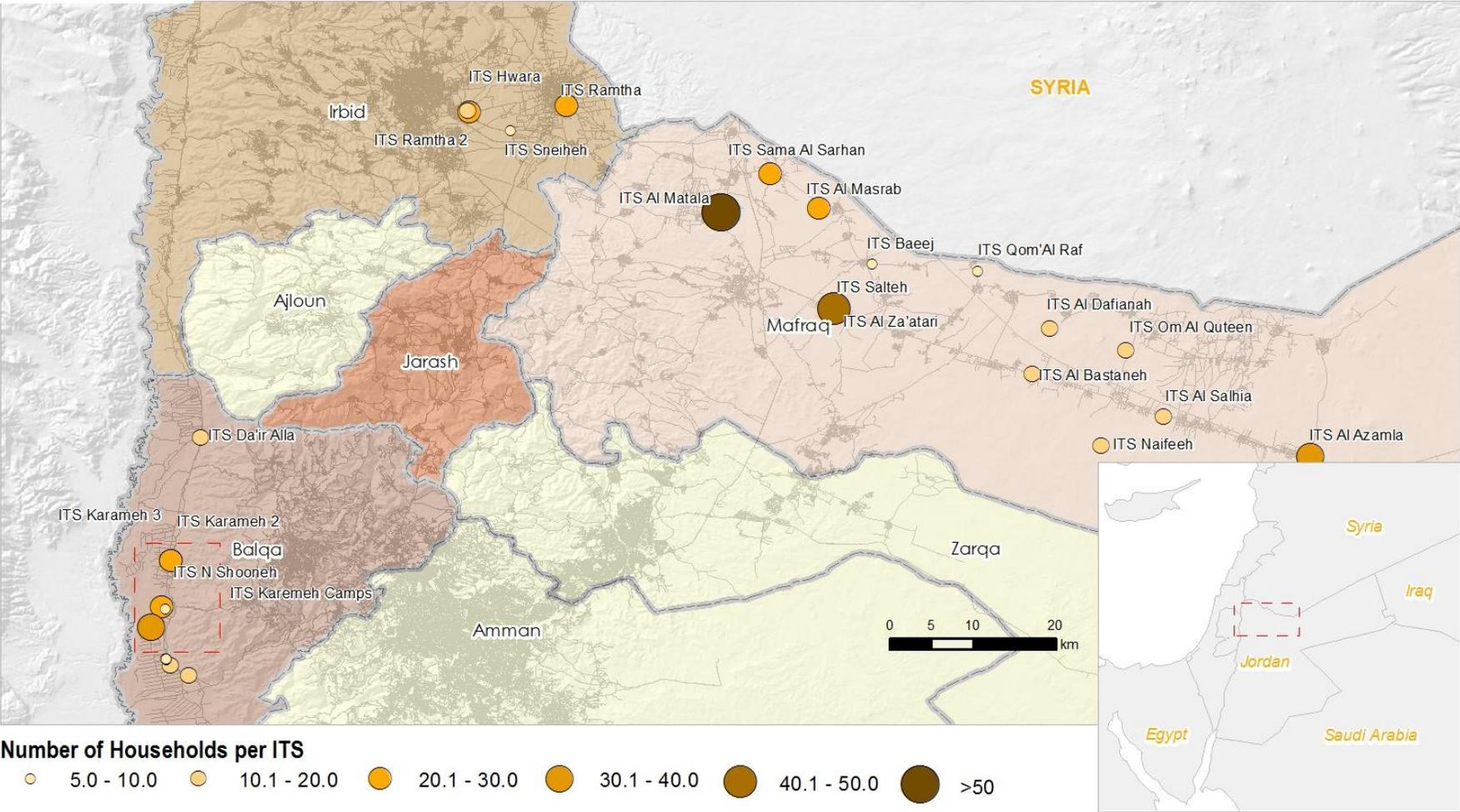
	Respiratory disease				Water borne disease				Psycho-social trauma									
H2	If yes, then which members of your household suffered from these?																	
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y										
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y										
H3	If yes, did you seek professional treatment?																	
					Yes				No									
H4	If no, then why didn't you seek professional treatment?																	
	Lack of funds			Distance			Lack of transport			Turned away			Safety issues					
	Lack of time (employment)			Cost of medicine			No information on location of service			Not registered			Other (specify)					
H5	If yes, which of the following did you visit?																	
	Primary health clinic			Hospital			Maternal services			Community Outreach								
	Pharmacy			NGO Clinic			Communal Health Worker											
H6	If yes, did you have to pay to get access to any of these services?																	
					Yes				No									
H7	If yes, how much did you pay for this service?																	
	JD																	
H8	On average, how much do you spend on health per month for your entire household?																	
	JD																	
I	<b>FOOD SECURITY</b>																	
I1	Where does your household get its food from? (tick all applicable options)																	
	WFP/UN Assistance			Food vouchers			Store-bought			Market-bought			Assistance from family/friends					
	NGO Assistance			Other (specify)														
I2	If bought, how much do you spend on food on average per month?																	
	JD																	
I3	If you receive food-aid (vouchers or in-kind assistance), is this enough for your household's needs for 30 days?																	
					Yes				No									
I4	Do you ever sell any of the food assistance you receive through aid in order to get cash?																	
					Yes				No									
I5	What are the main problems you face in accessing food? (tick all applicable options)																	
	Food is too expensive			Lack of cash			Distance to shops/market			Security			Not part of a food assistance scheme					
	No kitchen support			Other (specify)														
I6	How many days in the past month did you not have access to any food? (1 - 30 days)																	
	Days																	
I7	If left without food in the past 30 days, did your household use any of the following strategies to meet basic food needs?																	
	Spent savings			Bought food on credit			Reduced expenditure on health/education			Sold household goods			Sold productive goods (tools, machinery)					
	Accepted high risk jobs			Accepted illegal jobs			Accepted temporary jobs			Sent adult household members to beg			Sent children under 18 to beg					
	Sent children under 11 to beg			Sent children under 5 to beg														
J	<b>AREA OF ORIGIN/DISPLACEMENT PROFILE</b>																	
J1	In what district was your primary residence in Syria?																	
	District																	
J2	When did you arrive in Jordan?																	
					Month				Year									
J3	Did your household reside in other places prior to coming here?																	
					Yes				No									
J4	If yes, then where did you live before this settlement?																	
	Host community (specify)			Camp (specify)			Another settlement (specify District)			Other (specify)								
J5	When did you first come to this settlement?																	
					Month				Year									
J6	Why did you come to this settlement? (tick all applicable options)																	
	Seasonal agricultural activity			Seasonal construction labour			Seasonal trade (formal)			Seasonal trade (informal)								
	Joining friends/relatives			Safety concerns in camp			Safety concerns in host community			Change in weather								
	Lack of access to livelihoods in camp/host community			Lack of access to health in camp/host community			Lack of access to education in camp/host community			Lack of access to food in camp/host community								
