

# Syrian Refugees in Host Communities

## Key Informant Interviews / District Profiling

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This project has been implemented with the support of:



**REACH** An initiative of  
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## EXECUTIVE SUMMARY

As the Syrian crisis extends into its third year, the number of Syrian refugees in Jordan continues to increase with the vast majority living in host communities outside of planned camps.<sup>1</sup> This assessment was undertaken to gain an in-depth understanding of issues related to sector specific and municipal services. In total, 1,445 in-depth interviews were conducted in September and October 2013 with key informants who were identified as knowledgeable about the 446 surveyed communities.

The information collected is disaggregated by key characteristics including access to essential services by Syrian refugees, and underlying factors such as the type and location of their shelters. This project was carried out to inform more effective humanitarian planning and interventions which target the needs of Syrian refugees in Jordanian host communities. The study provides a multi-sector profile for the 19 districts of northern Jordan where the majority of Syrian refugees reside<sup>2</sup>, focusing on access to municipal and other essential services by Syrian refugees, including primary access to basic services; barriers to accessing social services; trends over time; and the prioritised needs of refugees by sector. The project is funded by the British Embassy of Amman with the support of the United Nations High Commissioner for Refugees (UNHCR) and the United Nations Children's Fund (UNICEF).

The greatest challenge faced by Syrian refugees is access to cash, specifically cash for rent, followed by access to food assistance and non-food items for the winter season. The majority of Syrian refugees live in rented accommodation in areas where they usually have adequate access to municipal services but tend to have higher renting costs than Jordanian households. Many Syrian refugee children of secondary school-age are not attending school in order to work – particularly in the urban centres of Irbid and Al Mafraq – two of the districts where Syrian refugees were found most likely to be living in rented accommodation. There is a low uptake of health services by Syrian refugee households living in these areas too due to constraints such as distance, costs and transport, even in urban areas.

The situation of Syrian refugees in the rural areas of Jordan is different compared to urban centres. In Al Shoona Al-Janoobidya and Al-Basha Districts in Balqa Governorate, a high proportion of Syrian refugee households are living in tents. The seasonal economic migration that took place before the crisis, where Syrian agricultural workers would live in tents in Jordan throughout the harvest season, has now been replaced by longer-term cross-border displacement. As a result, the seasonal encampments have significantly increased in size and have become fixed tented settlements hosting Syrian refugee households. Access to health services by Syrian refugees is significantly lower in these districts compared to others, as are the rates of primary and secondary school attendance..

The ongoing influx of refugees from Syria into Jordan is placing a heavy burden on already strained services and resources in Jordanian host communities. The pressure on education services is immense, despite many children not attending school to instead seek employment opportunities to meet basic household needs. . Moreover, Jordan's limited water resources and sanitation services are under pressure with the additional demand of over 550,000 refugees, while access for the most vulnerable remains a concern due to high water prices and limited access in more remote areas. Access to shelter is of significant concern for refugees, as housing stocks are limited and rent prices continue to increase for both Jordanians and Syrians.

This report underlines the need for continuing and increasing the support to Syrian refugees, vulnerable Jordanian households and Jordanian hosting communities. The resilience of Syrian refugee households and Jordanian communities is dwindling and as a result the level of tension is increasing within communities, particularly in relation to access to basic services and employment opportunities. To improve stability within the communities, it is essential that humanitarian and development actors target their support towards communities where resilience capacity is the most overstretched. This assessment report identifies the main types of support required, as well as highlighting the districts with the greatest perceived barriers to services. Recommendations based on the findings of this assessment are detailed below.

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

<sup>2</sup> See REACH (2013) *Syrian Refugees in Host Communities: District Profiles* for a catalogue of district profiles.

### Recommendations for further research:

- Research the availability and quality of accommodation in host communities, especially regarding families living in unfinished buildings and informal settlements.<sup>3</sup> There is a lack of information on informal settlements and collective shelters, which is often where the most vulnerable households reside.
- Design interventions that ameliorate household budget constraints of vulnerable Jordanians and Syrian refugees – which have been affected by the inflation of household expenditures and lowering of wages – in a sustainable manner that will support communities overall.
- Research access by refugees to primary and secondary health services, with particular consideration to health services for females and child vaccination accessibility. It is apparent that there are pockets of communities where this is of greater concern, which ought to be prioritised.
- Research sustainable solutions for the shelter crisis, to reduce rental prices for Jordanian and Syrians. This may help to alleviate some of the pressure on low availability of accommodation and rising rental costs, and the associated impact on other essential needs such as food, education and health.
- Assess impact of winterisation assistance provided to host communities to support targeted assistance in 2014.

### Other recommendations:

- Provide targeted support for vulnerable individuals, including particular emphasis on unaccompanied/separated minors residing with Syrian or Jordanian families, as well as those coping alone or with groups of other unaccompanied/separated minors.
- Provide support to water and sanitation infrastructure at the community level, particularly where existing networks are being depleted or not reaching vulnerable populations. Where there are pockets of sanitation and health related issues, this assistance should be complimented by a strong hygiene promotion component.
- Provide public information about what services refugees are entitled to in particular considering health and education. More information may be needed regarding how to re-register, as well as research into potential barriers preventing registration in host communities.
- Increase support for municipalities and communities, targeting social services that are under the greatest level of stress. This includes solid waste management, electricity, cleanliness, education and health. By supporting existing institutions, resilience can be improved, leaving these better able to cope with the shocks of the Syrian crisis.
- Implement targeted household food security and nutritional awareness interventions, particularly in rural areas, to ensure that the most vulnerable can meet their immediate food needs.
- Encourage greater cooperation, social cohesion and engagement across communities to reduce tensions.

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<sup>3</sup> REACH (December 2013) *Informal Tented Settlements in Jordan: A Multi-Sector Baseline Assessment*

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## ACRONYMS

BSU	Basic Service Unit
JOD	Jordanian dinar
NFI	Non-food item
RRP6	Regional Response Plan 6
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
USAID	U.S. Agency for International Development
WASH	Water, Sanitation and Hygiene
WFP	World Food Programme

## 1. INTRODUCTION

The protracted crisis in Syria has caused a large influx of refugees into Jordan, amounting to more than 550,000<sup>4</sup> as of September 2013, when data collection for the present assessment began. This figure is projected to increase to 800,000 by the end of December 2014. The settling of refugees in often economically struggling communities in an already resource-strained country, has resulted in resources and services being over-stretched; increasing unemployment rates; and increasing inflation. To better understand the needs of the refugees and the host communities, with the support of the British Embassy Amman, REACH is undertaking assessments to inform the humanitarian response using an evidence-based approach to improve household and community level resilience and stabilisation.

REACH was formed in 2010 as a joint initiative of two organisations (ACTED and IMPACT Initiatives) and a UN program (UNOSAT)<sup>5</sup>, and has been undertaking large scale assessments in Jordan since 2012 on a wide range of sectors to help inform evidence based humanitarian action and information management in both refugee camp and host community contexts. The present assessment aims to identify key issues affecting the stability and resilience of host communities as a result of the Syrian refugee crisis, to enable prioritization in interventions and inform evidence-based and more effective humanitarian action.

Primary data collection from key informants was completed for this assessment in October 2013, in six governorates across northern Jordan (Ajloun, Al Mafrqa, Balqa, Irbid, Jarash and Zarqa). The assessment focused on refugees from Syria in Jordanian host communities as part of a wider, ongoing project to improve understanding of community vulnerabilities, resilience and coping mechanisms. The present assessment focused on two key elements: 1) access to services by Syrian refugees relating to thematic sectors and 2) their prioritised needs by sector.

This key informant assessment builds on information collected in a previous REACH assessment in November 2012 until April 2013 supported by UNHCR and UNICEF<sup>6</sup>. During this previous assessment, 611 Basic Service Units (BSUs) or communities<sup>7</sup> were identified with key informants, followed by over 17,000 household surveys carried out in 365 communities identified as containing refugees from Syria. The present key informant assessment targeted the same 611 communities assessed previously, to verify the presence of refugees from Syria. Of those 611, it was identified by key informants that refugees were present in 446 communities. This also included an additional 84 communities in the previously unassessed Zarqa Governorate. In total, 1,445 key informant interviews were carried out across these 446 communities in September and October 2013 using the questionnaire in *Annex 1*.

The indicators in this key informant assessment are based on a comprehensive secondary data review and evaluation of the current context, where themes and issues in Jordan related to the Syrian refugee crisis were identified. Moreover, these indicators are designed to inform the Regional Response Plan 6 (RRP6) using standardised indicators in the results framework.

The map below illustrates the geographical coverage of the key informant interviews conducted in this assessment, covering 19 districts in the governorates of Ajloun, Al Mafrqa, Balqa, Irbid, Jarash, and Zarqa.

<sup>4</sup> UNHCR 2013 population data <http://data.unhcr.org/syrianrefugees/regional.php>

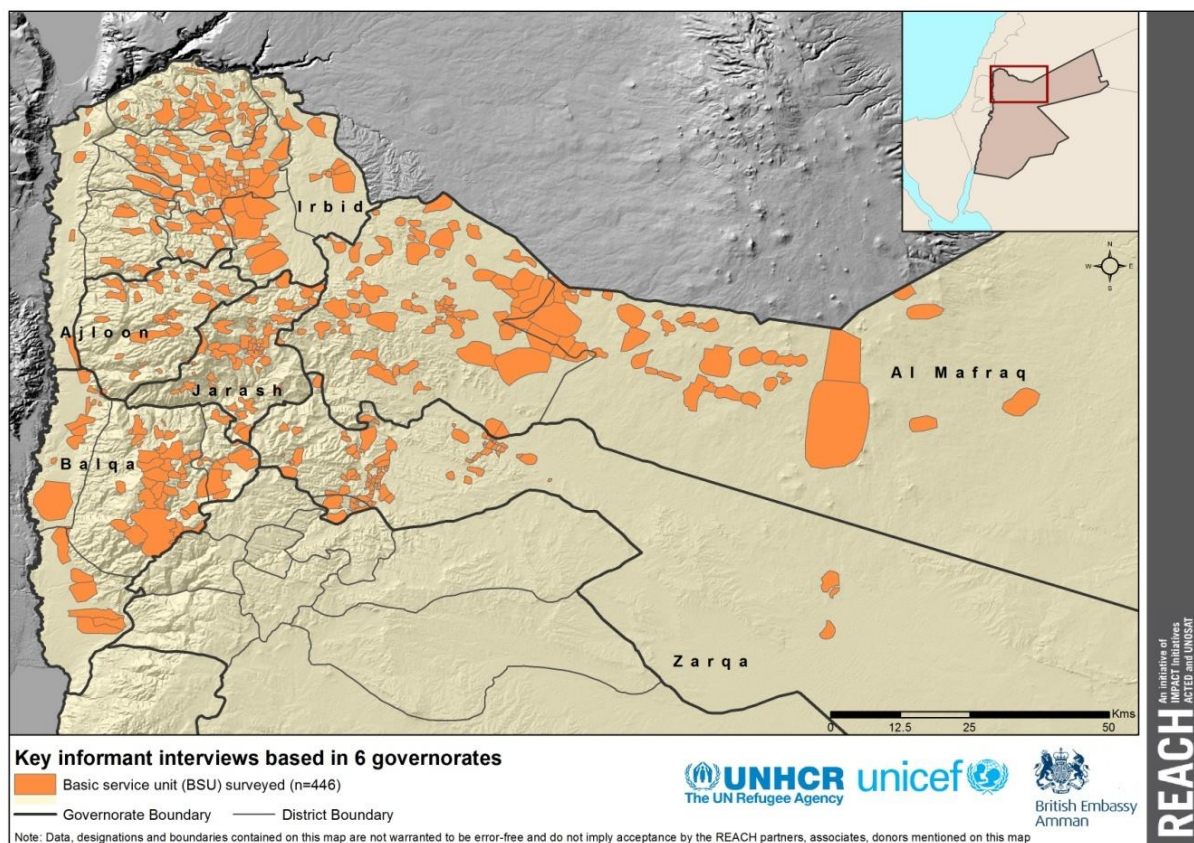
<sup>5</sup> For more information about REACH, please see REACH: Mission and Impact (pg. 37) or visit our website [www.reach-initiatives.org](http://www.reach-initiatives.org).

<sup>6</sup> REACH (2013) *Syrian Refugee Mapping in Jordan*

<sup>7</sup> A BSU is a neighbourhood or community geographically defined by the key informants themselves and which represents their knowledge base.



Map 1: Key Informant Interviews in 19 Districts Across Six Governorates



Following this key informant interviews assessment, subsequent phases of the overall project will identify 'hotspots' for prioritization of support to hosting communities, by assessing capacities and stress points of basic services sought by Jordanian and Syrian refugees. By establishing a dataset that includes key information on the geographical distribution, conditions and priority needs of Syrian refugees, REACH can work to achieve its aim of enabling more effective planning, coordination and traceability of humanitarian aid. The broader aim of this assessment is therefore to share findings with the humanitarian coordination mechanisms to inform an evidence-based approach to humanitarian actions.

## 2. ASSESSMENT METHODOLOGY

The overall REACH assessment methodology consists of a step-by-step approach to data collection that increases understanding of the context both in terms of geographical focus as well phasing the depth of data collection from desk reviews, key informant interviews to household level surveys. To summarise, this approach consists of three steps 1) a desk based review of secondary data and literature; 2) primary data collection including key informant interviews and micro level assessments/household surveys; and 3) thematic analysis of data presented through maps, district profiles, factsheets and reports.

This key informant interview assessment is phase two in this methodology, with the objective of gaining an in-depth understanding of sector specific and municipal service related issues in each community.<sup>8</sup> It is preceded by a desk based review of literature and socio-economic macro level data, where contextually relevant indicators were developed for assessment through key informant interviews. The information collected has been grouped and analysed in relation to access to services by refugees; challenges to access; trends; and ranking of needs.

In total, 1,445 key informants were interviewed representing 446 communities distributed throughout all 19 districts (and sub districts) of the four northern governorates of Jordan (Ajloun, Al Mafaq, Irbid, and Jarash) and the governorates of Balqa and Zarqa. Depending on the number of households in the community, between two and seven key informants were interviewed in each community, with an average of three interviews. Key informants were mainly of Syrian nationality but also included some Jordanians who were knowledgeable about refugees from Syria in their community.

### 2.1. DATA ANALYSIS AND PRESENTATION OF KEY INFORMANT RESPONSES

The results presented in this report are solely based on the responses of key informants, with additional secondary information consulted to support the analysis. In general, key informant responses have been aggregated (summarised or averaged) by BSU to give one response per question per BSU. This has then been aggregated to the district level for the district level results and indicators, creating a common geographical unit for comparison. The data has also been analysed by thematic sector: shelter, food security, WASH, education, health and household budgets. Analysis is broken down as follows:

- The percentage of all refugees in all sampled communities using a given service;
- The percentage of communities in a district which reported a particular challenge to accessing services;
- The trend in terms of access to services by refugees, to illustrate whether it has increased, decreased, or stayed the same;
- The percentage of Syrian refugee households (with Syrian refugee population data based on UNHCR 2013 figures);
- The estimated number of unaccompanied minors per district;
- The estimated time of arrival of Syrian refugees into the community presented as a range over time; and
- The priority needs of refugees as perceived by the key informants who in each community were asked to report the first, second and third priority needs of refugees in the community by sector (shelter, NFIs, food, household budgets, cash, WASH, protection, health, education). The results are based on the majority of responses across each district.

Refugee population data by district is based on UNHCR refugee population data by governorate<sup>9</sup>, with which key informants estimations of the number of refugees per district have been incorporated. This has given an approximate estimate of the refugee population by district in northern Jordan. Unaccompanied minors figures are an estimate by key informants in each community, which have been averaged first at the community level and then for the district as a whole.

<sup>8</sup> Information is based on the perceptions of key informants speaking about the community they are knowledgeable about and is not household specific information.

<sup>9</sup> UNHCR 2013 governorate level population data for Jordan <http://data.unhcr.org/syrianrefugees/country.php?id=107>



The figures throughout this report represent the districts as follows:

**Table 1: Districts of Northern Jordan Grouped by Governorate**

Governorate	District	Number of communities included (between 2 and 7 key informant interviews were carried out in each community, with an average of 3)
<b>Ajloon</b>	Ajloon	33
<b>Al Mafraq</b>	Al-Badiya Al-Shimaliya	34
	Mafraq	76
<b>Balqa</b>	Dair Ala	11
	Al-Salt	32
	Al-Basha	10
	Al-Shoona Al-Janoobiya	7
<b>Irbid</b>	Al-Ramtha	11
	Beni Kinana	27
	Alaghwar Al Shamaleh	5
	Beni Obaid	7
	Irbid	47
	Al-Teeba	4
	Al Koora	9
	Al Mazar Al Shamali	7
<b>Jarash</b>	Jarash	45
<b>Zarqa</b>	Al Ruseifa	7
	Al Hashmeah	8
	Al Zarqa	66

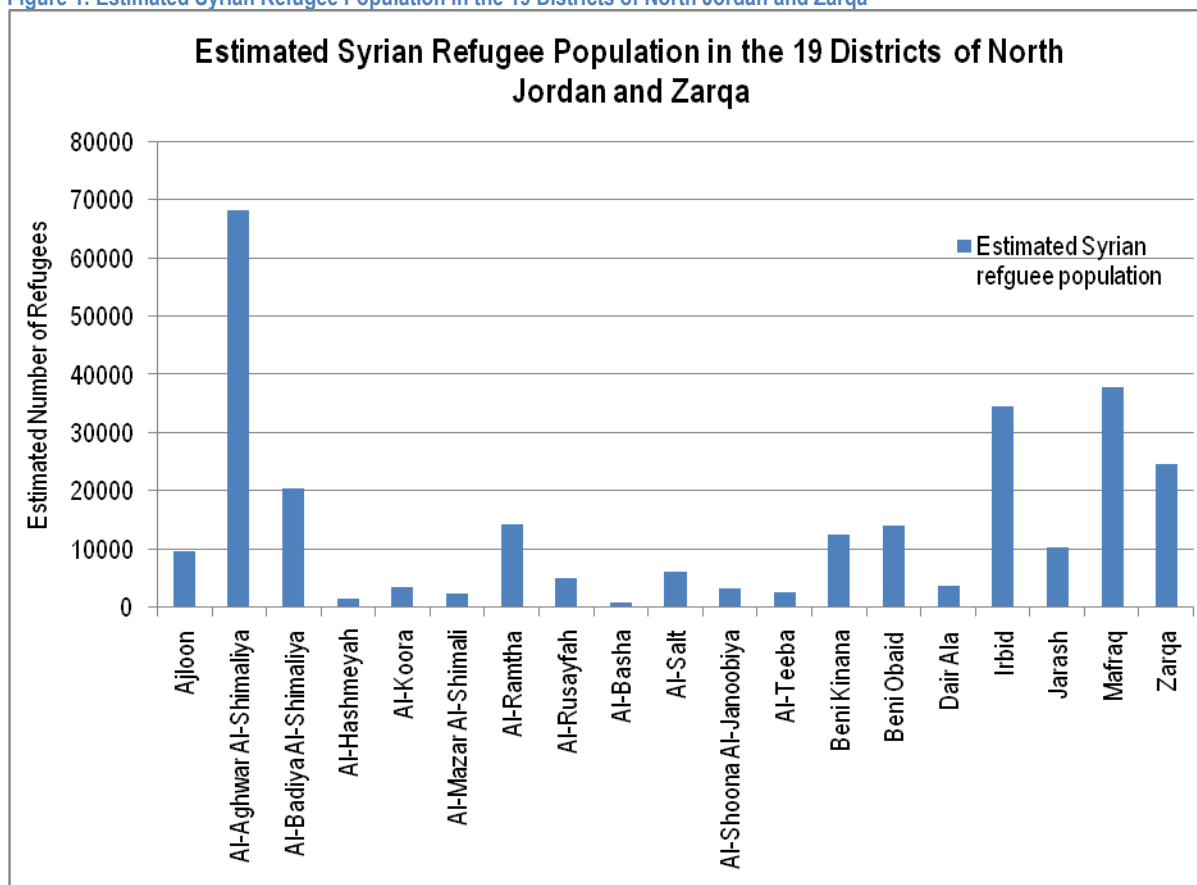
### 3. KEY FINDINGS

The results of this research are intended to inform the humanitarian response in Jordan, focusing on the northern governorates where the largest refugee populations are found. The findings below are presented in sections including demographic information on the displacement; shelter type and needs; access to food; access to health services; access to education services; household income and expenditures; access to water; access to sanitation; and solid waste management; across communities. The final section presents the ranking of needs by sector according to key informants, highlighting refugee priorities.

