

## Findings of the WASH Assessments of Syrian Households in Za'atari Refugee Camp

Mafraq Governorate

15<sup>th</sup> April 2013

### BACKGROUND

The ongoing crisis in Syria has caused a large influx of Syrian refugees into Jordan. Za'atari refugee camp (located in northern Jordan) has been hosting Syrian refugees since late July 2012. Initial planning figures of the camp estimated the camp's full capacity up to 60.000 refugees; however, this number has grown exponentially and currently there are approximately 120.000 refugees residing in the camp, according to the latest UNHCR statistics (April 2013). The number of refugees continues to grow at a rapid pace: the camp has had a daily influx of between 1.000 and 3.000 refugees for the past four months. As a result of the sharp increase in number of incoming refugees combined with the limited access that refugees have to outside services, the camp population is in need for immediate provision of all basic services (such as support in terms of shelter, food, water, education and health services).

The large influx of refugees does not only create a pressing need for aid delivery *per se*, but also for the information gathering and management related to camp's dynamics and profile, as well as to aid planning, delivery and tracking, which constitute key components for an adequate aid delivery in Za'atari. Information management systems available to humanitarian actors have struggled to keep pace with the rapidly changing and complex refugee context of this camp. With this in mind, REACH was deployed to Jordan in October 2012 in order to complement information management efforts undertaken by other humanitarian actors, notably by UN agencies, and to contribute towards addressing information gaps on Syrian refugees located in Za'atari camp.

Household level data on the camp's population profile, demographics and vulnerability is limited and often outdated, making targeted assistance challenging. Moreover, few aid tracking and monitoring mechanisms have been put in place, limiting the possibility to evaluate the impact of aid-/services- delivery and to revise aid planning and targeting mechanisms. Gaining a concrete understanding at household level on the demographics and needs of the camp population is thereby crucial for an efficient and qualitative aid provision. With this in mind, REACH has conducted sector specific assessments, comprising key sectors such as WASH, Education, Child Protection, Nutrition and Health, which will allow to better inform and implement ongoing and future humanitarian interventions. The data presented in this fact sheet represents the findings of household level interviews that were conducted in Za'atari refugee camp in Mafraq Governorate from 4 March to 6 March 2013, focusing on the WASH sector (review of WASH centers and services).

### Assessment Methodology

Due to the rapidly increasing population in Za'atari camp, and the resulting strain on available services, there has been an increasing demand for rapid needs assessments. Therefore, REACH deployed android-based smartphones with Open Data Kit software during the data collection process. Usage of this technology enables greater control over collected data, ensures higher data quality and eliminates the need for data entry. This in turn allows for more rapid data analysis and thus more rapid dissemination of information which will inform humanitarian action.

REACH's assessment methodology is built with the aim to provide in-depth data and analysis on WASH centers and services in Za'atari camp. The objective of this process is to provide humanitarian actors with information that allows for more informed decision-making with regards to their targeting of specific geographic locations or beneficiary group based on their programme planning needs, thus enabling better planning, coordination and traceability of aid. A representative random sample of Za'atari refugee households was selected for the assessment. Based on a number of 25.265 shelters in Za'atari (REACH 04.03.2013), and assuming one household per shelter, surveying a minimum of 379 households would have yielded a statistical confidence level of 95%, with an error margin of 5%, which were deemed as acceptable values<sup>1</sup>. The WASH assessment covered 425 households, thus producing a slightly lower margin of error, +/- 4.71%.

To ensure equal representation of distinct areas and communities, points were randomly distributed across the entire area of the camp, with additional points added in more densely populated areas. The points were marked on maps and used by eight community mobilisers who then – under the supervision of an experienced field coordinator – interviewed a single household that was closest to each point on the map.