	Cost of living in host community			Evicted from host community			Other (specify)											
K	<b>INTENTIONS</b>																	
K1	Does your household intend to leave this settlement?																	
					Yes				No									
K2	If yes, when does your household intend to leave?																	
	Less than 2 weeks			Less than 1 Month			1-3 months			3-6 Months								
	More than 6 months																	
K3	If yes, where do you intend to go?																	
	Host community (specify District)			Camp (specify)			Another settlement (specify location)			District of Origin in Syria								
	Different District in Syria (specify)			Another settlement in Syria (specify location)			Another country (specify)			Other (specify)								
	Don't know																	
K4	If yes, why do you intend to leave? (tick all applicable options)																	
	Seasonal economic activity (specify)			Lack of health services in settlement			Lack of education services in settlement			Inadequate food sources in settlement								
	Inadequate water in settlement			Poor quality of shelter in settlement			Safety concerns			Change in weather								
	Lack of livelihood opportunities in area			Joining friends/family			Costs of living have become too high			Eviction								
	Other (specify)																	
K5	Do you have immediate family elsewhere in Jordan?																	
					Yes				No									
K6	If yes, please indicate which members of your family are located elsewhere:																	
	Sons			Daughters			Wife			Husband			Parents			Brother/Sister (without own family)		
K7	If yes, please indicate which age groups these members of your family belong to:																	
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y										
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y										
K8	If yes, where in Jordan are they located?																	
	District																	
K9	Do they plan on joining you in the next 0-3 months?																	
					Yes				No				Do Not Know					
K10	Do you plan on joining them in the next 0-3 months?																	
					Yes				No				Do Not Know					
L	<b>NEEDS</b>																	
L1	What are your most immediate <b>Food</b> priorities? (provide only top 3 priorities - 1 = First, 2 = Second, 3 = Third)																	
	Increase Food Distributions						First			Second			Third					
	Kitchen Support						First			Second			Third					
	Increase Food Diversity						First			Second			Third					
	Cooking Utensils						First			Second			Third					
	Other (Specify)						First			Second			Third					
L2	What are your most immediate <b>WASH</b> priorities? (provide only top 3 priorities - 1 = First, 2 = Second, 3 = Third)																	
	Latrines						First			Second			Third					
	Showers						First			Second			Third					
	Sewage						First			Second			Third					
	Water Treatment						First			Second			Third					
	Water Delivery						First			Second			Third					
	Solid Waste Management						First			Second			Third					
	Other (Specify)						First			Second			Third					
L3	What are your most immediate <b>Shelter</b> priorities? (provide only top 3 priorities - 1 = First, 2 = Second, 3 = Third)																	
	New Shelters						First			Second			Third					
	Winterisation						First			Second			Third					
	Shelter Replacement /Maintenance						First			Second			Third					
	Gravelling and Drainage						First			Second			Third					
	Other (Specify)						First			Second			Third					
L4	What are your most immediate <b>NFI</b> priorities? (provide only top 3 priorities - 1 = First, 2 = Second, 3 = Third)																	
	Mattresses						First			Second			Third					
	Blankets						First			Second			Third					
	Cooking Utensils						First			Second			Third					
	Hygiene Kits						First			Second			Third					
	Clothing						First			Second			Third					
	Other (Specify)						First			Second			Third					