#### 3.1. INFORMATION ON DISPLACEMENT

The total number of refugees across the 19 districts of northern Jordan included in this assessment is estimated to be 276,208, based on key informant estimations and UNHCR governorate level population figures.<sup>10</sup> This is based on the governorate level registration information combined with the estimates of key informants of the number of refugee households in each BSU (and subsequently district); recognising however that often refugees are quite mobile making it difficult to ensure traceability. According to UNHCR data<sup>11</sup> and REACH estimated figures by district, the highest numbers of Syrian refugees in host communities across each of the 19 districts in northern Jordan are in Al-Ramtha in Irbid Governorate at 68,393 refugees; followed by the districts of Irbid, Mafraq and Zarqa. The latter three districts each contain the main urban centre of their respective governorates (map 2 below shows the urban or rural location of each BSU in the sample).

Figure 1: Estimated Syrian Refugee Population in the 19 Districts of North Jordan and Zarqa



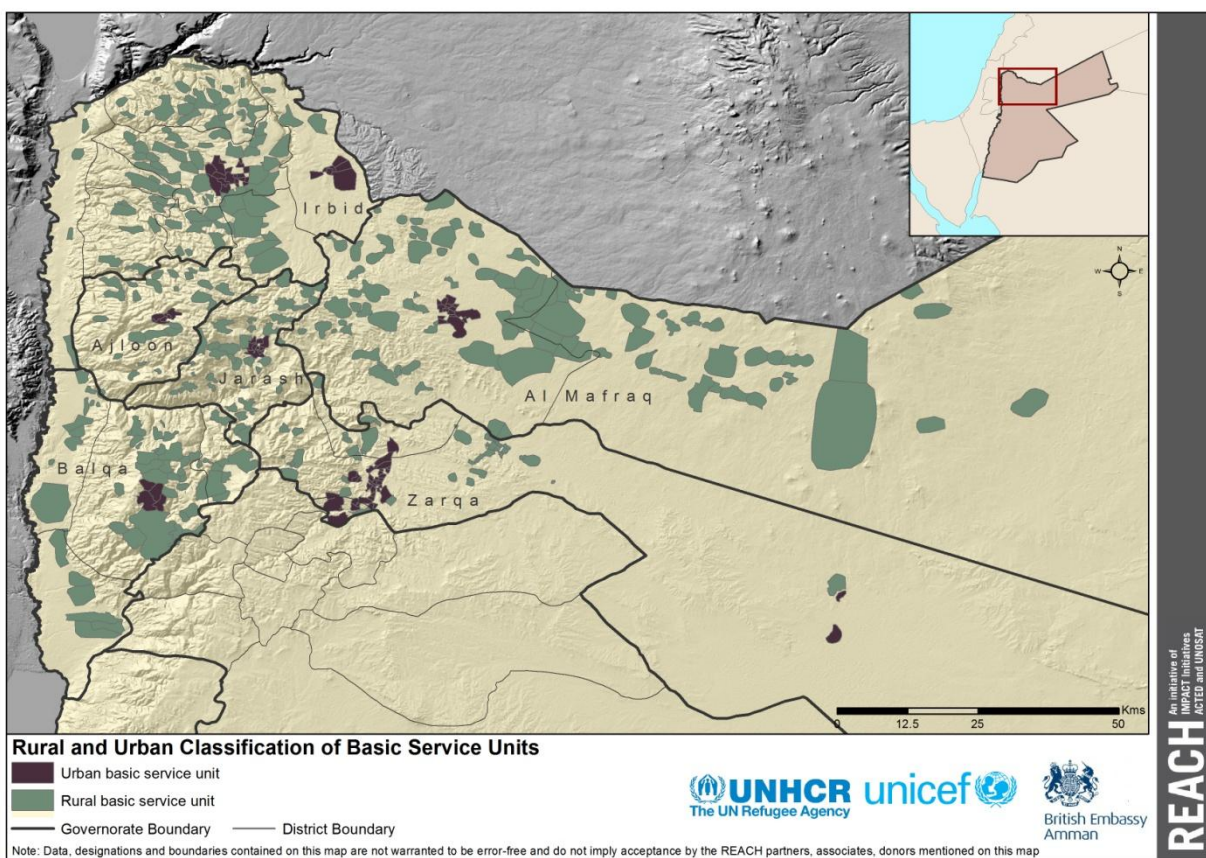
<sup>10</sup> UNHCR 2013 governorate level population data for Jordan. Available at: <http://data.unhcr.org/syrianrefugees/country.php?id=107>

<sup>11</sup> UNHCR 2013 governorate level population data for Jordan. Available at: <http://data.unhcr.org/syrianrefugees/country.php?id=107>

The number of unaccompanied minors in each district were predicted based on BSU-level estimations by key informants which were averaged by district. The districts with the highest reported number of unaccompanied minors were Mafraq (estimated at 2,458); Jarash (estimated at 2,039); and Irbid (estimated at 1,739).

From January until September 2013, 1,687 unaccompanied and separated children were identified and supported by UNICEF, UNHCR and partners. Identification outside of refugee camp settings is challenging, as is the arranging and funding of appropriate alternative care mechanisms.<sup>12</sup> Given estimations provided by key informants in this assessment, it is likely that the number of Syrian unaccompanied or separated children in host communities is higher than those identified by UNICEF, UNHCR and partners, who are working to expand programs to reach these vulnerable children.<sup>13</sup> For families that include unaccompanied or separated minors, guardianship is sometimes causing problems with UNHCR registration as registration files are not correctly linked and guardians are then not able to access assistance on the child's behalf.<sup>14</sup>

Map 2: Rural and Urban Classification of Basic Service Units



## 3.2. SHELTER

### 3.2.1. ACCOMMODATION TYPE

<sup>12</sup> UNICEF (2013). *Syrian Refugee Children in Jordan. Assessments Desk Review on the Situation of Syrian Refugee Children Living in Jordan.*

<sup>13</sup> Ibid.

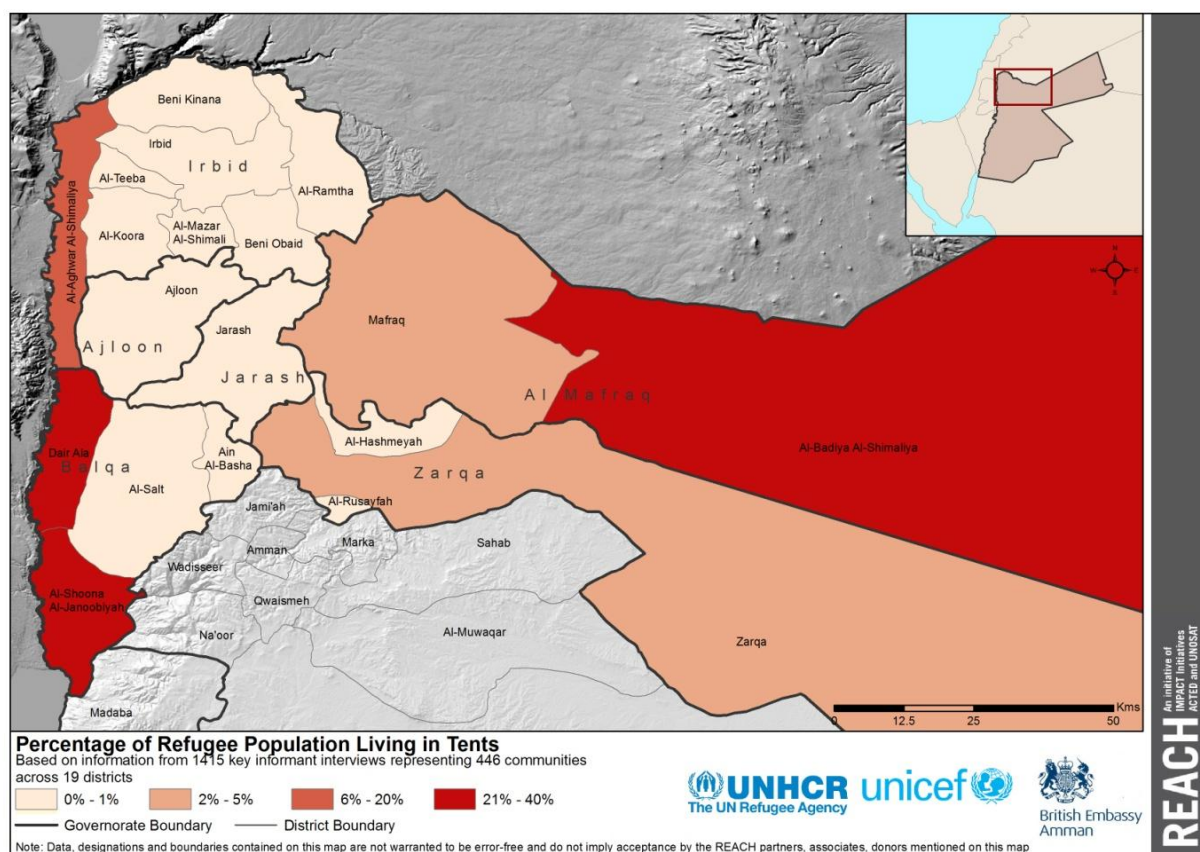
<sup>14</sup> International Rescue Committee, (March 2013). *Cross-Sectoral Assessment of Syrian Refugees in Urban Areas of South and Central Jordan.*

Access to housing is challenging for Syrian refugees throughout northern Jordan, with key informants estimating that on average 75% of refugee families in each district live in rented accommodation. Districts where refugee families were most likely to live in rented accommodation included Al-Koora district in Irbid Governorate where an estimated 97% of refugee households lived in rented housing, followed by Jarash district in Jarash Governorate (88%).

The most common types of accommodation were apartments or houses, which were lived in by, on average, an estimated 79% of refugees across the 19 districts included in the assessments. A relatively lower percentage of families were reported to be living in tents, which was estimated to be the case for on average 9% of refugee families across the districts. However, considerable variation in the proportion of families living in tents was found among the districts. The districts with the highest estimated proportions of families living in tents included Al Badia Al Shimaliya district in Al Mafraq Governorate as well as Dair Alla and Al-Shoona districts in Balqa Governorate with estimates of between 21% and 40% of the refugee population in each of these districts. In contrast, no refugees were estimated to be living in tents in Al-Mazar Al-Shimali District (Irbid Governorate), Al-Salt District (Balqa Governorate) and Jarash District (Jarash Governorate). Map 3 below outlines the estimated proportion of refugee families living in tents.

The relatively high estimated proportions of families living in tents in Dair Alla and Al-Shoona districts in Balqa Governorate could be related to the transient, traditional style of living of seasonal workers, in desert or semi-desert conditions.<sup>15</sup> However, key informants in both districts reported priority needs for Syrian refugees to be either shelter or cash for rent (see below section on living costs).

Map 3: Percentage of Refugee Population Living in Tents



<sup>15</sup> REACH (December 2013) *Informant Tent Settlements in Jordan: A Multi-Sector Baseline Assessment*.



Considering the remaining 22% of families who were not reported to be living in apartments/houses or tented accommodation across the 19 districts, these were reported to be living in basements, unfinished buildings or public buildings.

### 3.2.2. CHALLENGES TO ACCESSING HOUSING

Across the 446 communities included in the assessment, the cost of rent was the most frequently reported challenge facing Syrian refugees when accessing housing. At least one key informant in 90% of the sampled communities recorded cost of rent as the most severe barrier, particularly in Al Mazar Al Shimali District (Irbid Governorate) where this was the case all assessed communities. Cost was cited as a challenge to accessing accommodation in all communities in Al-Koorra District (Irbid) and Al-Basha District (Balqa Governorate). In addition, cost was reported as a barrier by 96% of communities in Ajloun District (Ajloun Governorate); by 88% of communities in Mafraq District (Mafraq Governorate); and by 82% of communities in Jarash Governorate.

The challenge of cost is closely related to the scarcity of housing, which has left some families living in unfinished buildings or other inappropriate living arrangements. In Al-Mazar Al-Shimali District (Irbid Governorate) one or more key informants in 74% of the assessed communities reported availability as a challenge to accessing housing. This was followed by Ajloun District where one or more key informants reported this challenge in 72% of assessed communities. The cost of rent may indirectly impact on access to essential services, with the poorest refugee families often being located further away from services, where rent prices tended to be cheaper. Some areas were reported to host mobile health clinics, including in Zarqa Governorate. Further research and mapping of the coverage of services where refugees reside is recommended.<sup>16</sup>

### 3.2.3. ELECTRICITY

Evidence suggests that the majority of refugee households rely on two major sources for electricity; public networks and back-up generators. The use of public electricity by refugee families was indicated in 96% of sampled communities across the 19 districts, with no significant variations at the district level. The relatively high access to electricity could be explained by the current heavy subsidies on electricity in Jordan.<sup>17</sup> The use of back-up generators was estimated to be used by on average 68% of refugee families in each district.

### 3.2.4. TRENDS TO ACCESSING HOUSING

Key informants reported that in the majority of communities in Irbid and Mafraq districts the cost of rent had become significantly more expensive in October 2013 compared to six months prior to the assessment. In Mafraq, they stated that access to housing had been significantly lowered in Mafraq and in Al-Badiya Al-Shimaliya districts. In Jarash District, where the cost of rent was reported as a challenge, 100% of approximately 10,000 refugees were reported to be living in rented accommodation. Ajloun District, containing approximately 10,000 Syrian refugees, had the highest percentage of communities where cost of rent (97% of the communities) and availability (73% of the communities) was reported as challenges to accessing housing.

It was noted above, that the districts with the highest proportion of the refugee population living in tents were Mafraq District and the districts of Dair Ala and Al-Basha in Balqa. Al-Basha district contains higher numbers of agricultural workers due to high demand for low-cost, agricultural labour in Balqa Governorate. Simultaneously, Balqa also had the lowest reported access to health and education services.

Evidence suggests a rise in the number of informal settlements (tented areas) throughout northern Jordan, in addition to an increase in the use of collective shelters due to socio-economic pressures in host communities. As the current population pressures continue to intensify, exacerbated by Syrian refugees leaving camps for host communities and more refugees crossing the border from Syria, these trends are likely to continue.<sup>18</sup>

<sup>16</sup> Interagency Assessment (UNHCR, WFP, NGOs and the Government of Jordan) (2013) *Joint Assessment, Preliminary Findings*.