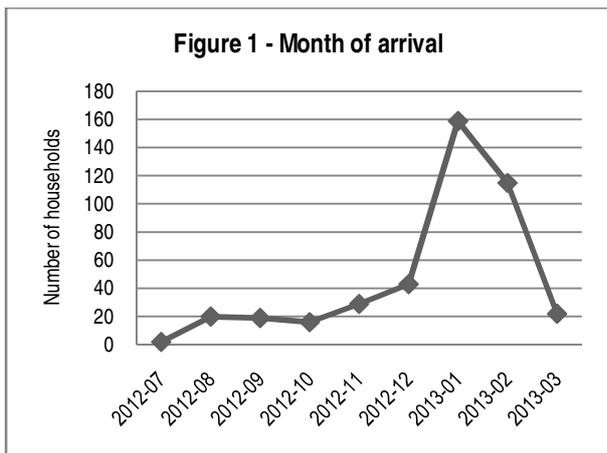
<sup>1</sup> Sample size calculations were made through Raosoft, available at: <http://www.raosoft.com/samplesize.html>

### Key Findings

The data presented in this factsheet covers household profile, WASH center analysis, and sanitation. Key findings include; only **4%** of households reporting that they were aware of the THW administered hotline through which requests could be placed to refill water tanks; predominately women and girls are those who are afraid to utilise WASH centers at night; only **21%** of households reporting previous attendance to hygiene promotion sessions; and the predominate reason that households purchase water to meet their needs was due to the perception that water provided at water points is dirty. ,

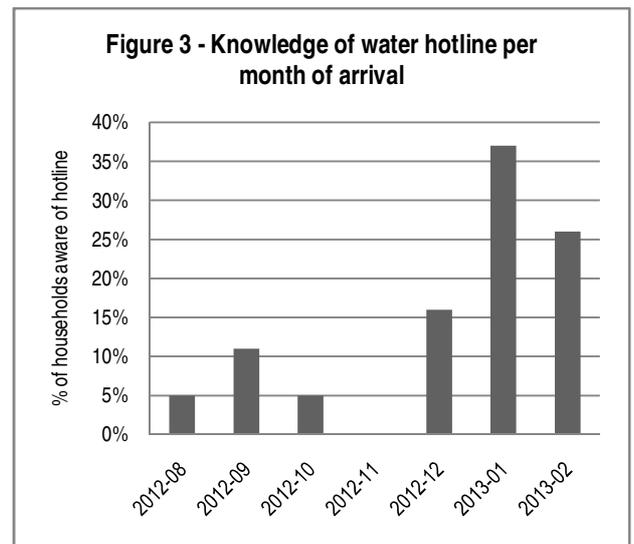
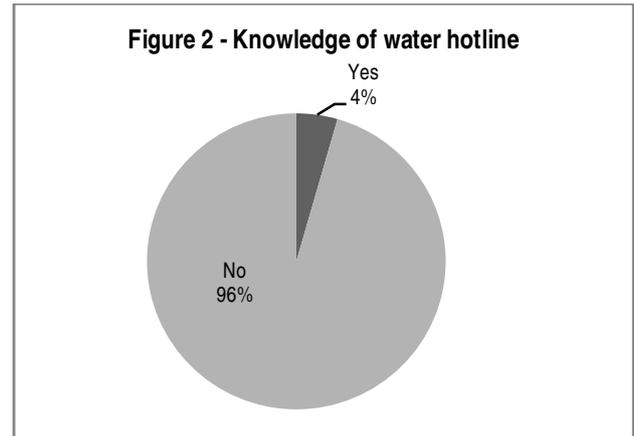
### Household Profile

Although the camp was opened in late July 2012 and the population increased steadily throughout August and December 2012, it should be stressed that the majority of households arrived in Za'atari refugee camp in January and February of 2013, **37%** and **27%** respectively. The sharp increase in the number of households arriving in January and February 2013 can be attributed to the increased intensity and close proximity to the conflict in Syria..



