

**United Nations (UN) and Partners
Humanitarian Response for Syrian Refugees in Jordan**

**Inter-Agency Task Force (IATF)
WASH Sector Gender Analysis
in Za'atari and Azraq Refugee Camp**

November 2016

WASH Sector Gender Analysis Report

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Abbreviations

ACF	Action Against Hunger
ACTED	Agency for Technical Cooperation and Development
AME	Appaisal Monitoring and Evaluation
CBTF	Capacity Building Task Force
FGD	Focus Group Discussion
GenCap	Gender Capacity
HC	Host Community
HCT	Humanitarian Country Team
IATF	Inter-Agency Task Force
IEC	Information, Education and Communication
JEN	Japan Emergency NGO
KII	Key Informant Interview
LWF	Lutheran World Federation
M&E	Monitoring and Evaluation
NRC	Norwegian Refugee Council
O&M	Operation and Maintenance
SGBV	Sexual and Gender Based Violence
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNOPS	United Nations Office for Project Services
WAJ	Water Authority of Jordan
WASH	Water, Sanitation and Hygiene
WWN	Waste Water Network
WWTP	Waste Water Treatment Plant
YWC	Yarmouk Water Company

Executive Summary

The protracted Syrian Crisis, in its sixth year, has resulted in neighbouring countries of the Syria – Jordan, Lebanon and Turkey – host approximately 4.8 million refugees. In Jordan, almost 1.3 million Syrians, of which 655,833 are registered as refugees (as of September 2016), reside and share the already scarce resources and social services fundamental to meet the basic needs of human beings. Jordan is now reported to be the second water-poorest country in the world and has gone through an increasing demand for water due to the rapid influx of Syrian refugees in the past five years.

This report focuses on the gender dimensions of the WASH interventions in Za’atari and Azraq Refugee Camps in Jordan which host more than 133,000, equivalent to 21% of all Syrian refugees registered in Jordan. The two camps are located in Mafraq directorate where demand for water resources increased by 40% compared to before the crisis.

The purpose of the gender analysis is to assess the gender dimensions of WASH needs of Syrian refugees in Za’atari and Azraq Refugee Camps. This helps to ensure that WASH sector interventions are relevant and address the WASH needs of women, girls, boys and men. The gender analysis was also designed to identify issues arising from impacts of existing WASH programs in the camps, gaps between men and women in participation and representation, the gaps in capacity and awareness, and identify solutions such as affirmative action, training, and targeted programs to redress inequality.

The objective of the gender analysis is to generate gender related data/information for sector program design, implementation, monitoring and evaluation. The gender analysis was to also propose solutions to redress inequality and inform the programming of WASH partners as well as the strategic funding of WASH stakeholders.

The specific objectives of the gender analysis are to:

- 1) Analyze refugee population demographics.
- 2) Assess the current water, sanitation and hygiene practices of the refugee population.
- 3) Identify cultural aspects of the refugee population in relation to WASH.
- 4) Establish what needs to be considered in the provision of WASH services.
- 5) Review gender Key Performance Indicators (KPIs) in the WASH Sector M&E System.

The gender analysis has shown gender considerations are key to providing better WASH services to Syrian Refugees in camps in Jordan. The biggest difference in water usage within households, is adult women using and needing more water than other members, as they are the primary responsible for the management of water resources and for sanitation and hygiene at the household level. This underscores the centrality of women to WASH in refugee households and community.

A common concern among refugees is that of inadequate water supply and poor sanitation in the camps, especially during summer, which affects cleanliness generally. Women and girls need more sanitary and body care materials such as sanitary pads and soap.

Although in Za’atari the majority of the households have their private toilet, still some of them do not have locks. In Azraq all the households share toilets. This poses risks for the privacy and security of female household members from incidents of sexual and gender-based violence (SGBV). The lack of shared toilets and shared water tanks is considered a huge issue by the refugees in Azraq. They feel it negatively influences their life, especially the life of female household members.