<sup>17</sup> Government of Jordan (2013) *Response Plan for Hosting Syrians by the Government of Jordan*

<sup>18</sup> REACH (December 2013) *Informant Tented Settlements : A Multi Sector Baseline Assessment*

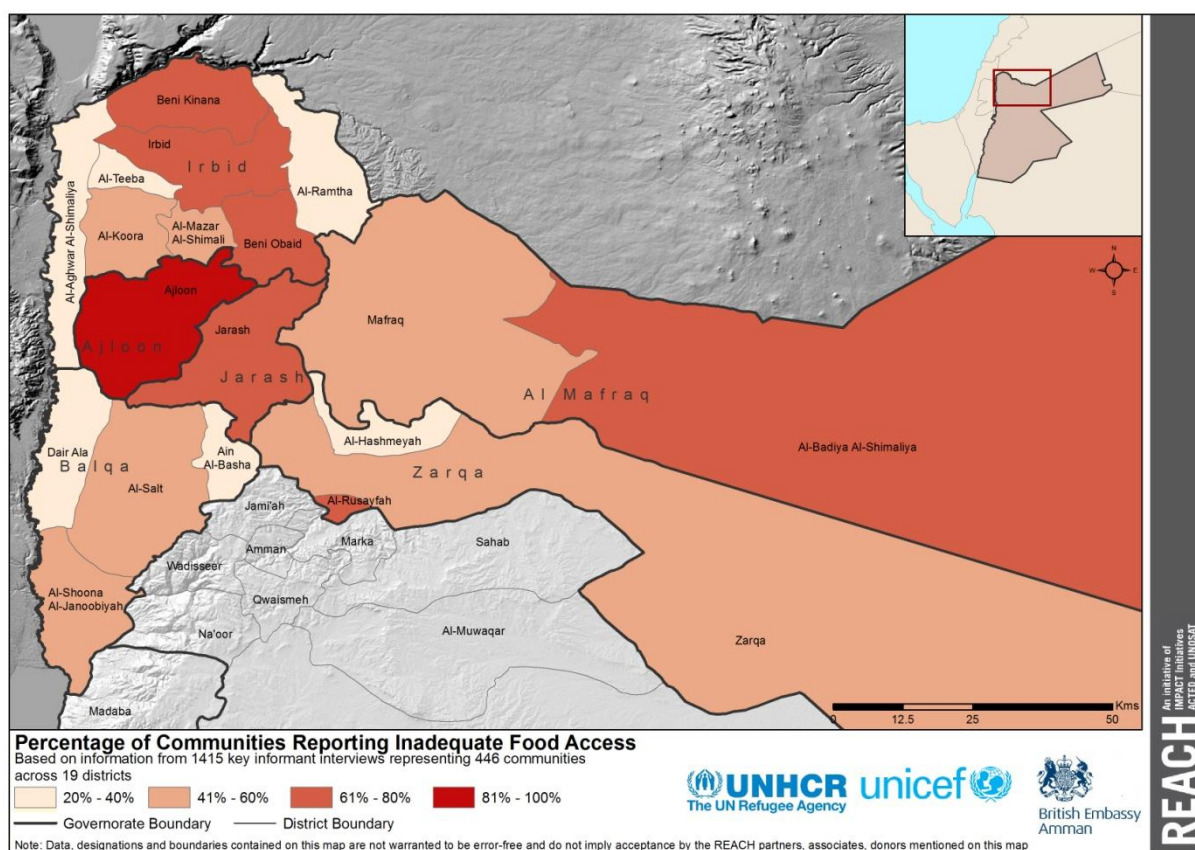


### 3.3. FOOD

#### 3.3.1. SOURCES OF FOOD

Whilst a relatively low percentage of Syrian refugee households have been estimated to be food insecure in northern Jordan, key informants reported that there is a high proportion of refugees who do not have adequate access to food. Targeted food security and nutritional awareness interventions will ensure that the most vulnerable can meet their immediate food needs.<sup>19</sup> REACH found five governorates where key informants reported inadequate food access in more than 61% of communities. In one district, Ajloun (Ajloun Governorate), this was reported by key informants in 94% of communities. This was followed by Jarash District (Jarash Governorate), Al-Badiya District (Al Mafraq Governorate), as well as Beni Obaid, Beni Kinana and Irbid districts (Irbid Governorate) and Al Rusayfah (Zarqa Governorate); where inadequate food access was reported in between 61% and 80% of communities. Irbid District has one of the highest estimated number of Syrian refugees of all the districts in the assessment.

Map 4: Percentage of Communities Reporting Inadequate Food Access



In terms of primary food sources, key informants reported that more than 50% of refugee families across 19 districts in the assessments were using vouchers as their primary source of food. The districts with the highest estimated percentage of families that are using vouchers as their main source of food were Zarqa District (Zarqa Governorate) with an average 78% of refugee families; Ajloun District (Ajloun Governorate) at 70%; Al-Mazar Al-Shimali (Irbid Governorate) at 68% and Al-Basha (Balqa Governorate) with 67% of refugee families.

<sup>19</sup> ACTED (2013). *Food Security Situation and Livelihood Intervention Opportunities for Syrian Refugees and Host Communities in North Jordan*.

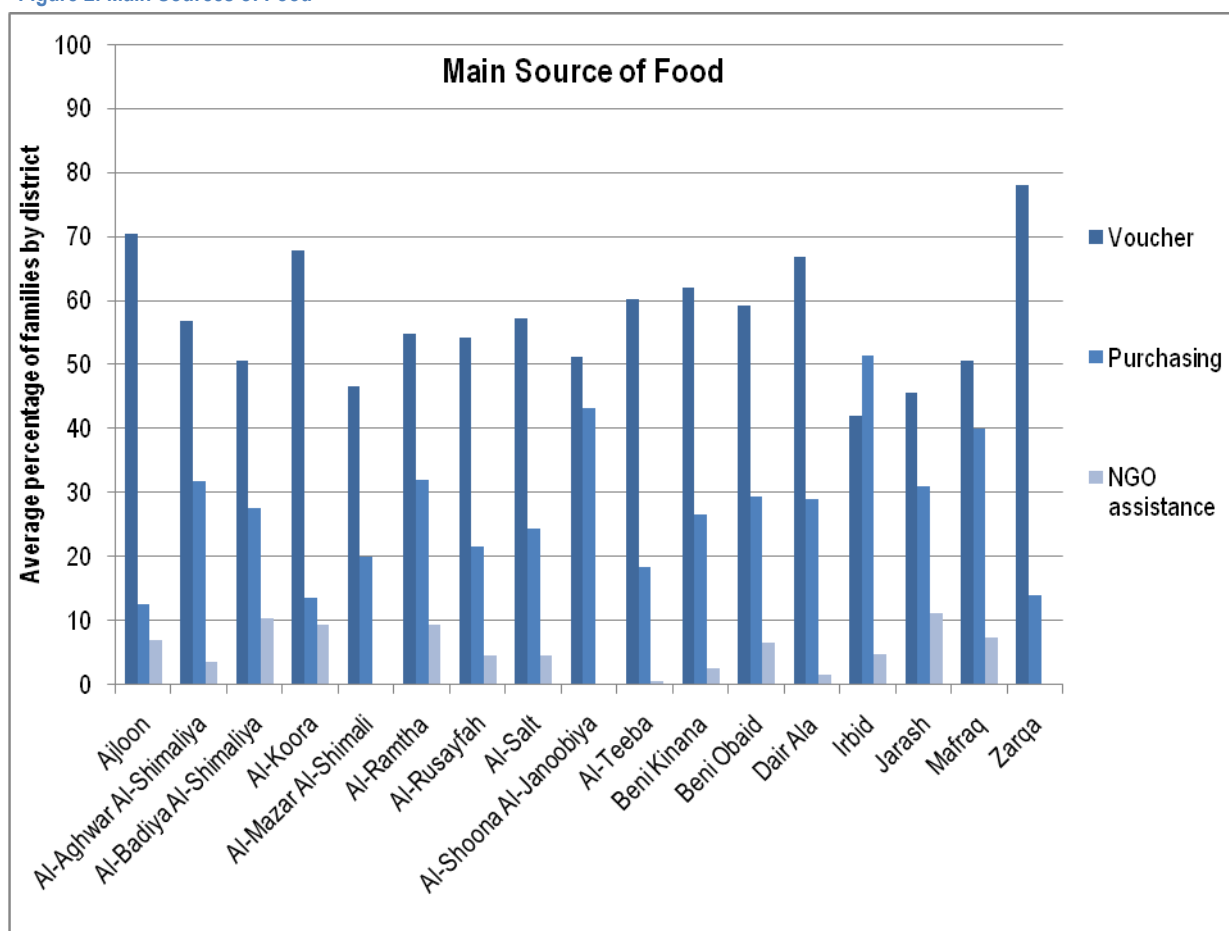
Key informants were also asked to estimate the percentage of families whose main source of food is purchased in a shop. The average percentage across the assessment was 28% of families with the highest percentages found in Irbid district with 51% of families; Al-Shoona District (Balqa Governorate) at 4% and Mafrq District (Al Mafrq Governorate) at 40%. The average percentage of families that rely on food (as opposed to vouchers) from non-governmental organisations (NGOs) was a relatively low at 5% across the 19 districts.

In Section 3.4 of this report, it can be seen that the largest proportion of household expenditure overall, is devoted to food. The district that reported the highest percentage of communities where key informants cited food as the highest proportion of household expenditure was Ajloon (Ajloon Governorate) with 64% of communities.

The relatively high proportion of families reported to rely in food vouchers in Zarqa District noted above could be underpinned by several factors. Refugee families may be reliant on vouchers but of the families receiving food vouchers, some are purchasing additional food, perhaps on credit. In the northern governorates of Jordan, it has been found that people increasingly resort to negative coping mechanisms such as the selling of personal items or buying food and essential items on credit. This may lead to an increase in household debt, while opportunities to re-pay loans are not forthcoming, which could cause severe constraints to families in the near future.<sup>20</sup>

The figure below shows the average percentage of families by district who are using vouchers as their main source of food, as well as the average percentage whose main source is purchasing food and the percentage receiving food from NGOs.

Figure 2: Main Sources of Food



<sup>20</sup>ACTED (2013). *Food Security Situation and Livelihood Intervention Opportunities for Syrian Refugees and Host Communities in North Jordan*.

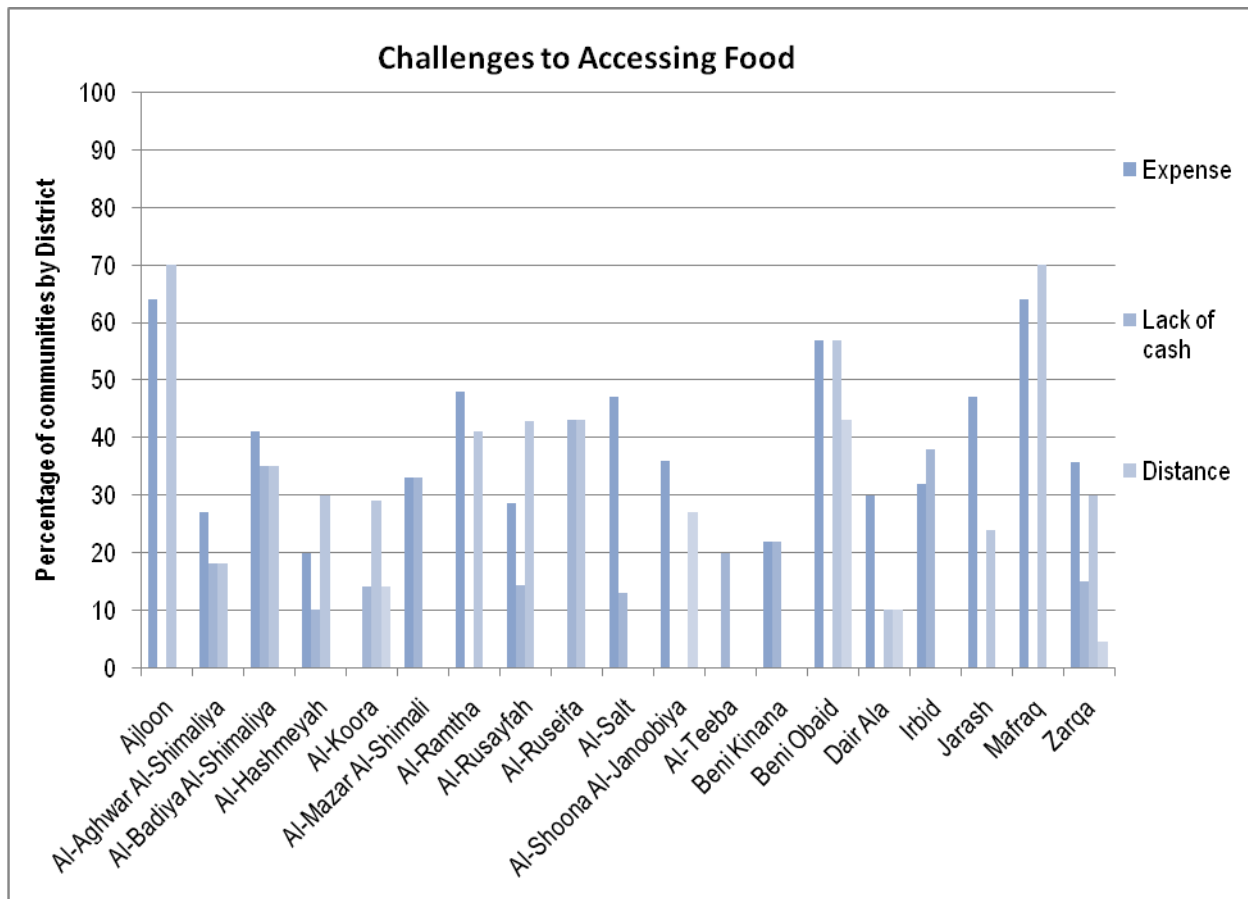
### 3.3.2. CHALLENGES TO ACCESSING ADEQUATE FOOD

REACH found that the primary challenge to accessing adequate food by refugees was cost; which was reported by key informants in 42% of communities across the 19 districts. Districts where the highest proportions of communities reported cost as a challenge included 64% of communities in Ajloun District (Ajloun Governorate) and Mafrq District (Al Mafrq Governorate) respectively, and 57% of communities in Beni Obaid (Irbid District).

The second greatest challenge to accessing food was distance to shops or markets to purchase food, which was reported in 40% of the 446 communities, followed by lack of cash, which was reported in 26% of communities. Exclusion from food programmes was reported by key informants as an issue in only four districts; specifically in 43% of communities in Beni Obaid District (Irbid Governorate) and in 27% of communities in Al-Shoona District (Balqa Governorate). Ongoing WFP blanket distribution would suggest that exclusion from food programmes may be due to lack of knowledge or issues related to refugee registration. No districts in the assessment reported security on the routes to food sources as a challenge.

In the districts where refugee families are reported to use shop bought food as the main source of food, key informants reported the following as the main challenges to accessing food: Al-Shoona District (Balqa Governorate) cost of food and Mafrq District (Al Mafrq Governorate) reported distance and expense.

Figure 3: Challenges to Accessing Food



### 3.3.3. TRENDS RELATING TO ACCESSING FOOD

Key informants reported that Syrian refugees have inadequate access to food in 94% of the sampled communities in Ajloun District (Ajloun Governorate). Ajloun was also one of the two districts where families were reported to have the highest reliance on vouchers for food, out of all the districts in northern Jordan (with Zarqa District having the highest reliance). In addition, Ajloun District had the highest percentage of communities reporting that cost was the greatest challenge to accessing food. Inadequate access to food was also reported by key informants in Jarash District (Jarash Governorate), Al-Badiya district (Al Mafraq Governorate), as well as Beni Obaid, Beni Kinana and Irbid districts (Irbid Governorate) and Al Rusayfah (Zarqa Governorate); all with inadequate food access reported in between 61% and 80% of communities.

Expense of food was reported as the biggest overall challenge across all 19 districts in the assessment to accessing food, followed by distance to food sources and lack of cash. In addition, cash was identified as the biggest general need across all communities in the assessment, and the greatest household expenditure is identified as being food.

REACH also found that refugees based in rural areas have particularly low access to adequate food and face common challenges such as distance to services. It should be noted that the majority of refugees living in communities sampled in this assessment were based in rural communities. Household-level interventions targeting food insecure populations in specific locations could be considered through future initiatives. However, further studies on nutritional knowledge, attitude and practices are required to understand better the reasons for food insecurity among families at the 'at risk' or poor end of the food security spectrum.<sup>21</sup> Please see Map 2 in this report for a classification of urban and rural communities. In addition, an ongoing assessment by REACH and WFP will serve to shed some further light on this issue, with results expected in February 2014.

## 3.4. HEALTH

### 3.4.1. ACCESS TO HEALTH SERVICES

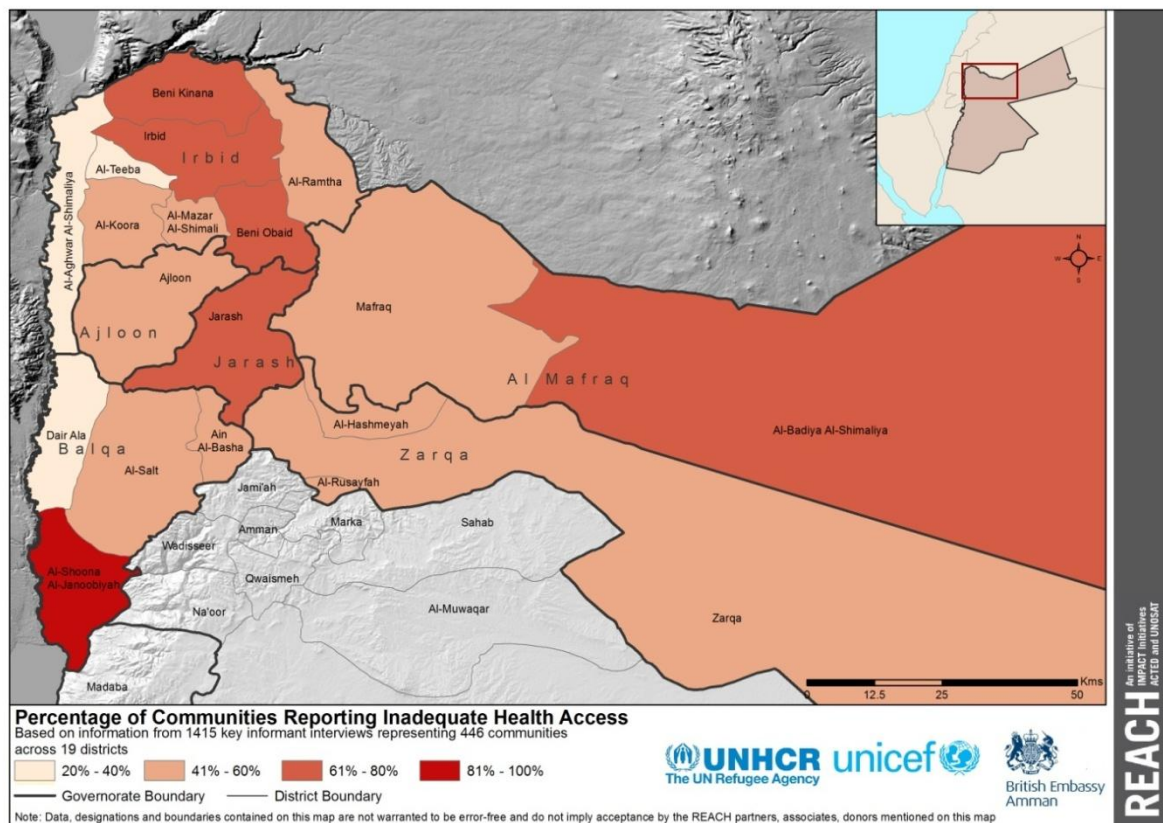
More than 90% of the communities in the assessment reported the presence of primary health services. However, despite this high presence of primary health services, key informants reported that refugees do not have adequate access to health services in an average of 57% of communities across the 19 districts. Al-Shoona Al-Janoobiya District (Balqa Governorate) had the highest percentage of communities where refugees were reported to have inadequate access to health services (85%), followed by Jarash District (73%) and Irbid District (66%).

Key informants also estimated that just over 50% of refugee families have adequate access to secondary health services. The districts with the lowest access to secondary health services were Al-Badiya Al-Shimaliya Districts (Al Mafraq Governorate) with 47% of communities, Jarash District (Jarash Governorate) at 47% of communities and Ajloun District (Ajloun Governorate) at 39% of communities. The majority of refugees in these districts are based in rural communities, which may account for the lower levels of secondary health services that tend to be located in central, urban areas.