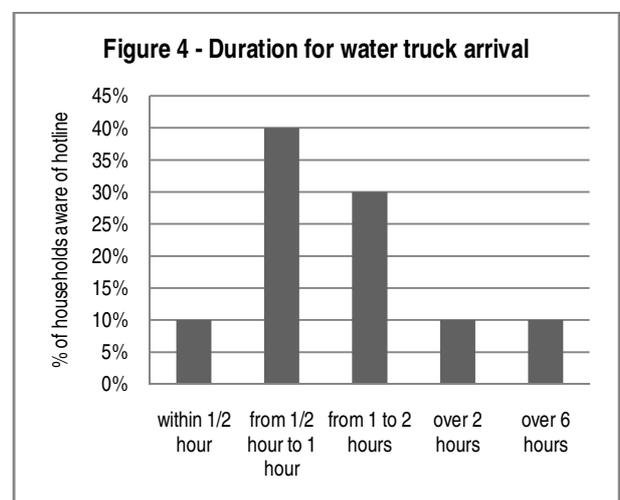
### WASH Center Analysis in Za'atari

Despite a hotline being set up by Technisches Hilfswerk (THW), whereby requests can be placed to refill water tanks, only **4%** of interviewed households were aware of the existence of this service, see *Annex 1* for the mapping of hotline knowledge. Of the households who knew about the hotline, the majority had arrived recently in Za'atari, namely **37%** had arrived in January 2013, followed by **26%** in February 2013 and **16%** in December 2012. This number reflects when people were arriving, showing no increased or decreased knowledge over time for household's knowledge on the hotline.

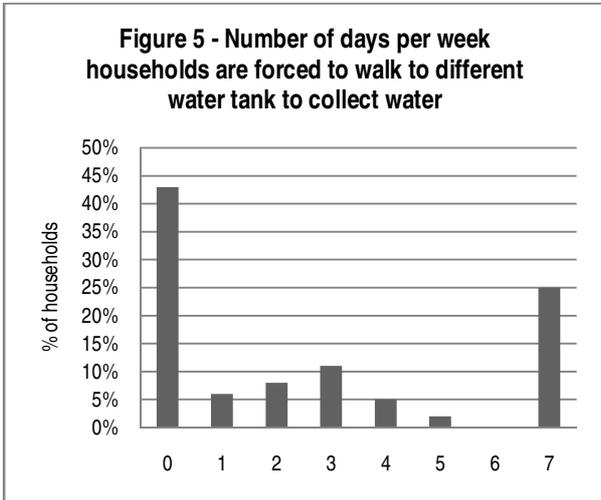


Out of the total number of households, only 8 had used the hotline. The hotline can be called either by street leaders or households, though many households call the water supplier or their assistant directly as they believe this will be more effective, which may explain the low number of hotline usage.

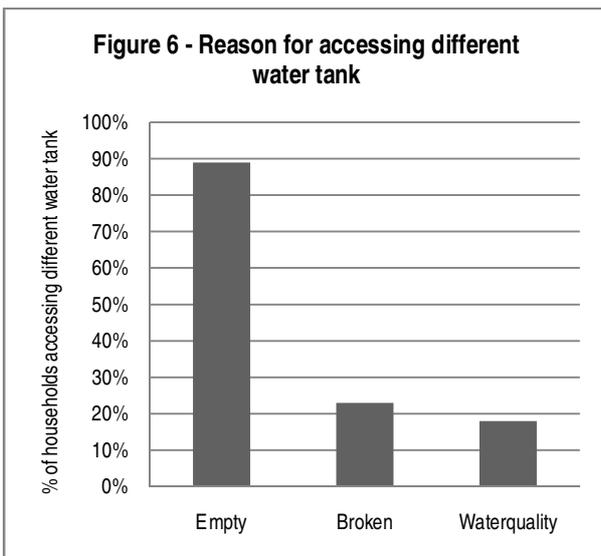
Water trucks that make a delivery as a result of a request submitted via the hotline generally arrive within 30 minutes to 2 hours. As expected, requests submitted outside of operating hours (7am – 8pm) experience a longer delay.