Although men are reportedly skilled in O&M of WASH facilities, they need materials to do maintenance. Other respondents expressed need for wider community training including women on maintenance so they know the basics of how to identify and deal with any malfunctioning of a WASH facility.

The analysis noted the unique needs of elderly and disabled persons of both genders for WASH services. In most cases both groups need considerable amounts of water/water tanks, diapers, special toilets, and wheelchairs to aid in mobility.

The following recommendations are made for the WASH sector partners and stakeholders.

Recommendation	Za’atari	Azraq
Amount of water per household should be increased in summer time and decreased in winter time	X	X
Public water tanks for women, girl and other vulnerable people should be installed		X
Amount of water for elderly and disabled people should be increased	X	X
Shower spaces should be separated from the latrine spaces in public WASH facilities to provide privacy		X
WASH facilities, especially toilets, should be suited to different type of disabilities, by for example replacing squat pans with actual toilets	X	X
All toilets, both public and private, should be provided with locks	X	X
Men should be provided with materials to undertake repair and maintenance work	X	
Public toilets need to be provided with lights		X
If possible, private tanks and private latrines should be installed, especially for elderly and disabled people		X

Sessions about menstrual hygiene practices should be provided, particularly for adolescent girls in schools	X	X
Accessibility to sanitary pads, easy disposal and knowledge should be improved	X	X
Community trainings for WASH facility maintenance for both men and women	X	
Continue producing CFW and IBV positions in the WASH sector	X	X
The collaboration in between the WASH sector and other sectors, namely the Protection and Livelihoods sectors, should be strengthened to mitigate the risk of gender-based violence and the increasing exposure of women and girls in the social and economic life	X	X

1. Background

The protracted Syrian Crisis, in its sixth year, has resulted in neighbouring countries of the Syria – Jordan, Lebanon and Turkey – host approximately 4.8 million refugees. In Jordan, almost 1.3 million Syrians¹, of which 655,833 are registered as refugees² (as of September 2016), reside and share the already scarce resources and social services fundamental to meet the basic needs of human beings. Jordan is now reported to be the second water-poorest country in the world³ and has gone through an increasing demand for water due to the rapid influx of Syrian refugees in the past five years.

Being able to access to water, sanitation and hygiene is essential for maintaining life, health and dignity. In emergencies, such as the current Syrian crisis in Jordan, when adequate and appropriate WASH services are not available, major health hazards and protection related risks can easily arise. The increment of water and sanitation facilities to match the new needs will not by itself guarantee of their optimal use or of the desired impact on public health.

Considering the fact that 50.6 percent of the refugee population is composed of women⁴, gender equality and changes in gender relations in terms of access to and control over water, sanitation and hygiene are progresses that are to be made. In order to do so, understanding traditions and cultural practices and the impact of traditional gender relations is absolutely essential in assessing, designing, implementing, monitoring and evaluating water, sanitation and hygiene interventions that are effective, safe, do no harm and contribute to restore the dignity of the female and male refugees⁵.

Poor sanitation, water scarcity, poor water quality and inappropriate hygiene behaviour are also major causes of mortality for children under five in regular times, and highly increase during emergencies. Disease spreads quickly in cramped spaces with limited ventilation, where hand-washing facilities or soap are not available, and where toilets are in disrepair. Thus, the provision of adequate and accessible water, sanitation and hygiene for Syrian refugees should be given due attention in a gender and age sensitive manner.

This report focuses on the gender dimensions of the WASH interventions in Za’atari and Azraq Refugee Camps in Jordan which host more than 133,000, equivalent to 21% of all Syrian refugees registered in Jordan. The two camps are located in Mafraq directorate where demand for water resources increased by 40% compared to before the crisis⁶.