<sup>21</sup> ACTED (2013). *Food Security Situation and Livelihood Intervention Opportunities for Syrian Refugees and Host Communities in North Jordan*.



Map 5: Percentage of Communities Reporting Inadequate Health Access



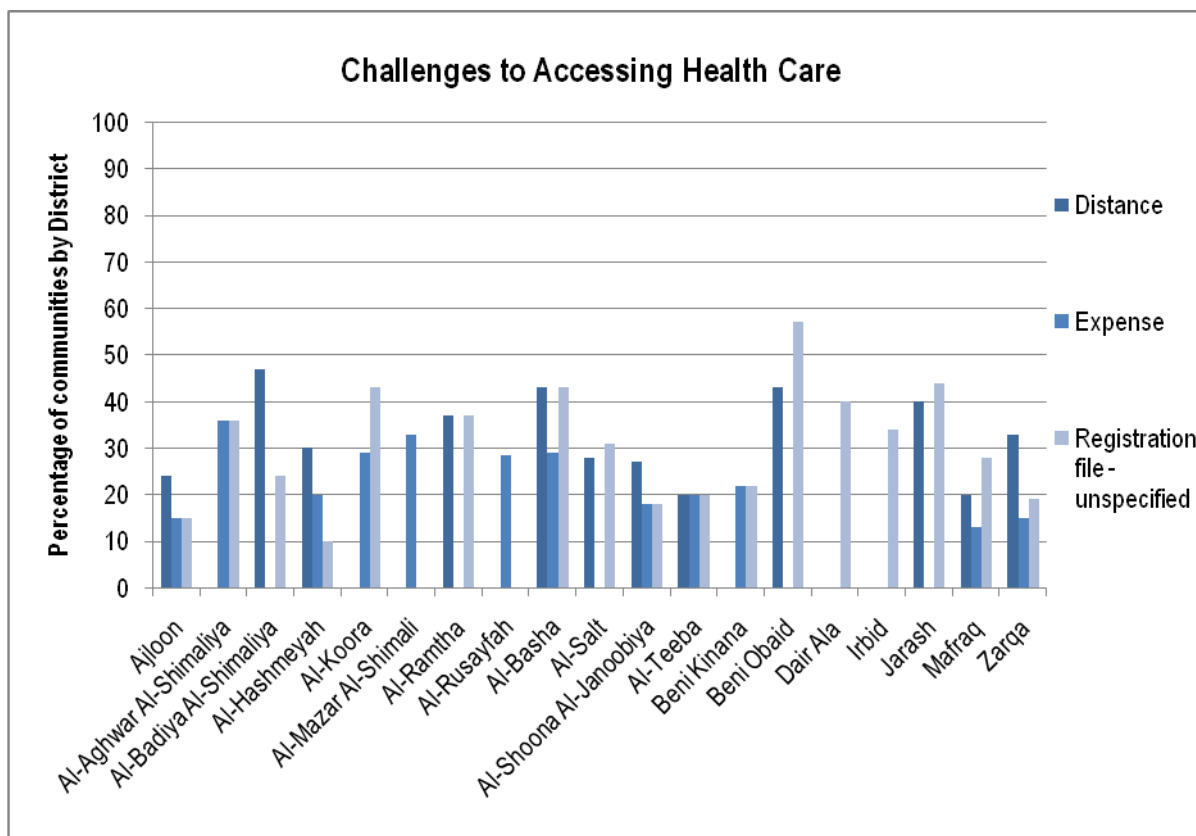
### 3.4.2. CHALLENGES TO ACCESSING HEALTH SERVICES

The three main challenges to refugees not accessing adequate health services were reported as being distance (described as a challenge in 12 of the 19 districts); unspecified issues with registration file (described as a challenge in 17 of the 19 districts); and expense (described as an issue in 12 of the 19 districts). The districts where each of these three challenges were cited by key informants were Ajloun (Ajloun Governorate), Mafrq (Al Mafrq Governorate) and Al-Ruseifa (Balqa Governorate).

The districts with the highest percentage of communities reporting inadequate access to health services all reported distance as the greatest challenge. Key informants from Al Shoona Al Janoobia District (Balqa) reported distance to health services, registration file, lack of medical supplies and expense as the greatest challenges. Jarash and Beni Obaid (both Irbid Governorate) each reported distance as the primary challenge. In addition, the Syrian refugees REACH has identified in these districts are all based in rural communities, which may explain the issue of distance in accessing primary or secondary health services. Furthermore, Al-Badiya Al-Shimaliya (Al Mafrq Governorate) reported distance as the primary challenge to health services in just over 40% of communities, all of which are based in rural areas. Distance to health service was also the greatest reported challenge in the three districts of Zarqa Governorate.



Figure 4: Challenge to Accessing Health Care



In addition, key informants in 17 out of the 19 districts in the assessment reported that an issue with refugee registration files posed a challenge to accessing health services. Of the 17, this was cited by at least one key informant in an average of 33% of the communities; in particular Beni Obaid District (Irbid Governorate) with 57% of communities and Jarash District with 44% of communities. Anecdotal evidence suggests that although most refugee households have initial registration files, some refugees may not renew this status when required, leading to a challenge in access to services. Moreover, it could also be related to misinformation or misunderstanding of the registration file and the support it provides. Refugees may not know which services they are entitled to, such as health care and cash assistance.<sup>22</sup>

Regarding the challenge of health service expenses, given the finding that cash is the greatest cited need of Syrian refugees in the 19 northern districts the challenge of expense of health services can be linked to a lack of finances to pay for medical fees and medicines. Although some health services are subsidised in Jordan, consultations generally cost 10 Jordanian Dinars (JOD), which is followed by an additional 20% of the cost of the medicine prescribed. In addition, a percentage has to be paid for any laboratory and radiology services.<sup>23</sup> Surgical procedures are often expensive and the high cost of medicines for chronic treatments, including diabetes and hypertension - which affects one third of refugee families, may result in patients not following prescriptions.<sup>24</sup>

In addition to the three main challenges described above, lack of medical supplies was reported in six districts. These were; Al-Maza Al Shimali District (Irbid Governorate) where lack of supplies was reported in 33% of communities and to a lesser extent Jarash District and Beni-Kinana District (Irbid Governorate).

<sup>22</sup> Jordanian Health Aid Society (July 2013) *Outreach team - Syrian Refugees at East of Mafraq*.

<sup>23</sup> UNHCR, (2013). *Health Service Guide*, in *Health Sector section*: <http://data.unhcr.org/syrianrefugees/country.php?id=107>

<sup>24</sup> Interagency (UNHCR, WFP, NGOs and GoJ, (2013), *Joint Assessment Mission-Preliminary findings* (not yet released)

Regarding accessing vaccination services for children, this was reported as a challenge in eight of the 446 communities across three districts in the assessment sample (see Table 2). REACH recommends that further research is needed to understand the underlying causes of these challenges in accessing child vaccination services in these districts. Immunisation is a key priority for refugee children in Jordan as many children have not had access to basic immunisation in Syria. Early in 2013, a measles outbreak of 74 identified cases in northern Jordan governorates came several years after measles was eradicated in the country. This outbreak in the northern governorates prompted mass vaccination campaigns including campaigns for measles, vitamin A and polio, targeting children in Za'atari Camp and both Syrian and Jordanian children in host communities in Al Mafraq and Irbid governorates.<sup>25</sup>

**Table 2: Communities where Key Informants Reported Lack of Access to Vaccination Services by Refugee Children**

Governorate	District	Sub-district	Community name
Al Mafraq	Mafraq	Mafraq	Za'tary
Al Mafraq	Mafraq	Sama Al-Serhan	Rba'
Irbid	Al-Mazar Al-Shimali	Al-Mazar Al-Shimali	Malka
Irbid	Irbid	Irbid	Al Barha
Irbid	Irbid	Irbid	Al Twal
Irbid	Irbid	Irbid	Downtown
Irbid	Irbid	Irbid	Hkama

### 3.4.3. TRENDS RELATING TO ACCESSING HEALTH SERVICES

Key informants were also asked how the level of access by Syrian refugees to adequate health care at the time of the assessment in October 2013 compared to April 2013. Key informants in 34 of the 446 communities noted that access had become slightly or significantly worse. For example, in the specific communities 'Sa'iediyeh' (Al-Badiya Al-Shimaliya District), and 'Dair El-Waraq' (Mafraq District), which both are located in Al Mafraq Governorate, key informants reported that access to health care had become significantly worse. Communities where health care was reported to be slightly worse include 'Za'atari' and 'Malka' (both in Mafraq District, Al Mafraq Governorate) and also in 'Downtown Irbid' (located in Irbid City, Irbid District).

The greatest challenges to refugees accessing health services included distance to services; expense of health services; and the unspecified issue regarding registration files despite the seemingly high presence of primary health care services in communities, these challenges had thus created barriers to accessing services. . It seems that there is a gap in terms of mobile outreach services exacerbated by the cost of living close to essential services. There may also be a gap in knowledge amongst refugees regarding where they can access information about available health services. In general, access to primary care clinics and outreach to communities is limited for Syrian refugees and a lack of female doctors has been reported in many other assessments as a key limitation for women accessing health care.<sup>26</sup> In addition, refugees must do a verification process every six months and an out of date registration card will not allow the holder to access these services. Distance from the registration point and childcare requirements can be obstacles to families being able to register or re-register; particularly when whole families must travel together which can be difficult for large families and vulnerable refugees such as the elderly or pregnant women living in southern and central governorates.<sup>27</sup> While waiting to register or re-register, refugees are extremely vulnerable as they can only access minor assistance from local charities and non-governmental organisations.<sup>28</sup>

<sup>25</sup> Health Working Group (2013). *Child Health Service Za'atari Camp* August 2013.

<sup>26</sup> CARE International (2013). *Syrian Refugees in Urban Jordan*.

<sup>27</sup> International Rescue Committee (March 2013). *Cross-Sectoral Assessment of Syrian Refugees in Urban Areas of South and Central*.

<sup>28</sup> Interagency (UNHCR, WFP, NGOs and GoJ, (2013). *Joint Assessment Mission-Preliminary findings (not yet released)*

### 3.5. PRIMARY AND SECONDARY EDUCATION

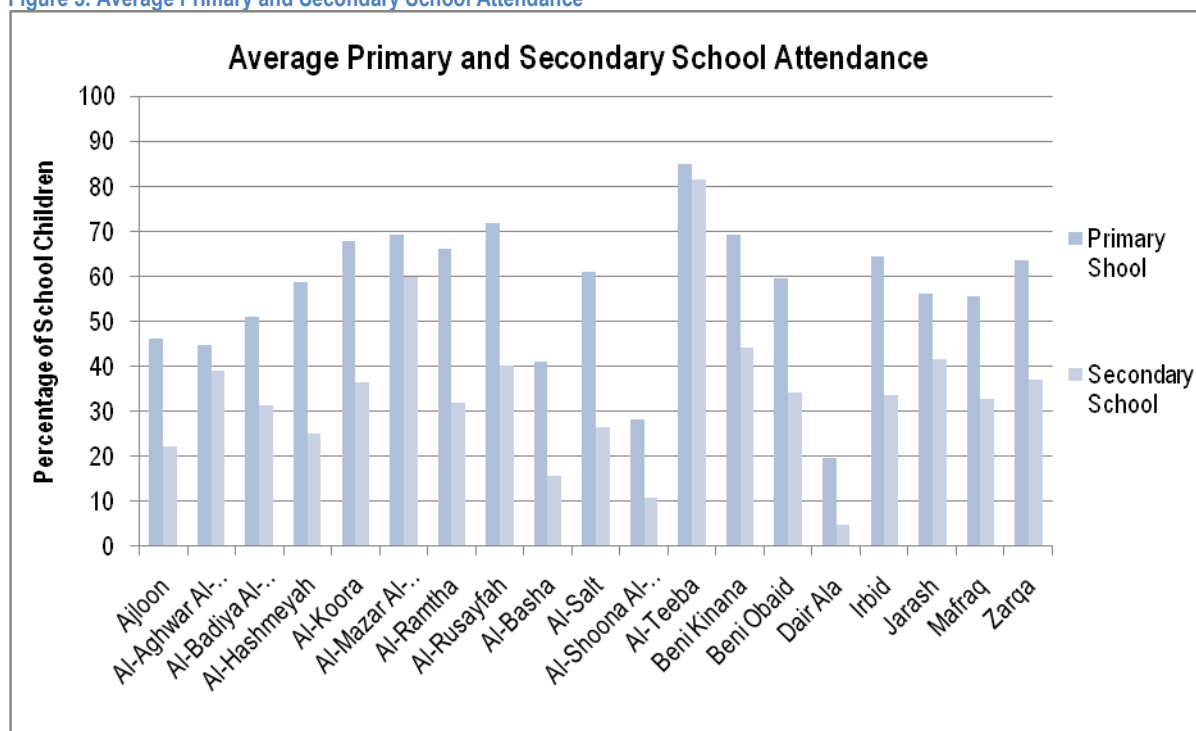
#### 3.5.1. SCHOOL ATTENDANCE

According to key informants interviewed in the assessment, 98% of communities across the 19 districts have primary education facilities within walking distance from refugee households. Despite this availability of services, REACH found that rates of attendance varied significantly. Findings reveal that on average only 55% of refugee children aged 5-11 attended primary school across the sampled communities with Dair Ala, Al Shoona, Al Basha, Al Aghwar and Ajloun districts displaying the lowest attendance rates at 20%, 28%, 41%, 45% and 46% respectively. Overall a significant number of refugee children in Jordan who are eligible for formal education and on a waiting list for public school have not yet been enrolled<sup>29</sup> The districts with the highest perceived levels of primary school attendance included Al-Teeba District (Irbid) at 85%, Al Mazar Al Shimali (Irbid) at 69% and Beni Kinana District (Irbid) also at 69% of refugee children.

In terms of secondary education, key informants reported that secondary schools are present in 93% of the sampled communities; this is slightly lower than the presence of primary school facilities (reported to be at 98%). The lowest presence of secondary education services was found in Mafraq District (Al Mafraq Governorate), where the existence of secondary education facilities was reported as relatively low 85% at communities. In addition, lower percentages of secondary school age children were reported to be attending school in northern Jordan compared to primary school attendance, with an average of 34% of secondary school aged children attending school across the assessed districts.

The districts with the lowest estimated levels of secondary school attendance were Dair Ala, Al Shoona, Al Basha, Ajloun, Al Hashmehyah and Al Salt Districts. The three districts with the lowest reported secondary school attendance were the same as the districts with lowest primary school attendance. The districts with the highest reported secondary school attendance were Al-Teeba District (Irbid) at 82% and Al Mazar Al Shimali (Irbid) at 69% of secondary school aged children. Both these districts had the highest reported primary school attendance rates and are located in Irbid Governorate.

Figure 5: Average Primary and Secondary School Attendance



<sup>29</sup> USAID (2013). *Final Report and Solution Package: Human and Institutional Capacity Development (HICD) Performance Assessments of the Jordanian Education Sector and Ministry of Education.*

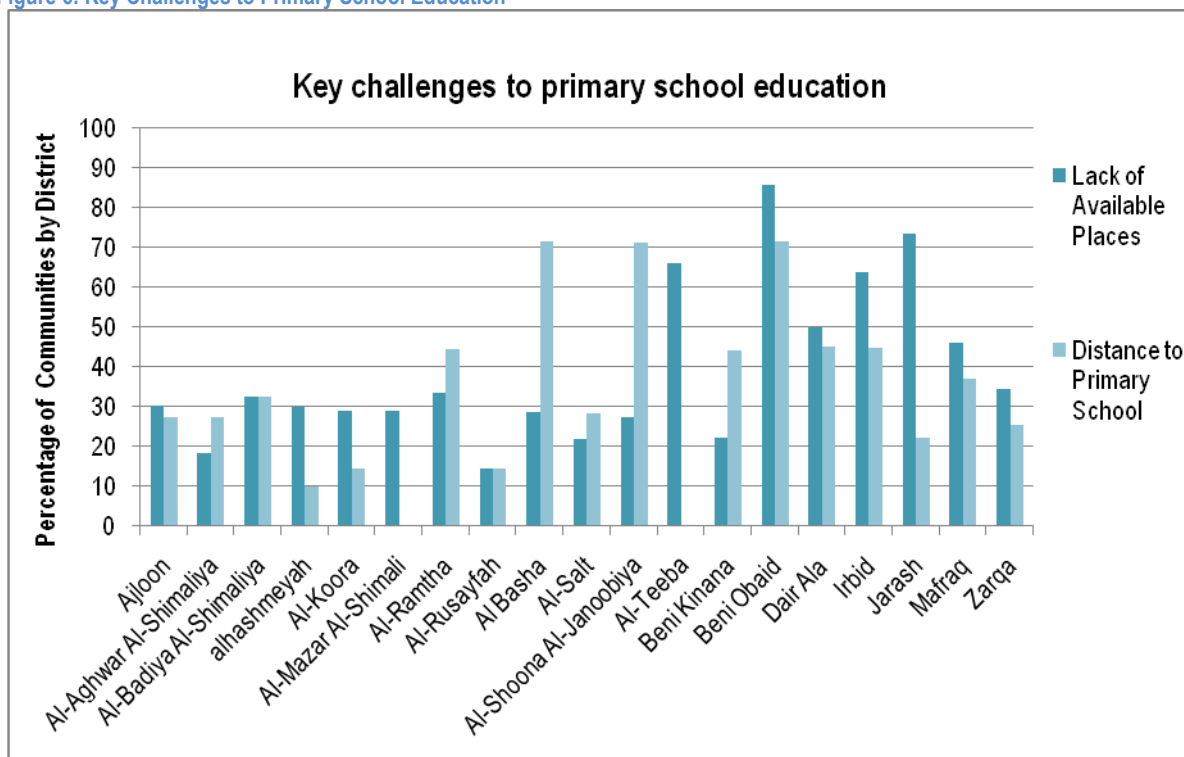
Key informants were also asked about vocational training facilities in communities, which were said to be present in on average only 4% of communities across the 19 districts. The district with the highest percentage of communities where vocational services were reported included Ajloun District at 12% of communities. Youth and adolescents have shown interest in alternative educational and vocational programmes<sup>30</sup> and in Ramtha and Mafrq, youth have voiced their interest in vocational education, while they largely remain unemployed and out of education.<sup>31</sup>

### 3.5.2. CHALLENGES TO ACCESSING PRIMARY SCHOOL EDUCATION

REACH found that the main, overall challenge to accessing primary school education is the lack of available places in primary schools, which was cited by at least one key informant in 44% of the 446 sampled communities. This was most notable in Beni Obaid District (Irbid Governorate) where this was reported as a challenge in 86% of communities in that district, followed by Jarash District (Jarash Governorate) with 73% of communities and Al-Teeba District (Irbid Governorate) at 67% of communities.