Most commonly, households reported they did not experience any water shortages at their nearest water point, **43%**. In spite of this, a considerable proportion of households, **25%**, reported that they suffered a water shortage every day of the week and that they or their family members were forced to collect water from a point located further away. Interestingly, the responses indicate that water shortages tend to occur either frequently or very little to not at all – with few responses in between.

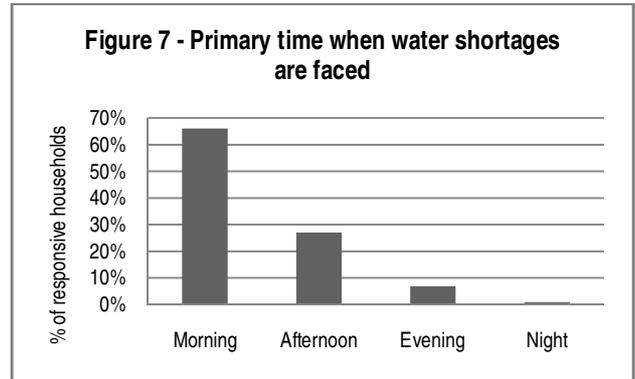


Only a small proportion of households, **18%**, reported that they did not utilise their nearest water point due to concerns about water quality. Of those households which responded that they use a water point other than the one located closest to their shelter, the majority, **89%**, reported that this was due to a water shortage at the water tank. Additionally a considerable proportion of households reported this was due to the water tank being broken, **23%**.

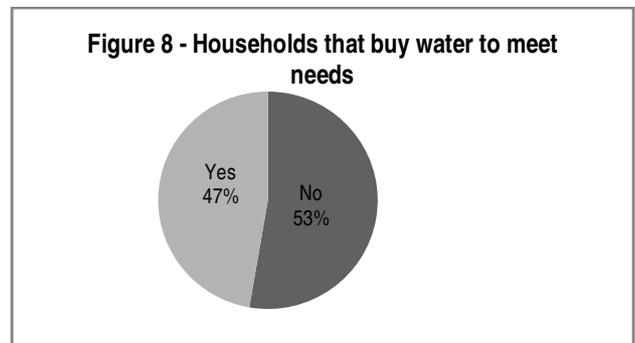


**66%** of households reported that the primary time they faced water shortages was in the morning (water trucking services run between 7am and 8pm). Additionally, **27%** of households reported facing water shortages in the afternoon. Water shortages can be caused by the large demand in the morning

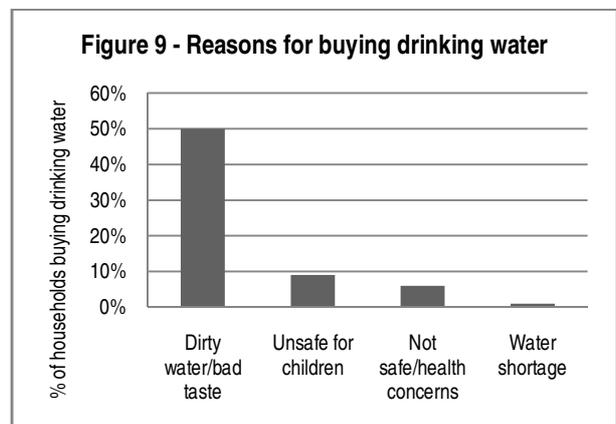
for water use during the day. Other reasons could be due to poor maintenance of WASH facilities and limited water distribution.



A slight majority of households who face water shortages, **53%**, responded that they buy drinking water to meet their household needs.