¹ Government of Jordan, “2015 Jordan Population and Housing Census”, February 2016

² UNHCR, “External Statistical Report on UNHCR registered Syrians”, 30 September 2016

³ The Jordan Times, “Jordan world’s second water-poorest country”, 22 October 2014

⁴ Ibid

⁵ IASC, 2006

⁶ Government of Jordan, “National Water Strategy 2016 – 2025”, Ministry of Water and Irrigation

2. Purpose and Objectives

The purpose of the gender analysis is to assess the gender dimensions of WASH needs of Syrian refugees in Za’atari and Azraq Refugee Camps. This helps to ensure that WASH sector interventions are relevant and address the WASH needs of women, girls, boys and men. The gender analysis was also designed to identify issues arising from impacts of existing WASH programs in the camps, gaps between men and women in participation and representation, the gaps in capacity and awareness, and identify solutions such as affirmative action, training, and targeted programs to redress inequality.

The objective of the gender analysis is to generate gender related data/information for sector program design, implementation, monitoring and evaluation. The gender analysis was to also propose solutions to redress inequality and inform the programming of WASH partners as well as the strategic funding of WASH stakeholders.

The specific objectives of the gender analysis are to:

- 6) Analyze refugee population demographics.
- 7) Assess the current water, sanitation and hygiene practices of the refugee population.
- 8) Identify cultural aspects of the refugee population in relation to WASH.
- 9) Establish what needs to be considered in the provision of WASH services.
- 10) Review gender Key Performance Indicators (KPIs) in the WASH Sector M&E System.

3. Methodology

The approaches used for this gender analysis were literature review, Focus Groups Discussions (FGDs) and Key Informant Interviews (KIIs). Both quantitative and qualitative information were extracted from documentations on WASH projects/programs and Gender/WASH. Primary data was collected through a qualitative data collection tool (see Appendix 1 for Questionnaire) designed by the Gender Focal Points. Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs), led by the AMEU team of ACTED, were held with women and men aged in between 18-40 in Za’atari and Azraq refugee camps. Below is the schedule of the conducted data collection.

Method	Date	Location	Respondents
FGD	24-25 April 2016	Za’atari refugee camp	3 female groups 3 male groups
KII	October 2016	Za’atari refugee camp	1 female, 3 male interviewees
FGD	5 May 2016	Azraq refugee camp	2 female groups 2 male groups
KII	5 May 2016	Azraq refugee camp	3 female, 3 male interviewees

3-1. Constraints and Challenges

The Gender Analysis was conducted while Za'atari and Azraq camps went through changes of contexts and WASH service provisions. Under these circumstances the primary data may not capture the feedbacks of refugees toward the latest WASH interventions in the camps.

4. Context Analysis⁷

Since the outbreak of the Syrian Conflict in 2012, thousands of Syrians have taken refuge in Jordan in urban areas and various refugee Camps. This Gender Analysis will be based on the situations in Za'atari and Azraq refugee camps. A number of actors are currently involved in the delivery of WASH services in these two camps, including: ACF, ACTED, JEN, LWF, Mercy Corps, NRC, OXFAM, UNICEF, UNOPS, World Vision.

4-1. Za'atari Camp

Za'atari Refugee camp lies 10 km south of the Syrian border in Mafraq governorate. It was established in the summer of 2012 as a response to the many thousands of people fleeing conflict in Syria and seeking refuge in Jordan. As of November 2016, the camp has a population of 79,979 people, living in 12 camp districts. Of the total population 50.1% are male and 49.9% are female of which 56% are children, 41% are adults and 3% are elderly. Za'atari Camp is managed by the Syrian Refugee Assistance Directorate (SRAD) who delegates responsibility to the United Nations High Commissioner for Refugees (UNHCR).

The design of Za'atari camp prohibits autonomous resource use by refugees, particularly to meet their water and sanitation needs. Therefore, refugees are dependent on humanitarian partners for the supply of portable water. Maintaining water supply through water trucking is expensive due to the reliance on external boreholes for water provision. While longer term sustainability concerns in relation to aquifer depletion cannot be addressed through the act of drilling water from the same aquifer at a different location, reducing the costs of water delivery to the camp has been considered a key priority by the WASH partners. In order to support the move to cost-effective solutions, two boreholes were drilled in Za'atari camp in 2013 and a third internal borehole opened in April 2015. This decreased the reliance on external water trucking in Za'atari and hence the overall running costs. Eventually the construction of the water network, which is to complete in 2018, will help reduce the overall cost of delivering water to the refugees.