The three districts with the lowest reported levels of primary school attendance were Dair Ala, Al Shoona and Al Basha districts in Balqa Governorate. One or more key informants reported distance as the greatest challenge for primary school children accessing education in these districts. Anecdotal findings suggest that the rural location of these districts may underlie this problem compounded by the reported high numbers of seasonal workers living in tented accommodation throughout the rural areas of Balqa Governorate. Across the 19 districts, key informants also noted other factors like the distance to primary education facilities (34% of communities), the cost of attending school (25% of communities), and differences in curricula between Jordan and Syria (22% of communities) as obstacles to primary school attendance.

Figure 6: Key Challenges to Primary School Education



<sup>30</sup> Norwegian Refugee Council (2013) *Rapid Youth Assessment in Emariti-Jordanian Camp*

<sup>31</sup> CARE (2013) *Syria Refugees in Urban Jordan: Baseline Assessment of Community Identified Vulnerabilities Among Syrian Refugees Living in Irbid, Madaba, Mafrq and Zarqa*; International Federation of the Red cross and Red Crescent Societies, (2012), *Assessment report: Syrian Refugees living in the Community in Jordan*

In addition, key informants in 30% of communities mentioned challenges to accessing primary education related to refugee registration files. The two districts which had the highest percentage of communities reporting this issue were Beni Obaid (Balqa Governorate), with at least one key informant citing this in 57% of communities in the sample, and Al-Basha District (Balqa Governorate) with 45% of communities in the sample.

### 3.5.3. CHALLENGES TO ACCESSING SECONDARY SCHOOL EDUCATION

In contrast to primary school attendance, findings indicate that a lack of available of places available within secondary schools did not pose a challenge, with no communities reporting this as an issue. The main reported challenge to secondary school attendance is reported as being the need to work, with at least one key informant citing this in 57% of communities in the assessment. Anecdotal evidence suggests that not all youths who do not attend school for work reasons necessarily find employment. Rather, they abandon school because they would rather support their families financially than incur school related costs, even if this choice does not necessarily guarantee legitimate or even gainful employment.

The districts where work was reported as the main challenge to accessing secondary school were Irbid District at 74% of communities and Al-Salt District (Balqa Governorate) at 72% of communities, and in Mafraq District (Al Mafraq Governorate) at 63% of communities. In terms of cities, previous studies have indicated that Irbid and Mafraq districts have more school-age Syrians out of school than in-school and all of those working are male with close to 50% of secondary school age-male children working.<sup>32</sup>

The second greatest challenge to accessing secondary education is the distance to educational facilities, reported across 35% of sampled communities. The districts with the highest prevalence of distance as a challenge to secondary school attendance are Al-Ruseifa (Balqa Governorate) with this challenge cited in 57% of communities, Al-Basha District (Balqa Governorate) in 55% of communities in and also Beni Obaid District (Irbid Governorate) with 57% of communities. These are relatively remote areas in comparison to the more urban districts. Moreover, as Balqa Governorate is synonymous with seasonal agricultural workers, children residing with their families may not be able to readily access secondary education facilities because of the family working situation. Al-Ruseifa and Al-Basha districts (both in Balqa Governorate) were both reported to have the lowest secondary school attendance of all the districts in the assessment.

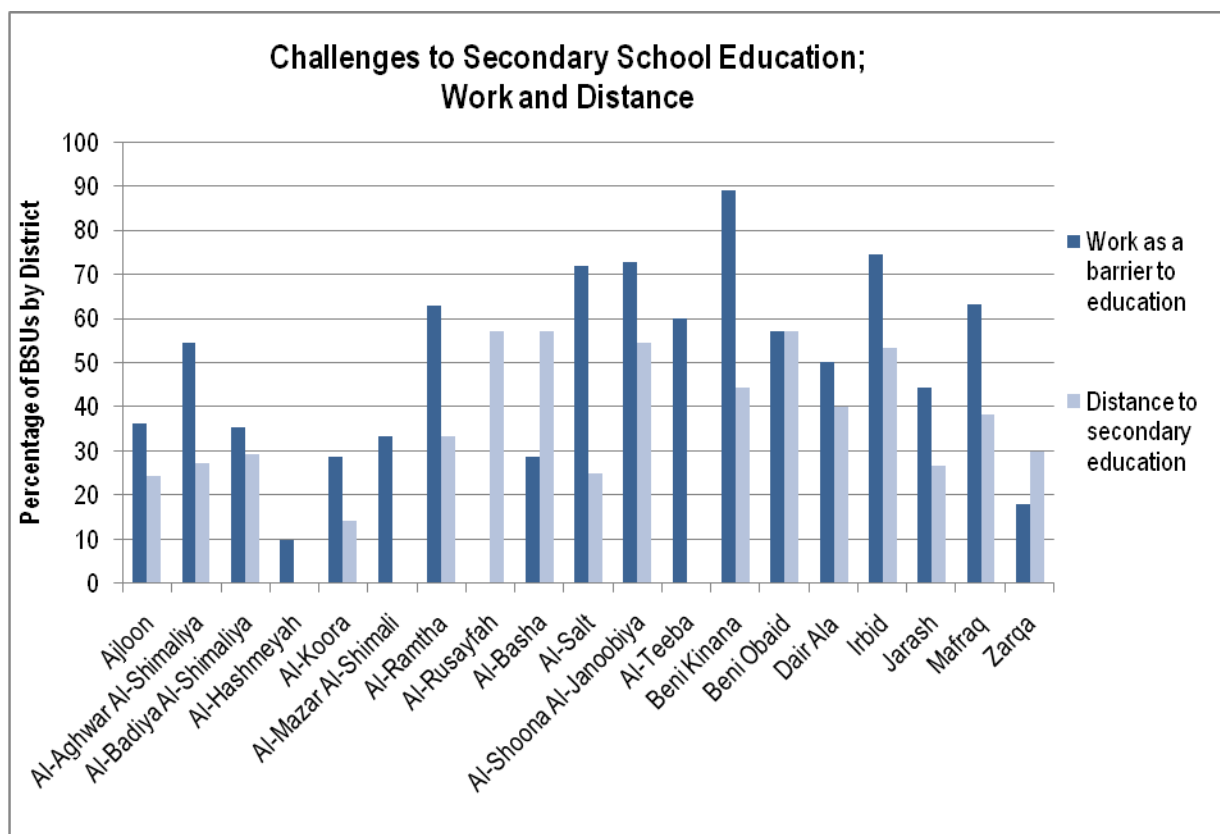
Regarding access to vocational training, overall approximately 57,000 of Syrian refugee children in Jordan may not be eligible for formal school or choose not to attend school. Reasons for this include if they have dropped out of school over three years ago which is a barrier to attending school in Jordan or alternatively older children may have to work in order to support their families financially. These children could have options in informal, non-formal education and vocational training, but the majority is unable to access these alternative forms of education.<sup>33</sup> A further explanation for this could be the low availability of vocational training services, as reported by the key informants interviewed by REACH.

<sup>32</sup> CARE International (2013). *Syrian Refugees in Urban Jordan. Baseline Assessment of Community Identified Vulnerabilities Amongst Syrian Refugees Living in Irbid, Madaba, Mafraq and Zarqa*

<sup>33</sup> UNICEF Jordan Country Office Humanitarian Section, Aoife Dineen (October 2013) Syrian Refugee Children in Jordan Assessments Desk Review on the Situation of Syrian Refugee Children Living in Jordan.



Figure 7: Challenges to Secondary School Education; Work and Distance



### 3.5.4. TRENDS RELATING TO ACCESSING EDUCATION

The low reported attendance in primary education can be attributed to a series of interrelated challenges that act as powerful barriers to access. The main barrier for Syrian refugee children may be the lack of capacity and resources at the Ministry of Education schools. Schools require additional resources including personnel and equipment to accommodate Syrian students.<sup>34</sup> REACH found that one of the main challenges to accessing primary school education is lack of available places, as well as distance to schools which was reported in the districts which had the lowest estimated levels of primary school attendance. Anecdotal findings suggest that the rural location of these districts may underline this problem.

The two districts reporting the lowest levels of secondary attendance are in Balqa Governorate. Refugee children residing with their families in these areas may not be able to readily access secondary education facilities because of this remoteness from services.

The districts that reported work as a challenge to accessing secondary education – the greatest overall challenge cited in the assessment as a barrier to secondary education – were Al-Mazar Al-Shimali District, Irbid District (both in Irbid Governorate), Al-Salt District (Balqa Governorate) and Mafrq District (Al Mafrq Governorate). Each of these districts has several urban centres with a greater availability of educational services and public transport links to educational services. Despite this context, a relatively high proportion of refugees of a secondary school age are working and not attending school in these districts.

<sup>34</sup> USAID (2013) Final Report and Solution Package: Human and Institutional Capacity Development (HICD) Performance Assessments of the Jordanian Education Sector and Ministry of Education.

REACH found that the greatest need among refugees reported by key informants was cash, particularly for rent, which may partly explain why secondary school-aged children are trying to obtain employment instead of attending school. The higher reported percentages of refugee families living in rented accommodation in urban compared to rural districts, may lead to children of secondary school age seeking work and potentially also finding more opportunities to do so in urban compared to rural areas.

According to demographic data from UNHCR, 53% of refugees are under the age of 18.<sup>35</sup> Despite investments from the Jordanian Government in education services throughout Jordan, it is estimated that approximately 70% of school age children among the refugee population (or 150,000 children) are not attending formal school.<sup>36</sup>

In terms of trends relating to geographical location, REACH has found that the type of challenges refugees face in accessing secondary education differ when comparing rural and urban areas. In rural areas the key issue is distance to schools while in urban areas several interlinked factors impact on access – the need for cash; high percentages of families living in rented accommodation; and higher levels of employment opportunities.

### 3.6. LIVELIHOOD

#### 3.6.1. INCOME GENERATING ACTIVITIES

During the assessment, key informants across the 19 districts estimated that on average 48% of refugee heads of households, with significant variation among districts. In Ajloun District, key informants estimated that 70% of heads of households were unemployed and similar figures were reported in three districts located in Irbid Governorate; including Al-Mazar Al-Shimali, Al-Ramtha and Al-Mazar Al-Shimali at 61%, 61%, and 65% respectively. With expense being cited as a main challenge to accessing food and health care, it is likely that households and communities with the least access to income will be particularly affected.

With regards to income-generating activities, the assessment findings suggest that casual or daily labour is the primary source of income for refugee households, relied on by on average of 24% of households.

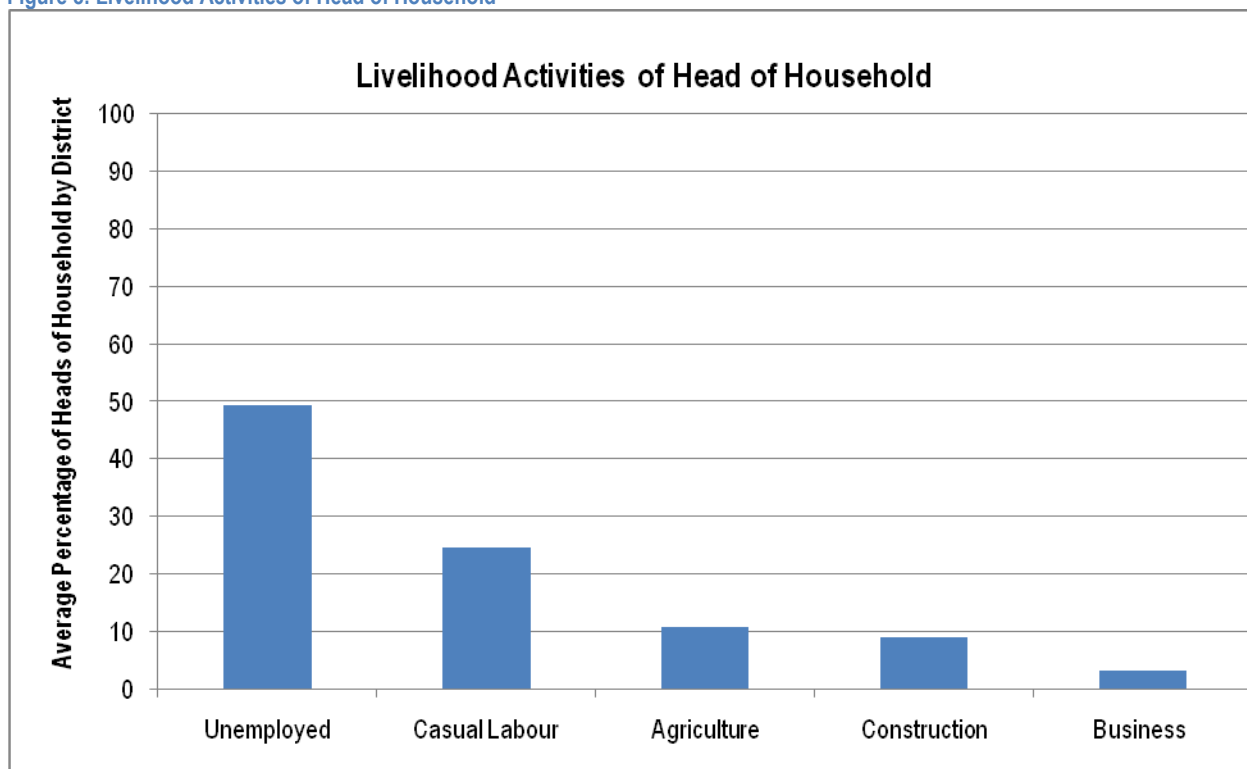
Syrian females are not usually involved in any income generation. Syrian women that contribute an income are mainly engaged in teaching or casual labour including handicrafts, embroidery, jewelry-making and food preparation. Male heads of households are generally not willing to let women participate in home-based income generation or related trainings. The main reason for not letting women participate was the perception among both men and women that women should take care of children and household work.<sup>37</sup>

<sup>35</sup> UNHCR Inter-agency Information Sharing Portal, <http://data.unhcr.org/syrianrefugees/country.php?id=107>. Accessed on December 18<sup>th</sup> 2013.

<sup>36</sup> Education Sector working Group planning assumptions for Regional Response Plan 6 (2014).

<sup>37</sup> ACTED (2013) *Food Security Situation and Livelihood Intervention Opportunities for Syrian Refugees and Host Communities in North Jordan*.

Figure 8: Livelihood Activities of Head of Household



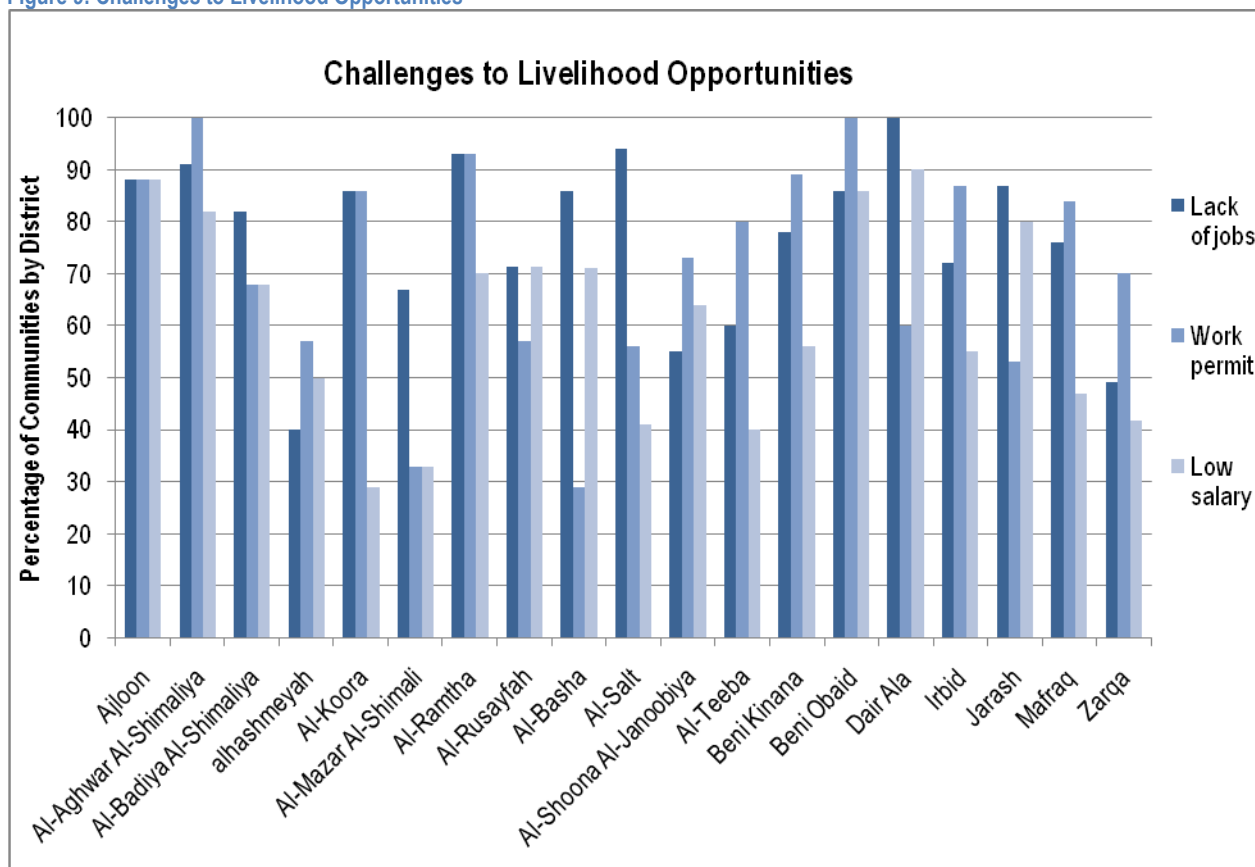
### 3.6.2. CHALLENGES TO ACCESSING LIVELIHOOD OPPORTUNITIES

The three primary challenges to accessing livelihoods opportunities were: lack of opportunities in 81% of the 446 communities, lack of work permits in 74% of communities and low salaries in 62% of communities. It is necessary for Syrians to have work permits in order to obtain formal jobs, which were not possible to obtain at the time of the assessment. In addition, Syrians have reported that having insufficient or no capital is the key constraint to starting up livelihood activities and they would like to receive further information about how to obtain work permits and access employment opportunities, in addition to access capital to start up new income generation activities. Further constraints include obstacles in accessing employment due to lack of opportunities, insufficient skills and lack of demand for specific skills.<sup>38</sup>

Key informants in all of the communities in Dair Ala District (Balqa Governorate) reporting lack of jobs as a barrier to work, followed by Al Salt District (also in Balqa Gov) with 94% of the included communities. Regarding low salaries as a barrier to work, this was reported in 90% of the communities in Dair Ala District and 88% of the communities in Ajloun District.