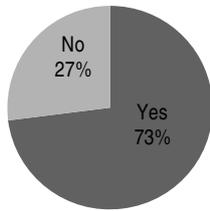
**50%** of households that buy drinking water to meet needs do so due to the perception that water is dirty or has a bad taste. This perception persists despite the fact that water is routinely tested at the water truck, tap, and household level to ensure cleanliness. **9%** of households felt the water was unsafe for children in particular while an additional **6%** had general health concerns about the water. The given reasons demonstrate that awareness campaigns on the quality of water being delivered continue to be needed. It should also be noted that the water quality may be affected if, e.g. the lid is left open and sand enters the tank or if products are thrown into the tanks by refugees.



### Sanitation

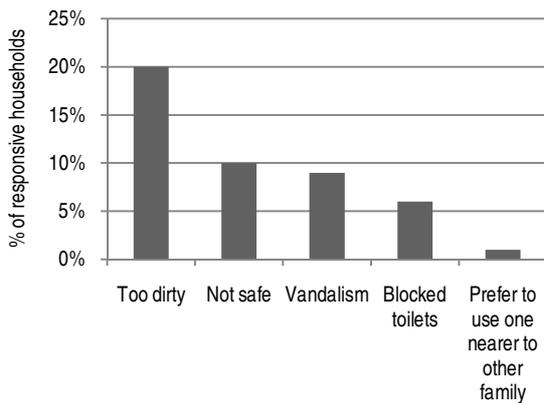
The majority of households, **73%**, reported that they most often use the WASH center closest to them, while the remainder noted using WASH centers further away,

**Figure 10 - Households that most often use closest WASH center**



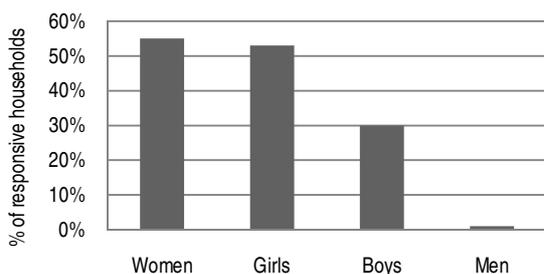
The main reason given by respondents for not using the closest WASH center, was that the WASH center was too dirty, **20%**. Other main reasons were, the center not being safe, **10%**, and vandalism, **9%**.

**Figure 11 - Reasons for using a WASH center further away**



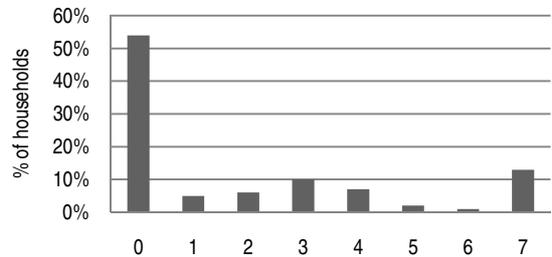
The majority of households, **60%**, have family members who feel unsafe using a WASH center at night. Of households who have family members who feel unsafe, **55%** indicated that women feel unsafe going to a WASH center at night, followed by **53%** for girls, **30%** for boys and only **1%** for men.

**Figure 12 - Members of family feeling unsafe going to WASH center at night**



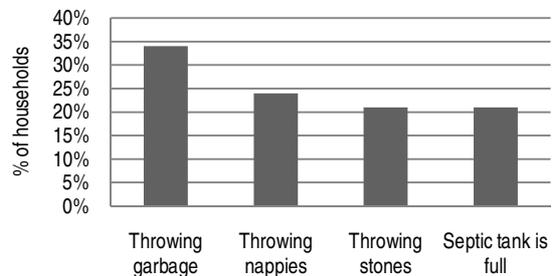
The majority, **54%**, of households reported that they continue to use the same latrine each day, with **13%** of the households going to a different latrine every day of the week and **10%** going to a different latrine three times a week.