6. ANNEX 2



Informal Tented Settlements in Jordan: A Cross-Sector, Baseline Assessment

November 2013

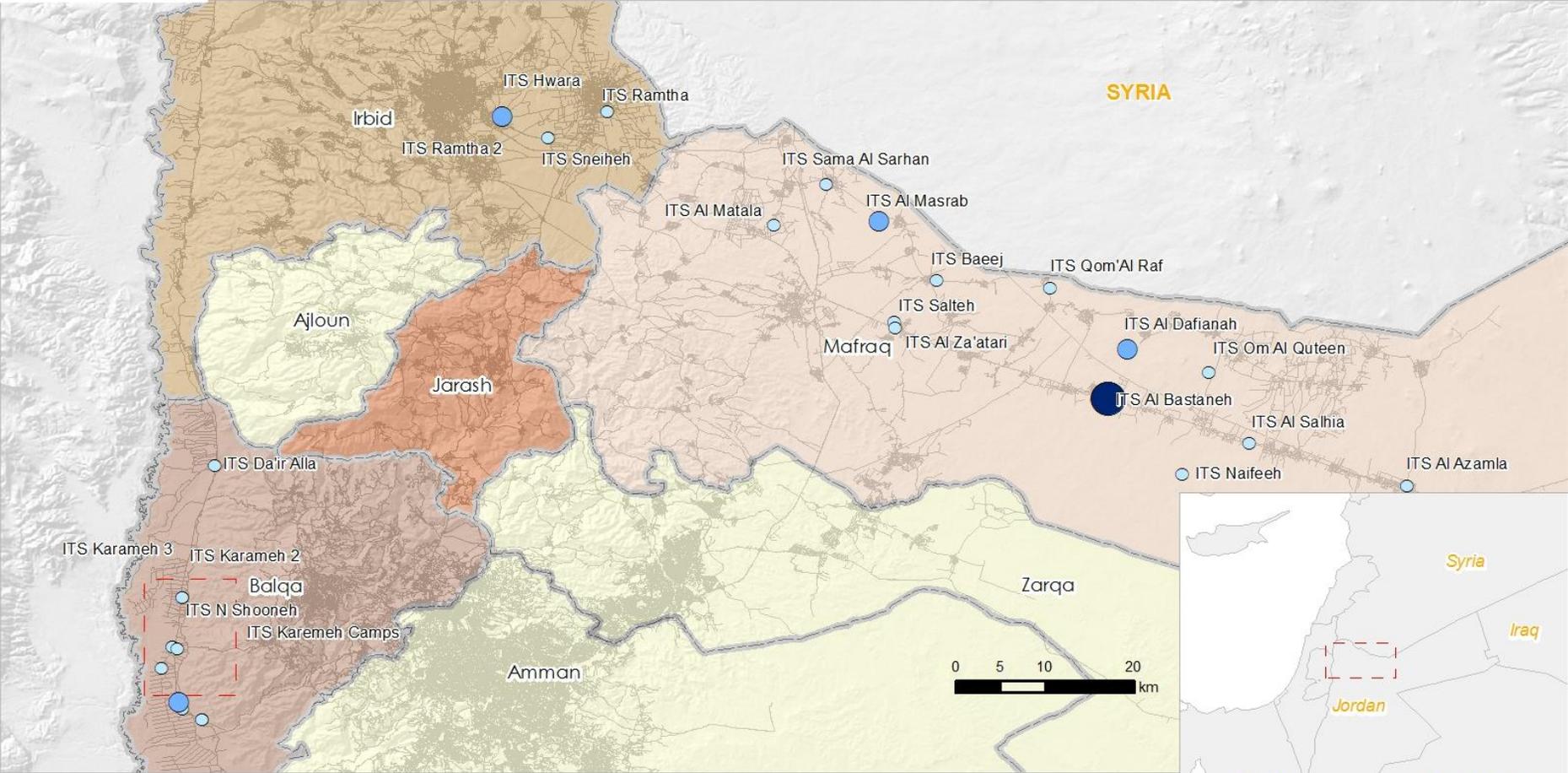


REACH



Informal Tented Settlements in Jordan: A Cross-Sector, Baseline Assessment