<sup>38</sup> ACTED (2013) *Food Security Situation and Livelihood Intervention Opportunities for Syrian Refugees and Host Communities in North Jordan*.

Figure 9: Challenges to Livelihood Opportunities



### 3.6.3. COST OF LIVING

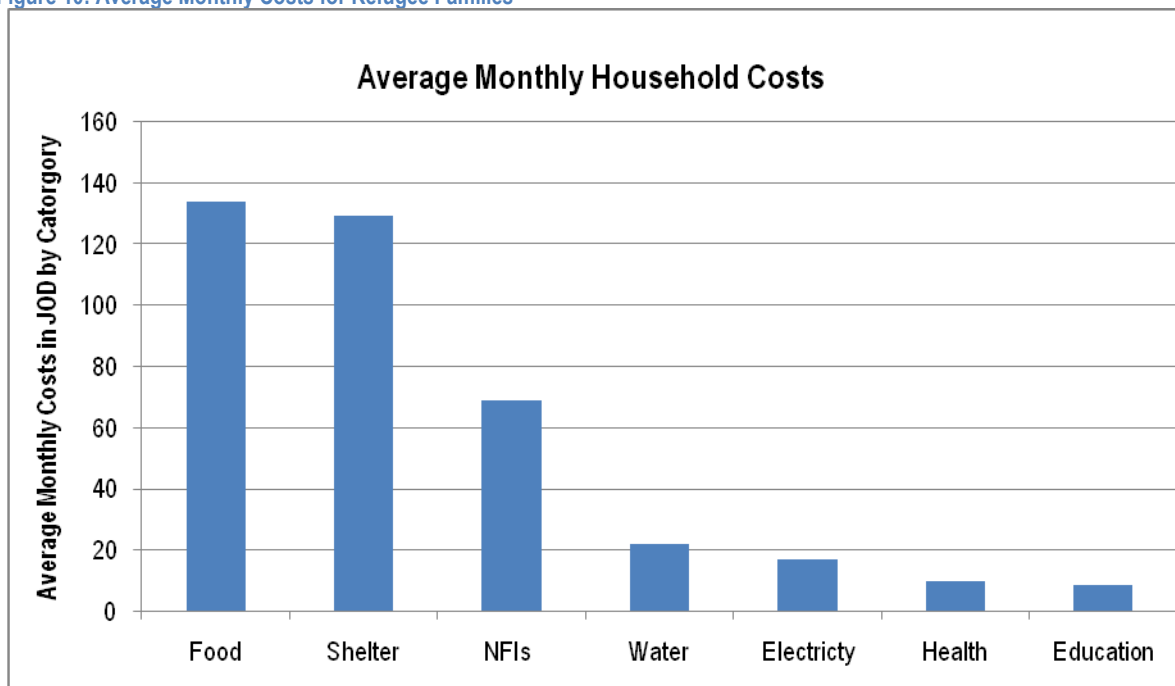
Challenges related to access to income generating activities are further compounded by living expenses. The assessment considered the costs of living including shelter, electricity, water, food, health, education, clothing and hygiene. During the analysis of the data these were grouped into the cost of food, shelter and non-food items (NFI) including hygiene items.

Key informants reported that shelter and food consume the largest relative portions of household budgets across the 446 communities in the assessment. The share of food as a portion of total household expenditures was reported highest in the following districts: Ajloon District at 170 JOD/month (Ajloon Governorate), Al-Badiya Al-Shimaliya at 160JOD/month (Al Mafrq Governorate) and Al-Teeba at 173 JOD/month (Irbid Governorate). Key informants also reported that these three districts each had the highest numbers of head of household with no income generating activities.

The districts with the highest refugee household costs relating to shelter all fall into Irbid Governorate: Al-Ramtha District (190 JOD/month), Al-Teeba District (150JOD/month), Beni Obaid District (180JOD/month), and Irbid District (173 JOD/month). The cost of shelter is also relatively high in Mafrq District containing Mafrq City (150 JOD/month). It is likely that there are several reasons for the high cost of living in these districts; those with access to more resources are able to afford more expensive locations and the general shelter shortage relative to the number of additional shelter needs is pushing rental prices up.

Furthermore, the areas with lower tent and non-renting rates are also likely to have greater average costs of rent, with fewer alternatives. However, we are seeing that there are other issues connected to higher rental costs. For example, over a third of children of secondary school age are reported not to be enrolled in school in Irbid and Mafraq districts, with the need to work being reported as the main underlying reason. The household spend on food may also impact access to education, with expense of food being cited as the greatest challenge refugees face.

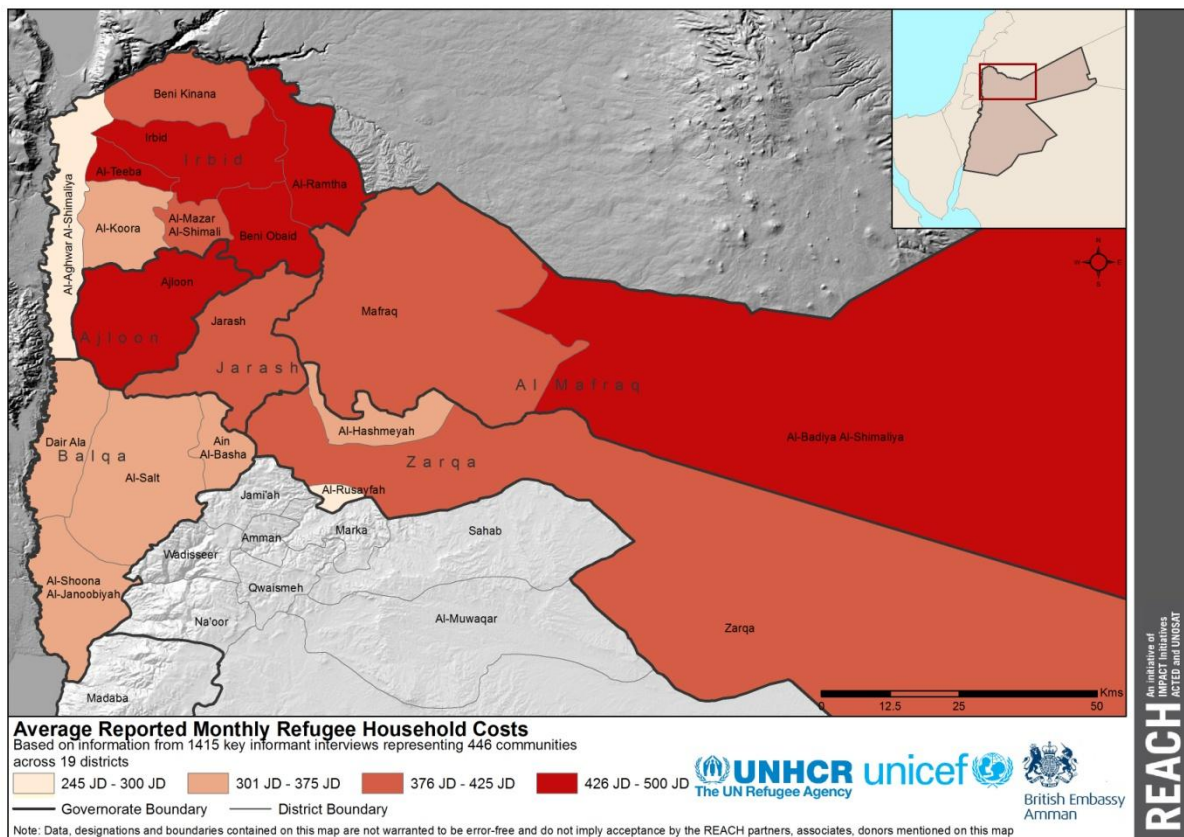
Figure 10: Average Monthly Costs for Refugee Families



Regarding the overall cost of living, the map below shows that the districts with the highest average monthly living costs of between 426 and 498 JOD per month are in Ajloun, Al Mafraq and Irbid governorates, especially Al-Badiya Al-Shimaliya District (Al Mafraq Governorate) as well as Al-Mazar Al-Shimali, Irbid, Al-Ramtha and Beni Obaid districts (Irbid Governorate). Ajloun District also contains communities with some of the highest average monthly living costs.



Map 6: Average Reported Monthly Refugee Household Costs



### 3.6.4. TRENDS RELATING TO ACCESSING LIVELIHOODS

Syrian refugees are facing high unemployment levels and low access to secure income opportunities. Approximately a quarter of heads of households are engaged in casual labour activities and are unable to secure a permanent role due to lack of access to work permits and lack of demand for their skills. Many Syrians would like to start up businesses and income generating activities but lack the capital to do so.

The high reported expenditure on food and low wages for those that are employed in casual labour, is likely to have lead to food related coping mechanisms being used in northern Jordan and Zarqa Governorate. Refugees may be increasingly resorting to negative coping mechanisms such as the selling of personal items and buying food and essential items on credit. This could lead to an expected increase in household debts, while opportunities to repay loans are not forthcoming. This is likely to cause severe constraints on families in the near future throughout north Jordan.

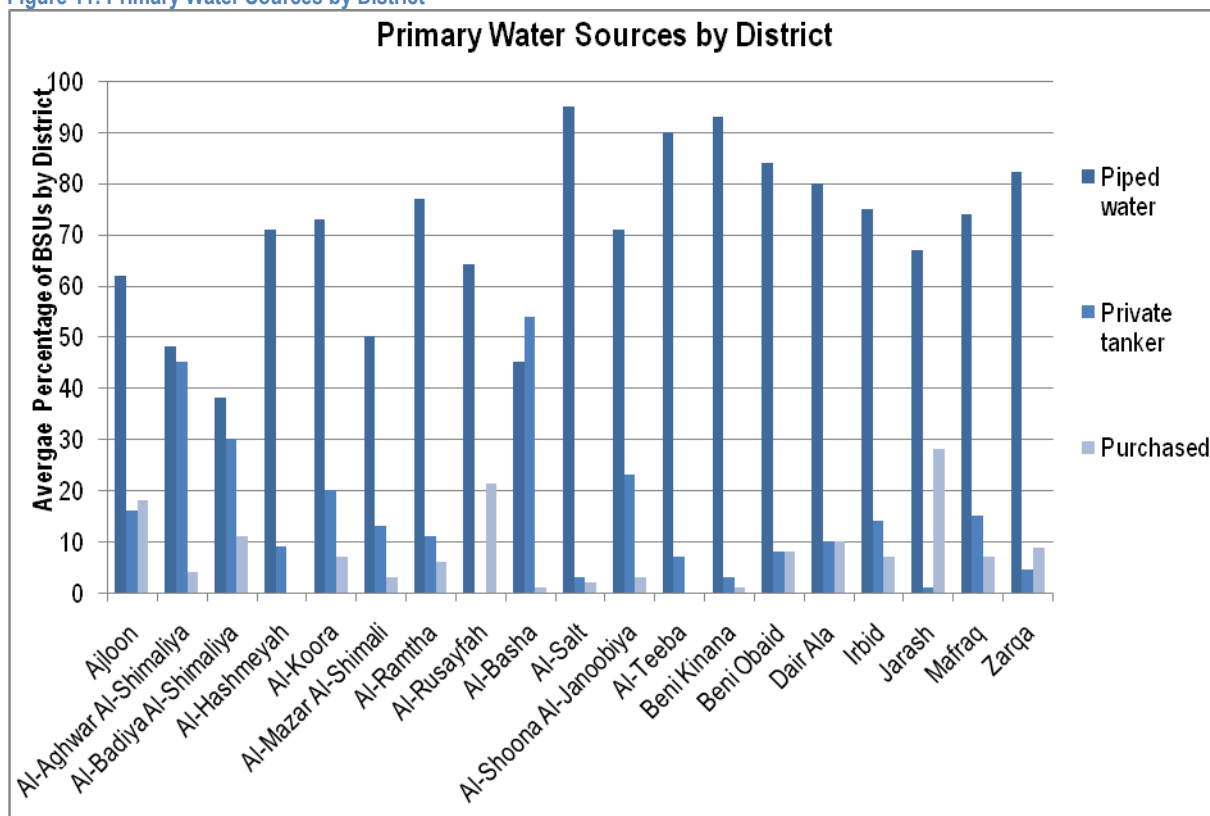
The priority needs of refugees are reported later in this report, with the main needs being cash, particularly for rent. Further research is recommended to gather additional, specific information for designing tailored programmes. However, cash assistance and support with starting up income generating activities, as well as ensuring there is information available to refugees about services available to them, especially regarding health and education, could target the underlying challenges which refugees in host communities face.

### 3.7. WATER, SANITATION AND HYGIENE (WASH)

#### 3.7.1. WATER

According to key informants, an average of 70% of refugee households use piped water for their primary source of water in the 19 assessed districts, with an average of 17% using tankers as their primary source and a further 8% purchasing water from a shop as their primary source of water. Al-Salt (Balqa Governorate) has the highest reliance on piped water with an average of 95% of households. This is followed by Al-Mazar Al-Shimali with 93% and Al-Ramtha Al-Shimaliya with 90% of households, in Irbid Governorate.

Figure 11: Primary Water Sources by District



Key informants were also asked to estimate the number of days piped water is actually available in refugee households. In Al Salt, Al-Mazar Al-Shimali and Al-Ramtha districts, piped water is available two days a week for three hours a day, in Beni Kanana one day a week for three hours a day and for one day a week for three hours a day in Al-Ramtha. Trucked water is available in the sampled communities in these districts for between one and two days per week. Considering that these districts use piped water as their primary source of water, the actual number of days per week the water is reported to be available in these and other districts, is low.

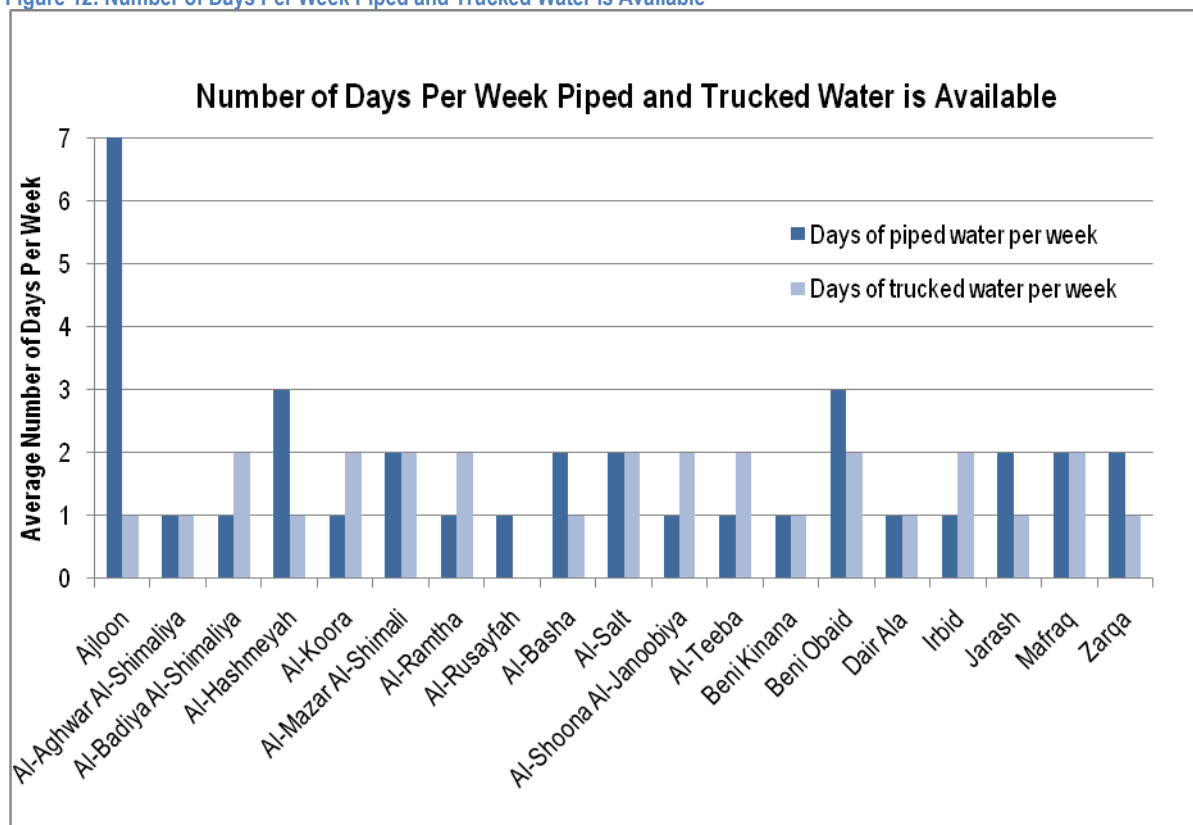
To give further examples, in Al-Ramtha District (Irbid Governorate), which has the highest estimated number of Syrian refugees of all districts in the sample at almost 70,000 people, an average of 48% refugee households are using piped water. However key informants also reported that the piped water is available only one day per week. They also said that on average 45% of refugee households rely on private tankers and 4% of households buy water from a shop.

In Al-Ruseifa District (Balqa Governorate), on average 45% of refugee households within communities in the assessment uses piped water. Key informants reported that the piped water is available seven days per week where the network exists, though the coverage is only for about half the refugees in the community. On average 45% of other households rely on private tankers and 1% buy water from a shop.

In Al-Badiya Al-Shimaliya District (Al Mafraq Governorate), on average 38% of refugee households within the communities in the assessment used piped water. Key informants reported that the piped water is available two days per week. On average 30% of households rely on private tankers and 11% buy water from a shop.