**Figure 13 - How many days a week is the closest latrine blocked?**



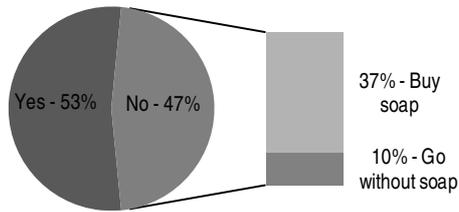
The main reason for toilet blockage, according to households, is inappropriate disposal of garbage, **34%**, followed by nappies disposal inside the latrine, **24%** and throwing stones into the latrine and the septic tank being full, both **21%**. These numbers illustrate that hygiene sessions and greater community ownership for maintenance can target the main causes of toilet blockage and thus possibly facilitate greater use of nearby latrines. In addition, improvement of the infrastructure of the latrines, i.e. the septic tanks, can decrease the number and frequency of blocked latrines.

**Figure 14 - Reasons for toilet blockage according to households**



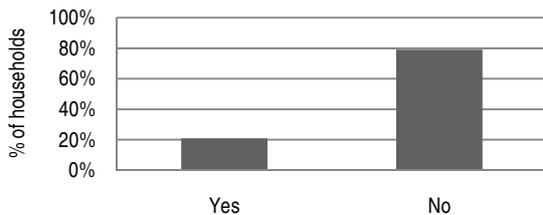
**53%** of households responded that they had been provided with sufficient soap in the camp. Of the total number of households, **37%** reported that they buy soap when a shortage is faced and **10%** responded that they go without soap in case of a shortage.

**Figure 15 - Sufficiency of soap and response to shortage**



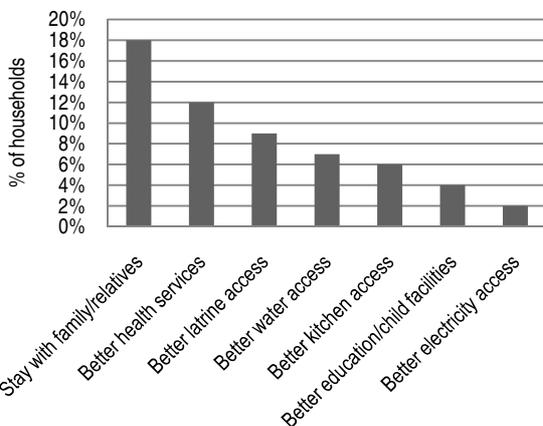
The overwhelming majority of households, **79%**, reported that they had not attended any hygiene promotion sessions in the camp centers. Hygiene promotion sessions took place in three centers in the camp. It should be noted that in addition to these hygiene promotion sessions, there were also tent-to-tent visits for hygiene promotion, in which all tents were visited.

**Figure 16 - Households attending hygiene promotion sessions**



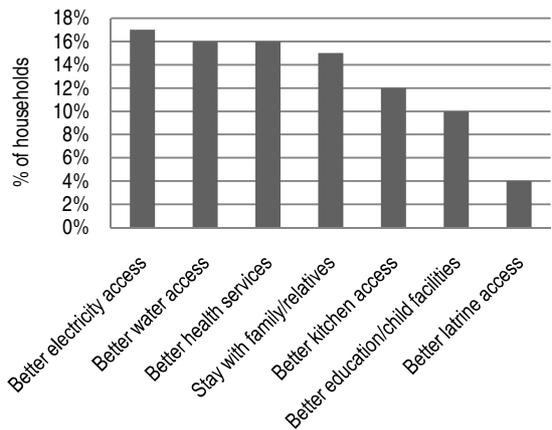
Of the total number of households targeted in the assessment, **28%** reported they had previously moved in Za'atari camp. Of the total number of households, **18%** reported that they had moved to a location closer to family/relatives, **12%** had moved to have better health services and **9%** had moved for better latrine access.

**Figure 17 - Households previously moved in camp**



Of the total number of households, **30%** reported that they considered moving within Za'atari camp in the future. Of the total number of households, **17%** of households reported that they were considering moving for better electricity access, **16%** for better water access and an equal percentage for better health services, and **15%** reported considering moving to stay with family/relatives.

**Figure 18 - Households considering moving within camp**



**REACH**

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

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