November 2013



Average Number of Days Spent/Without Access to Water per Household

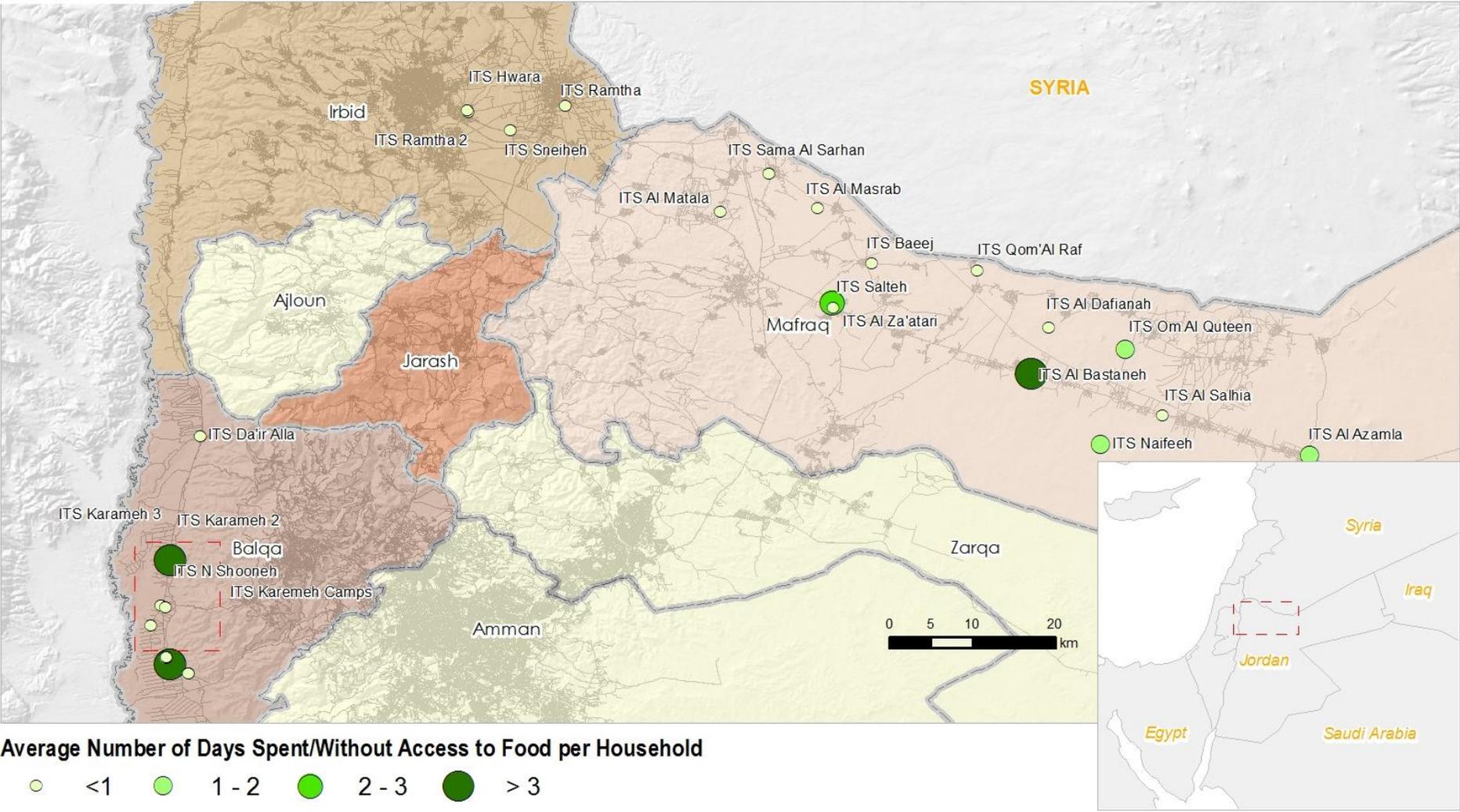
- <1
- 1-2
- 2-3
- >3





Informal Tented Settlements in