Overall, the supply of piped water varied amongst locations across the districts of north Jordan and Zarqa Governorates; most water supply networks were divided into water rationing zones depending on estimated demand – and often households only become aware that they had run out of water once storage tanks had become depleted. It is probable that multiple households are sharing tanks. It is common for households to run out of water despite having water storage facilities at their disposal and rely on additional water from private tanks (as public water trucking services are not in great supply).<sup>39</sup>

Figure 12: Number of Days Per Week Piped and Trucked Water is Available



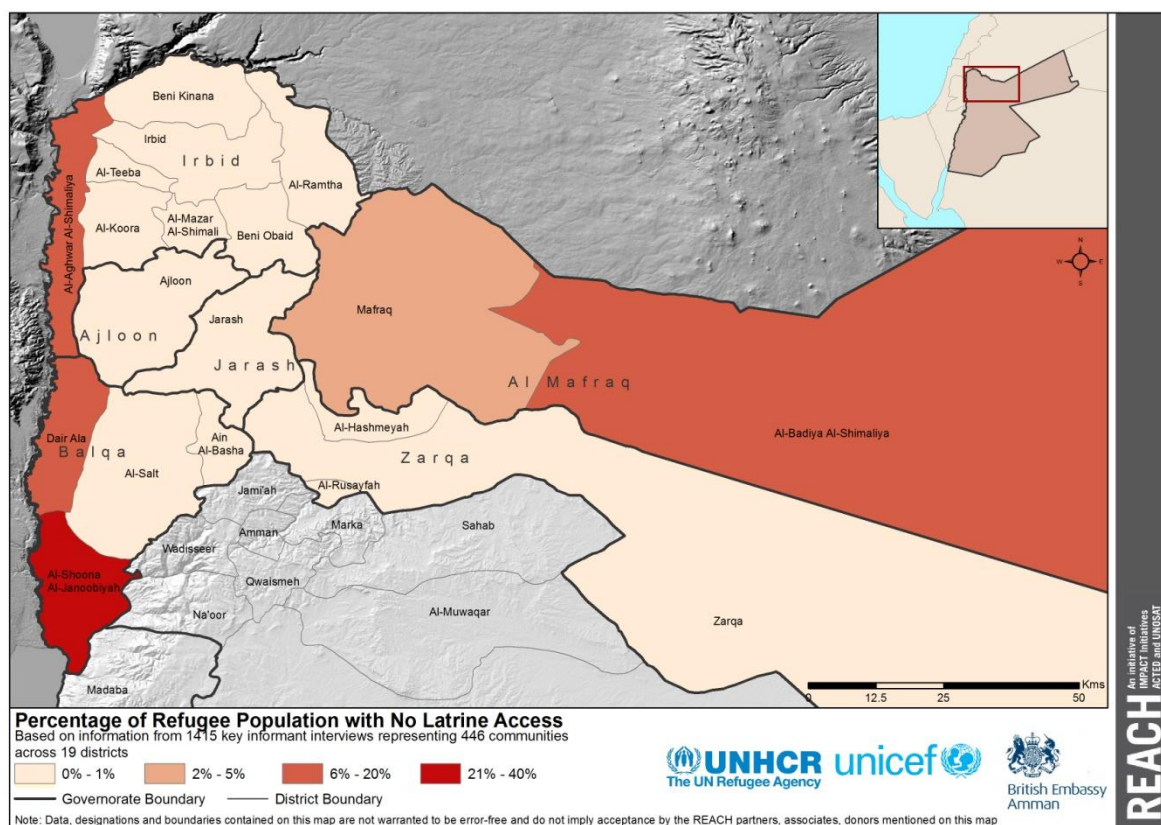
### 3.7.2. SANITATION

On average 56% of refugee families had a private latrine which was connected to a sewage system and an estimated 32% had a private latrine with a septic tank. Refugees in 40 communities were reported to have no latrine access at all, these included 15% of communities in Al-Badiya Al-Shimaliya District (Al Mafraq Governorate), 14% of communities in Al-Ramtha (Irbid Governorate) and 9% of communities in Al-Basha District (Balqa Governorate).

In terms of access to sanitary services, the most prevalent challenges that refugee households face relate to safety, distance and the scarcity of separate latrines for females. Findings show that on average 26% of refugee households cited safety as an issue, with Al-Mazar Al-Shimali District (Irbid Governorate) and Ajloun District (Ajloun Governorate) displaying far higher rates than other districts; 96% and 93% respectively. Distance was found to be one of the most prevalent challenges in Al-Mazar Al-Shimali (Irbid Governorate), where 73% of sampled communities reported distance to services as a challenge to access.

<sup>39</sup> Interagency Assessment - UNICEF, ACTED, RELIEF International, Oxfam, and Mercy Corps (September and October 2013). *WASH in Host Communities in Jordan*.

Map 7: Percentage of Refugee Population with No Latrine Access



### 3.7.3. SOLID WASTE MANAGEMENT

Findings suggest that an average of 90% of refugee households rely on municipal services for collecting disposed garbage. The only notable exception in this respect was Al-Salt District (Balqa Governorate) at 57%. As a result, 43% of refugee households in this district dispose of their waste using informal or non-municipal facilities.

In terms of solid waste management, the number of Syrian refugees residing in Jordanian municipalities adds additional pressure on municipalities already struggling to provide essential services to their constituents.<sup>40</sup> Mafraq and Irbid are examples of areas where solid waste management is under increasing pressure, while municipal resources are not sufficient for the extension of this service to all the residents in these districts.<sup>41</sup>

Given the widespread use of municipal facilities for garbage disposal, costs of service were not found to be an issue. Instead, key informants suggest that logistical problems were the main challenge to accessing this service. For instance, an average of 30% of communities were found to experience problems with the frequency of the service, with 81% of communities within Al-Mazar Al-Shimali District (Irbid Governorate) reporting this as a challenge. Finally, an average of 13% of sampled communities across the assessment reported 'no municipal services' for garbage disposal as a challenge; with the exceptions of Al-Ramtha District (Irbid Governorate) where 100% of communities reported having no access to municipal garbage disposal services. In areas where municipal services for waste management do not exist, informal and or illegal collection points and dumping is most often undertaken.

<sup>40</sup> UNDP (2013) *The Syrian Crisis: Implications for development indicators and development planning in Jordan*.

<sup>41</sup> United Nations and Government of Jordan (2013) *Host Community Support Platform: Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*.



Municipalities and Common Services Councils are in charge of the solid waste management chain in Jordan, from collection to disposal. However, municipal solid waste departments are overstretched in terms of staffing, vehicles and waste bins. As a result, informal dumping is frequent in residential areas, as well as the practice of burning waste. The situation is exacerbated by the low number of waste transfer stations and of disposal sites. Informal door-to-door collectors of scrap materials are common in residential areas, but the value chain of recyclables is not easy to establish. Only two sanitary landfills are in place in the country, and the boundary between standard and substandard waste disposal sites seems somewhat unclear. The condition of both standard and substandard waste disposal sites requires further investigation.<sup>42</sup> However, the provision of waste collection vehicles, waste bins and staffing to target municipalities would be a suitable response to the most immediate needs in terms of waste storage, waste collection and cleanliness of communal areas.

### 3.7.4. TRENDS RELATING TO ACCESSING WASH SERVICES

Despite aging and centralised water networks in Jordan, public water coverage is extensive.<sup>43</sup> However, despite this it was reported in a quarter of the total communities in the assessment that access to water had become a little or significantly worse when compared to six months previously (April 2013). The differences between piped water supply in rural and urban areas are more apparent here, as rural households without piped connection are more likely to use trucked water than urban households. In terms of purchasing bottled water, urban based households are more likely to purchase bottled water.<sup>44</sup>

An exception to these trends was found in Jarash District where a high proportion of refugee households are purchasing bottled water despite 35 out of the 45 communities in the sample being rurally located. However, key informants also reported low availability of trucked water at one day a week and high reliance on piped water despite its low availability of two days a week. However, widespread consumption of bottled water may not necessarily indicate scarcity or low quality of piped water but may represent consumers' preferences and water quality perceptions.<sup>45</sup>

In comparison to this, 93% of the communities in the assessment have reported that the number of refugees accessing sanitary facilities (specifically latrines) has stayed the same or increased a little when compared to six months prior to the assessment (April 2013). However, in terms of access to de-sludging services and cleanliness of the community, the majority of key informants perceived that both of these services had decreased compared to six months ago especially in Al-Basha (Balqa Governorate) and Al-Ruseifa (Zarqa Governorate). For Al-Basha, this may be related to the shelter arrangements in Balqa, generally, with the greatest number of refugees in tents and in informal or disconnected settlements.

## 3.8 RANKING OF NEEDS BY SECTOR AND SOURCES OF TENSION

Key informants were asked to name the top three priority needs of Syrian refugees, according to their perception. There is a clear trend through the assessment results of a shortage of cash amongst Syrian refugees. A total of 13 out of 19 districts cited cash for rent as the highest priority need in a mix of rural and urban located communities (other districts reported shelter or cash for work as the priority need). In all of these ten districts, household expenditures were high, particularly in terms of shelter and food. Moreover, there is a bulk of refugee households that have no access to income generating activities or informal and insecure opportunities, factors which may be leaving refugees with scarce cash to cover these relatively high expenses.

The scarcity of cash leads into the second and third needs which are food assistance and winter items respectively, also closely linked with the household expenditures. Other districts reported cash for rent, cash for work and shelter as second and third priorities. See table below.

<sup>42</sup> Interagency Assessment (UNICEF, ACTED, RELIEF International, Oxfam, and Mercy Corps) (September and October 2013). *WASH in Host Communities in Jordan*.

<sup>43</sup> Interagency Assessment (UNICEF, ACTED, RELIEF International, Oxfam, and Mercy Corps) (September and October 2013). *WASH in Host Communities in Jordan*.

<sup>44</sup> Ibid.

<sup>45</sup> Ibid.



REACH also carried out a household assessment of Syrian refugees in host communities in between November 2012 and April 2013. During this assessment REACH found that the first priority of refugees was also cash for rent, especially in Ajloun, Al Mafrq and Irbid governorates. Interestingly, cash for work featured as a much lower priority at that time and instead the need for household items was of greater importance.<sup>46</sup> This may have been because many Syrian refugees were just arriving into Jordan and viewed their shelter arrangements as of immediate importance. Winter items were also a key need at this time which fits with the time of year as the cold season was oncoming.

**Table 3: Sector Specific Priority Needs of Syrian Refugees by District**

Governorate	District	Priority 1	Priority 2	Priority 3
Ajloun	Ajloun	Cash for rent	Cash for work	Winter items
Al Mafrq	Badiah Samaliya	Cash for rent	Winter items	Household items
Al Mafrq	Mafrq	Shelter	Food Assistance	Winter items
Balqa	Al-Ruseifa	Cash for rent	Food Assistance	Household items
Balqa	Al Shoono Janoobiya	Shelter	Cash for rent	Food assistance
Balqa	Al-Basha	Cash for rent	Food assistance	Health assistance
Balqa	Al-Salt	Cash for rent	Food Assistance	Cash for work
Irbid	Aghwar Shamaliya	Cash for rent	Food Assistance	Winter items
Irbid	Al-Koora	Cash for rent	Winter items	Food assistance
Irbid	Mazar Shamali	Mixed needs	Cash for rent	Cash for work
Irbid	Al-Mazar Al-Shimali	Cash for rent	Cash for work	Winter items
Irbid	AlReeba	Cash for work	Cash for rent	Health assistance
Irbid	Bani Kenanah	Shelter	Food Assistance	Winter items
Irbid	Bani Obeid	Cash for rent	Health and food assistance	Other
Irbid	Irbid	Cash for rent	Food Assistance	Winter items
Jarash	Jarash	Shelter	Food Assistance	Winter items
Zarqa	Al Hashmehyah	Cash for rent	Winter items	Household items
Zarqa	Al Rusaefa	Cash for rent	Cash for work/winter items	Sanitation
Zarqa	Zarqa	Cash for rent	Winter items	Cash for work

<sup>46</sup> REACH (2013) *Syrian Refugee Mapping in Jordan*.

In the current REACH assessment, as well as talking about the priority needs of Syrians key informants also spoke about potential causes of tension in the communities. Across the 19 districts, rental costs and cash for work were cited as the biggest causes of tension. Housing has emerged as a core issue in Jordan with rental prices sky rocketing at the same time as availability has plummeted. Jordanians complain that they have been priced out of the housing market. Rising rental rates on current property are forcing households to divert a large portion of their monthly income to housing costs<sup>47</sup>. In addition, whereas a year prior to the assessment (October 2012) average monthly rent was relatively low at 50 JOD, it had risen four-fold to 150-200 JOD at the time of the assessment.<sup>48</sup> According to key informants, these issues are of particular notable in Irbid District, Al-Mazar Al-Shimali District and Al-Ramtha districts (all of which are all in Irbid Governorate).

Casual labour was also cited by key informants as a source of tension, of equal importance as rent. This is was of particular note in Irbid District, again in Irbid Governorate, where it is also reported that a lot of young people of secondary school age are working. Competition over jobs is straining resources in Jordan as low availability is a stress point between Jordanian and Syrian communities. For Jordanians, Syrians are willing to accept cash for work below the market rate and are therefore selected in favour of Jordanians to work. However for Syrians, they have no choice but to offer to accept low wages as they are in need of cash. In addition, many feel exploited by Jordanians who try to provide the lowest wage possible<sup>49</sup> and, at the same time, many Syrians may be subject to exploitation due to their illegal work status and accompanying lack of legal protection mechanisms<sup>50</sup>.

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<sup>47</sup> MercyCorps (2013). *Analysis of Host Community-Refugee Tensions in Mafraq, Jordan*.

<sup>48</sup> OXFAM GB, Jordan (2013): *Integrated Assessment of Syrian Refugees in Host Communities: Emergency Food Security and Livelihoods; Water, Sanitation and Hygiene; Protection*, March 2013.

<sup>49</sup> MercyCorps (2013). *Analysis of Host Community Refugee Tensions in Mafraq, Jordan*.

<sup>50</sup> REACH (2013) *Syrian Refugee Mapping in Jordan*.

## 4. CONCLUSIONS

The Regional Response Plan 6 (RRP6) estimates the Syrian refugee population will be 800,000 at the end of 2014, with 600,000 refugees living in Jordanian host communities. The majority of Syrian households are young and of employable age, increasing the potential of conflicting interests with the young Jordanian population in host communities.<sup>51</sup> As refugee numbers in Jordan continue to increase and refugees move from Al Za'atari and other camps to Jordanian communities, the need for continuing to support refugees, vulnerable Jordanians and host communities remains a priority. With the direct and indirect affect of the burden of over 550,000 refugees currently in Jordan, those responding to the Syrian crisis are requested to provide greater emphasis on improving the resilience and stability of those communities. This assessment provides an in depth understanding of sector specific and municipal service related issues in each Basic Service Unit (BSU) that can be used to inform more effective humanitarian actions.

In terms of shelter, most refugees reside in rented accommodation with some exceptions where a higher percentage of refugee households live in tented accommodation in more rurally located districts. In addition, anecdotal evidence has suggested an increasing number of informal settlements (i.e. tented areas) and unfinished buildings and multiple households living in single occupancy shelters) due to rising refugee numbers in host communities, as refugees move from camps to host communities and more refugees come across the border from Syria.

For the majority who are living in rented accommodation, the quality of accommodation tends to be very low. Buildings are often unfinished, relatively small size and/or of low quality. In addition, the refugees covered in this assessment are reported to live in rented accommodation with low levels of additional humanitarian support for rent payments.

In general, the shelter situation of refugees and their access to livelihoods are closely linked. The majority of refugees are living in rented accommodation and in almost all communities in the assessment the cost of rent was cited as a challenge, having risen in cost significantly compared to six months prior to the assessment (April 2013). This reduces household resilience, as soaring rental costs are exacerbated by high levels of unemployment and underemployment. Most refugees who are working do so through casual labour that tends to offer significantly lower wages. Refugees reported wanting to work or to start up income generating activities but lacked access to credit and work permits, leaving families unable to secure an income to meet even basic needs.

High costs of rent and low access to livelihoods are affecting access to food with the majority of refugees relying on vouchers as their primary source. The highest proportion of household expenditure is also on food (followed by shelter). These trends suggest food security levels could worsen and that some refugee families in northern Jordan may increasingly resort to negative coping mechanisms such as the selling of personal items, and buying food and essential items on credit. This could lead to an increase in household debts, while opportunities to re-pay loans are not forthcoming.

Scarcity of cash due to high household costs and low livelihood opportunities is also linked with the reported low school attendance. Despite reports that the majority of refugees have primary and secondary schools in or near to their community, attendance is very low. Just over half of primary school age children are attending school and just over a third of secondary school aged children are attending. Key challenges to primary school attendance include the lack of available places, cost and differences in the Syrian and Jordanian curriculums. The key challenge to secondary school attendance is the need to work for cash. In addition to the need for cash, school attendance incurs costs for refugee families, leading young people to seek cash earning opportunities rather than deplete the income of the family through expenditure on school related costs. It is estimated that there are 150,000 refugee children of school-age in Jordan that do not attend formal education.

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<sup>51</sup> United Nations and Government of Jordan (2013) *Host Community Support Platform: Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*.

Although, the majority of communities host primary health care services, the majority of refugees do not have adequate access to health services. The main barriers to accessing services are expense, distance and registration. Regarding expense, surgical procedures are often unaffordable, as is the treatment for chronic treatments, which affect one third of families, due to the need to pay for medicines on an ongoing basis. Registration is also creating an access issue for some refugees and anecdotal evidence suggests that whilst refugees are registered upon entering Jordan, some are not renewing their status due to the distance to travel to registrations points. It is also suggested anecdotally that some refugees may not be aware that they are entitled to services.

Water is available in the form of piped water for most refugees, but there is still notable use of trucked water in some districts. Trucked water is expensive though in many areas there is no alternative. While piped water is available for many of the refugees, it is only available on one or two days and often household storage is insufficient. Therefore, trucked water is used to complement other water sources. As trucked water is more expensive than piped water, increasing the storage and availability of piped water would help to reduce this cost for families.

In terms of the cleanliness of communities, almost half of refugee households dispose of municipal waste using informal or non-municipal methods. The reported issue seems to be infrequency of this service and where the service does not exist, there are illegal collection points and waste dumps. Municipal solid waste departments are overstretched in terms of staffing, vehicles and waste bins, and the provision of waste collection vehicles. The ongoing costs associated with waste management are a large burden for municipalities, and often is a priority for them in terms of external support.

Geographical location of refugees should also be considered in terms of the sets of challenges that refugees face. Key informants reported that access to adequate food was lower in rural areas, with the key challenges in these areas are expense of food and distance to shops. In addition, distance to health and education services and the lack of places in primary schools are key issues in rural areas. Rural households have lower access to regular, piped water and are more likely to use costlier trucked water than urban households. In urban areas, the key issues refugees face are higher household costs in terms of rent, food and health care. Furthermore, a greater proportion of refugee children of secondary school age in urban areas are working instead of attending school.