Jordan: A Cross-Sector, Baseline Assessment

November 2013

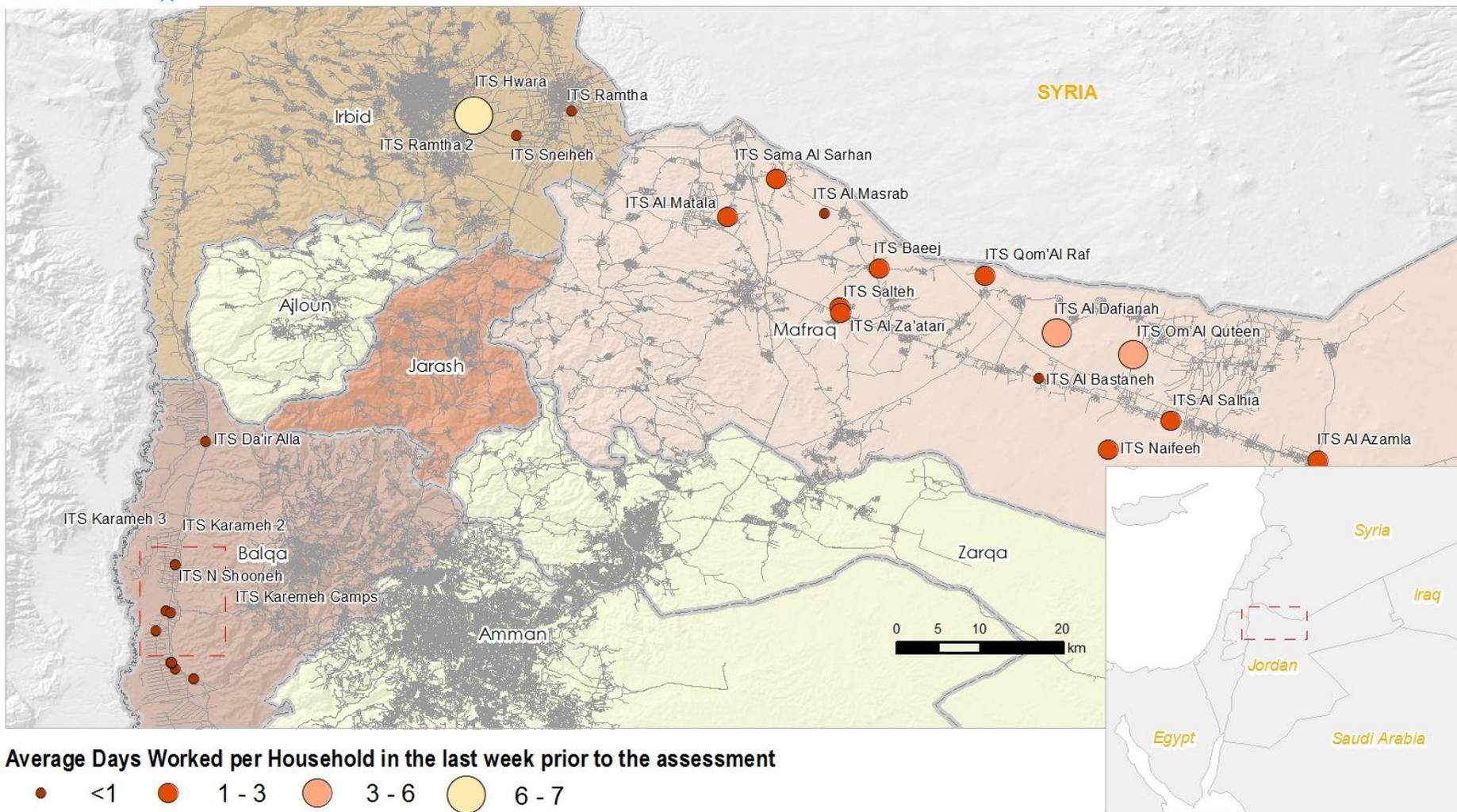


REACH



Informal Tented Settlements in Jordan: A Cross-Sector, Baseline Assessment

November 2013



REACH