Overall, the challenges to accessing services by refugees are closely interlinked and have underlying causes rooted in high household expenditures and low income generation opportunities. It is not surprising that cash for rent and food assistance are cited as the two biggest needs of refugees, in addition to the need for seasonal items. Rising rental prices as well as the plummeting average casual labour wages are two potential sources of tensions, as these are perceived by the local Jordanian populations to have been caused by the influx of Syrian refugees. Syrians on the other hand, may resent being forced to accept higher than average rental costs and lower than average wages.

Resolving the underlying causes of these interlinked issues and associated socio-economic factors will help to ease the pressure on the Syrian and Jordanian population in Jordan. To improve stabilisation and resilience, it is essential a multi-pronged approach is undertaken targeting vulnerable households as well as community level factors. From the findings of this assessment, the following research and interventions are recommended:

### Recommendations for Further Research:

- Research the availability and quality of accommodation in host communities, especially regarding families living in unfinished buildings and informal settlements.<sup>52</sup> There is a lack of information on informal settlements and collective shelters, which is often where the most vulnerable households reside.
- Design interventions that ameliorate household budget constraints of vulnerable Jordanians and Syrian refugees – which have been affected by the inflation of household expenditures and lowering of wages – in a sustainable manner that will support communities overall.
- Research access by refugees to primary and secondary health services, with particular consideration to health services for females and child vaccination accessibility. It is apparent that there are pockets of communities where this is of greater concern, which ought to be prioritised.
- Research sustainable solutions for the shelter crisis, to reduce rental prices for Jordanian and Syrians. This may help to alleviate some of the pressure on low availability of accommodation and rising rental costs, and the associated impact on other essential needs such as food, education and health.
- Assess impact of winterisation assistance provided to host communities to support targeted assistance in 2014.

### Other Recommendations

- Provide targeted support for vulnerable individuals, including particular emphasis on unaccompanied/separated minors residing with Syrian or Jordanian families, as well as those coping alone or with groups of other unaccompanied/separated minors.
- Provide support to water and sanitation infrastructure at the community level, particularly where existing networks are being depleted or not reaching vulnerable populations. Where there are pockets of sanitation and health related issues, this assistance should be complimented by a strong hygiene promotion component.
- Provide public information about what services refugees are entitled to in particular considering health and education. More information may be needed regarding how to re-register, as well as research into potential barriers preventing registration in host communities.
- Increase support for municipalities and communities, targeting social services that are under the greatest level of stress. This includes solid waste management, electricity, cleanliness, education and health. By supporting existing institutions, resilience can be improved, leaving these better able to cope with the shocks of the Syrian crisis.
- Implement targeted household food security and nutritional awareness interventions, particularly in rural areas, to ensure that the most vulnerable can meet their immediate food needs.
- Encourage greater cooperation, social cohesion and engagement across communities to reduce tensions.

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<sup>52</sup> REACH (December 2013) *Informal Tented Settlements in Jordan: A Multi-Sector Baseline Assessment*



## REACH: MISSION AND IMPACT

REACH was formed in 2010 as a joint initiative of two INGOs (ACTED and IMPACT Initiatives) and a UN programme (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, rehabilitation and development contexts.

High quality and rapid information is a critical pre-condition for effective aid delivery and humanitarian action. REACH aims to improve the effectiveness of planning and coordination undertaken by aid actors by filling gaps in available information.

REACH's mission is to enhance aid effectiveness by promoting and facilitating the collection, organisation and dissemination of key information among aid actors before, during and following a crisis. By doing so, REACH helps to ensure that the needs of communities affected by disasters are more effectively met.

Since arriving in Jordan in October 2012, REACH has been undertaking a number of assessments in host communities to provide crucial information to support more resilient communities and to target most vulnerable Jordanians and refugees from Syria. These have included a previous baseline assessment on key informants in northern Jordan (*Syrian Refugee Mapping in Jordan*) and a baseline assessment on informal tented settlements in Al Mafraq, Irbid and Zarqa (*Informant Tented Settlements: A Multi Sector Baseline Assessment*).

To access these and other assessment reports published by REACH, as well as factsheets and maps, please visit the REACH website at: [www.reach-initiative.org](http://www.reach-initiative.org), or email [reach.mena@impact-initiatives.org](mailto:reach.mena@impact-initiatives.org).

## ANNEX 1: QUESTIONNAIRE FOR KEY INFORMANTS

A. PRELIMINARY INFORMATION						
	A.1	Name of interviewer			A.2	Governorate
	A.3	District			A.4	Neighbourhood /BSU
A.5.	Location type:	City		Village		
	Respondent information:					
A.6.	Name	Position	Age:	Gender: M / F	Nationality	
B. INFORMATION ON DISPLACEMENT						
B.1	Approx how many Syrian refugees are there currently in this community (BSU)?		Families____ Total refugees____ Additional individuals____			
B.2	What % of the households in the community are Jordanian/Syrian		____% of households in this community are Jordanian ____% of households in this community are Syrian			
B.3	When did the majority of refugees arrive in this community (BSU)?		<input type="checkbox"/> <1m <input type="checkbox"/> 1-3m <input type="checkbox"/> 4-6m <input type="checkbox"/> 7 – 9m <input type="checkbox"/> 10-12m <input type="checkbox"/> >12m			
B.4	Is the number of refugees in BSU increasing or decreasing at the moment?		<input type="checkbox"/> Significantly increasing <input type="checkbox"/> Increasing a little <input type="checkbox"/> Staying the same <input type="checkbox"/> Decreasing a little <input type="checkbox"/> Significantly decreasing			
B.5	What percentage of refugees in this community are registered with UNHCR? 0-10 % <input type="checkbox"/> 10-20 % <input type="checkbox"/> 20-30 % <input type="checkbox"/> 30-40 % <input type="checkbox"/> 40-50 % <input type="checkbox"/> 60-70 % <input type="checkbox"/> 70-80 % <input type="checkbox"/> 90-100 % <input type="checkbox"/>  What percentage of refugees in this community (BSU) are in process to be registered with UNHCR? 0-10 % <input type="checkbox"/> 10-20 % <input type="checkbox"/> 20-30 % <input type="checkbox"/> 30-40 % <input type="checkbox"/> 40-50 % <input type="checkbox"/> 60-70 % <input type="checkbox"/> 70-80 % <input type="checkbox"/> 90-100 % <input type="checkbox"/>					
B.6	Are there any accompanied minors in this community (BSU)? If yes, what percentage of the refugee population are minors?				Yes <input type="checkbox"/> No <input type="checkbox"/>	
B.6.1						
C. CURRENT CONTEXT						
C. Shelter						
C.1	What are the main shelter arrangements for refugee families in this community?		Hosted by Jordanian family same accommodation ____% Hosted by Jordanian family separate accommodation ____% Hosted in temp accommodation facilities ____% Own accommodation – no support ____% Accommodation shared with other families ____% Other (explain)____%			
C.2	And what is the type of shelter refugee families in this community?		Apartment/house ____% Unfurnished/empty building Tent temporary structure Public building ____% Garage/basement/outdoor rooms____%			
	What are the challenges to refugees accessing shelter? (check all which apply)		<input type="checkbox"/> Rent is too expensive <input type="checkbox"/> Lack of availability <input type="checkbox"/> Too small for family size <input type="checkbox"/> Lack of electricity and/or water in the accommodation			

<b>C.3</b>		Poor location – distance from basic services <input type="checkbox"/> Physical structure of shelter is in a bad condition/dangerous <input type="checkbox"/> Other reason (specify) _____ <input type="checkbox"/>
<b>D. Water</b>		
<b>D.1</b>	Where do refugees in this community get water for drinking and bathing/washing(all other uses)	Public water network piped into household _____% Purchased water in shop _____% Purchased from a private water tanker _____% Other (specify) _____%
<b>D.2.1</b>	If there is a secondary source of water which people rely on, what is this?	Private well or bore hole _____% Purchased water in shop _____% Purchased from a private water tanker _____% Other (specify) _____%
<b>D.2</b>	If water is piped into households through public network, how many days per week is the water piped into households?	1 day <input type="checkbox"/> 2 days <input type="checkbox"/> 3 days <input type="checkbox"/> 4 days <input type="checkbox"/> 5 days <input type="checkbox"/> 6 days <input type="checkbox"/> 7 days <input type="checkbox"/> Less than once per week per 2 week <input type="checkbox"/>
<b>D.2.2</b>	And how many hours per day?	1-4 hours <input type="checkbox"/> 5-10 hours <input type="checkbox"/> 11 – 14 hours <input type="checkbox"/> 15 -20 hours <input type="checkbox"/> 21 – 24 hours <input type="checkbox"/>
<b>D.3</b>	If water is delivered by truck in this community, on average how many days per week is it delivered?	<1 day per week 1-2 days per week 3-7 days per week
<b>D.4</b>	Overall, how has the access to water for refugees in this community changed when compared o six months ago?	Significantly better <input type="checkbox"/> A little better <input type="checkbox"/> Stayed the same <input type="checkbox"/> A little worse <input type="checkbox"/> Significantly worse <input type="checkbox"/>
<b>E. Sanitation</b>		
<b>E.1</b>	What percentage of refugee households use	Private latrines linked to sewage system _____% Private latrines linked to septic system/cess pitt _____% Outside latrine (for family) _____% Outside latrine in a public area _____% No latrine _____% Other (specify _____) _____%
<b>E.2</b>	What are the challenges to refugees accessing latrines (check all which apply)	Distance <input type="checkbox"/> Safety <input type="checkbox"/> Lack of separate latrines for females <input type="checkbox"/> Lack of separate latrines for children <input type="checkbox"/> Latrines are frequently locked and hard to access key <input type="checkbox"/> Other reason (specify) _____ <input type="checkbox"/>

F. Sewage Management	
<b>F.1</b>	How do refugee households manage the disposal of sewage? Public sewerage networks ____% Dispose of it on the streets ____% Private tank and desludging ____% Other (_____) ____%
<b>F.2</b>	What are the challenges to refugee household who rely on desludging? (tick all which apply) No service in community <input type="checkbox"/> Service exists but refugees not included <input type="checkbox"/> Service exists but refugees have to pay for it <input type="checkbox"/> Desludging not frequent enough <input type="checkbox"/> Other(_____) <input type="checkbox"/>
<b>F.3</b>	How does the number of refugees who need or rely on desludging services compare from six months ago to now? Number significantly increased <input type="checkbox"/> Number increased a little <input type="checkbox"/> Number stayed the same <input type="checkbox"/> Number decreased a little <input type="checkbox"/> Number has significantly decreased <input type="checkbox"/>
G. Garbage Removal	
<b>G.1</b>	How do refugee households dispose of their garbage? Municipal collection system ____% Drop anywhere outside ____% Other(_____) ____%
<b>G.2</b>	What are the challenges to refugee household regarding disposing of garbage? (tick all which apply) No service in community <input type="checkbox"/> Service exists but refugees not included <input type="checkbox"/> Service exists but refugees have to pay for it <input type="checkbox"/> Service exists but not frequent enough <input type="checkbox"/> Other(_____) <input type="checkbox"/>
<b>G.3</b>	How does the cleanliness of the community compare from six months ago to now? Significantly better <input type="checkbox"/> A little better <input type="checkbox"/> Stayed the same <input type="checkbox"/> A little worse <input type="checkbox"/> Significantly worse <input type="checkbox"/>
H. Education	
<b>H.1</b>	What type of schools exist in, or within walking distance of this BSU? (tick all which apply) Primary <input type="checkbox"/> Secondary <input type="checkbox"/> Vocational college <input type="checkbox"/>
<b>H.2</b>	What percentage of refugee children aged 5 - 11 in the community attend primary school? ____%
<b>H.3</b>	What % of refugee young people of aged 12 – 16 attend secondary school? ____ %

<p><b>H.4</b></p>	<p>What are the challenges for children attending school this community? (tick all which apply)</p> <p>No known service available <input type="checkbox"/></p> <p>Different curriculum to Syrian <input type="checkbox"/></p> <p>Lack of supplies</p> <p>Lack of teaching staff</p> <p>Lack of available places</p> <p>Too expensive <input type="checkbox"/></p> <p>Security concerns <input type="checkbox"/></p> <p>Distance <input type="checkbox"/></p> <p>Children not being registered with UNHCR <input type="checkbox"/></p> <p>Other (____) <input type="checkbox"/></p>
<p><b>H.5</b></p>	<p>What are the challenges for children attending secondary school this community?</p> <p>No known service available <input type="checkbox"/></p> <p>Different curriculum to Syrian <input type="checkbox"/></p> <p>Lack of supplies</p> <p>Lack of teaching staff</p> <p>Too expensive <input type="checkbox"/></p> <p>Security concerns <input type="checkbox"/></p> <p>Distance <input type="checkbox"/></p> <p>School does not allow refugee children to attend <input type="checkbox"/></p> <p>They do not attend school because they are working <input type="checkbox"/></p> <p>Other (____) <input type="checkbox"/></p>
<p><b>I. Health</b></p>	
<p><b>I.1</b></p>	<p>What health care facilities can refugees access in this community?</p> <p>Primary health clinic (national) ____%</p> <p>Hospital (national) ____%</p> <p>Primary health clinic run by an NGO or UN ____%</p> <p>Hospital run by an NGO or UN ____%</p> <p>UAE hospital ____%</p> <p>Jordanian military / civil defense hospital ____%</p> <p>International military field hospital/emergency care ____%</p>
<p><b>I.2</b></p>	<p>Are refugees able to access adequate health care in this community?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, why not?</i></p> <p>Too expensive <input type="checkbox"/></p> <p>Too far away <input type="checkbox"/></p> <p>Lack of medical staff <input type="checkbox"/></p> <p>Lack of medical supplies <input type="checkbox"/></p> <p>Not suitable for women <input type="checkbox"/></p> <p>Not have UNHCR file <input type="checkbox"/></p> <p>Security problems <input type="checkbox"/></p> <p>Lack of vaccination services for children <input type="checkbox"/></p> <p>Other (specify) _____ <input type="checkbox"/></p>



<b>I.3</b>	<p>How does the number of refugees who can access adequate health care compare from six months ago to now?</p> <p>Significantly better <input type="checkbox"/></p> <p>A little better <input type="checkbox"/></p> <p>Stayed the same <input type="checkbox"/></p> <p>A little worse <input type="checkbox"/></p> <p>Significantly worse <input type="checkbox"/></p>
<b>J. Food</b>	
<b>J.1</b>	<p>What is the primary source of food for which refugee households?</p> <p>Food vouchers _____%</p> <p>Purchased food by the refugee household _____%</p> <p>Family and friends providing food to the household _____%</p> <p>NGO or UN agency providing food to the household _____%</p> <p>Other (_____) _____%</p>
<b>J.2</b>	<p>Are refugees able to access adequate food this community?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> I don't know <input type="checkbox"/></p> <p><i>If no, why not?</i></p> <p>Food in shops/market is too expensive <input type="checkbox"/></p> <p>Lack of cash <input type="checkbox"/></p> <p>Shops/market too far away <input type="checkbox"/></p> <p>Security problems on the route to shops/market <input type="checkbox"/></p> <p>Community not included in food voucher or food distribution <input type="checkbox"/></p> <p>Other (specify) _____ <input type="checkbox"/></p>
<b>J.3</b>	<p>How does the number of refugees who can access adequate food compare from six months ago to now?</p> <p>Significantly increased <input type="checkbox"/></p> <p>A little increased <input type="checkbox"/></p> <p>Stayed the same <input type="checkbox"/></p> <p>A little decrease <input type="checkbox"/></p> <p>Significantly decreased <input type="checkbox"/></p>
<b>K. Electricity for Household Use</b>	
<b>K.1</b>	<p>What are the sources of electricity do refugees use in this community?</p> <p>Public network ____% of households</p> <p>Private supply (eg. generator) ____% of households</p> <p>Other (_____) ____% of households</p>
<b>K.2</b>	<p>What are the challenges to refugees accessing electricity (check all which apply)</p> <p>Too expensive <input type="checkbox"/></p> <p>Only available some of the time <input type="checkbox"/> (<i>specify hours available per day: 1-4 hours <input type="checkbox"/> 5-10 <input type="checkbox"/> hours 11 – 14 hours <input type="checkbox"/> 15-20 hours <input type="checkbox"/> 21 – 24 hours <input type="checkbox"/></i>)</p> <p>Other reason _____ <input type="checkbox"/></p>
<b>K.3</b>	<p>What do people use as a backup electricity if no public supply)?</p> <p>Generator ____% of households</p> <p>Solar ____% of households</p> <p>Other (_____) ____% of households</p>
<b>L. Livelihoods</b>	
<b>L.1</b>	<p>What are the income generating activities for Syrian households in this community?</p> <p>A. Business, commercial, trade ____%</p> <p>B. Agriculture ____ &amp;</p> <p>C. Construction ____%</p>

	D. Other daily labour ____% E. Head of household unemployed ____% F. Other (specify____) ____%	
<b>L.2</b>	Who is the primary earner in each household? Male under 18 years old Female under 18 years old Male over 18 years old Female over 18 years old	
<b>L.3</b>	What are the challenges faced by Syrian households to accessing livelihood activities? (tick all which apply ) Not enough jobs <input type="checkbox"/> Low salary <input type="checkbox"/> Difficulty getting a work permit/ experience not accepted in Jordan <input type="checkbox"/> Need to take care of children in household <input type="checkbox"/> Other(specify____) <input type="checkbox"/>	
<b>M. Monthly Household Costs</b>		
<b>M.1</b>	What are the average monthly costs for Syrian households? JOD Shelter _____ Food _____ Water _____ Health _____ Education _____ Clothing _____ Items for personal hygiene (for example, soap, toothpaste, shampoo, nappies, kitchen items) _____ Other _____	
<b>N. Ranking of Needs</b>		
<b>N.1</b>	What are the most 3 immediate needs of refugees in this community?	
	Priority 1  Priority 2  Priority 3	Water <input type="checkbox"/> Shelter <input type="checkbox"/> Cash for rent <input type="checkbox"/> Food assistance <input type="checkbox"/> Health assistance <input type="checkbox"/> Education <input type="checkbox"/> Cash for Work / Job <input type="checkbox"/> Sanitation <input type="checkbox"/> Household items <input type="checkbox"/> Winter items <input type="checkbox"/> Other <input type="checkbox"/>
<b>N.2</b>	Are there any tensions between refugees and the host community?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
<b>N.3</b>	If yes, what does the reason for tension relate to? (tick all which apply)	Water ..... Shelter ..... Cash for rent ..... Food assistance ..... Health assistance..... Education ..... Cash for Work / Job..... Sanitation ..... Household items ..... Winter items ..... Other .....