Following the stabilization of essential sectors and services the camp transitions out of emergency meaning attention must be paid to cultural, social, and communal development projects.

⁷ UNHCR data portal

4-2. Azraq Camp

As of November 2016, Azraq camp is hosting 34,886 individuals (including 13,203 individuals in village 5). The total registered population in the site, including those currently absent from the camp is 53,838 individuals. Of the total population 51.05% are female and 48.95% are male and 57.60% of the total are children and 42.40% are adults. From the total population 21.27% are under 5 years old and 0.81% were identified by UNHCR as elder persons at risk. There are 1,222 people with disabilities living in the camp of which 36.6% are children. Females head 33.17% of the households and males head 66.83% of the households.

With the mass arrival of refugees from the Berm between March and June 2016, it has become evident that there is a critical need for rapid improvement of WASH infrastructure in Azraq camp where these refugees are transferred. It is essential to improve existing infrastructure to address specific vulnerabilities presented by groups such as women and girls. Though basic WASH standards are currently met in all the areas of the camp, very poor levels of hygiene and ill-adapted infrastructures have led to the spread of communicable diseases such as diarrhoea, hepatitis A, flu, fever, chickenpox, head lice, scabies. Of particular concern are the 295 cases of hepatitis A that have been reported in the camp since July 2015. Residents in the densely populated areas of Village 2 and 5, are particularly susceptible to the spread of diseases.

The design of Azraq camp prohibits autonomous resource use by refugees, particularly to meet their water and sanitation needs. Therefore, refugees are dependent on NGOs and other humanitarian partners for the supply of clean water.

The following WASH services are currently delivered in Azraq and Za'atari camp in 2016:

WASH activity	Za'atari	Azraq
Providing safe water through water trucking to the communal/private WASH facilities;	X	X
Establishing the following sustainable infrastructure:		X
Water Network phase II extension to household;	X	
Pipeline extension from borehole to storage reservoirs;	X	
Increase in number of water points and thus additional network;		X
Water quality monitoring;	X	X
O&M of water supply (boreholes).	X	X
O&M of water network	X	
Water trucking through YWC/WAJ and IP;		X
Improve access to safe water in public schools, child friendly spaces and health facilities based on minimum standards through repair and improvement of water supply facilities;		X
Waste Water Network (WWN);	X	

Waste Water Trucking;	X	X
WASH block maintenance support;	X	X
O&M of WWTP;	X	X
Maintenance of existing sanitation facilities and construction of additional sanitation facilities if required;	X	X
Solid Waste Management;	X	X
Solid Waste project with community involvement i.e. segregation, composting, reuse recycle;	X	X
Repair existing WASH facilities and construction/extension of new facilities school's sanitation, child friendly spaces, public health facilities;	X	X
Hygiene promotion/water conservation campaigns and WASH NFI's;	X	X
Hygiene awareness, kit provision and IEC material produced;	X	X
Vector control.	X	X

5. Findings

5-1. Current Water, Sanitation and Hygiene Practices in Za'atari and Azraq

This section includes data analysis and findings on water usage by females and males; water quality, water quantity and sharing; decision making on water use; water collection, storage and treatment; management of excreta/ urine disposal; management of child hygiene; special needs groups and WASH; WASH committees; and management and maintenance of water and sanitation facilities.

5-1-1. Women manage water in households

In the different FGDs both women and men reported that more water is used by women, as they undertake all the household tasks that require water, like cooking, washing the house and clothes, cleaning the children. Men do not interfere with these tasks and only use water for their personal hygiene.

Sex/Gender	Responsibility for water	Use of water
Women	<ul style="list-style-type: none"> ▪ Manage water at household level ▪ Manage portions of household water ▪ Shared responsibility of fetching water 	Drinking, Cooking, Washing clothes/dishes Bathing, Personal hygiene and sanitation, Household cleaning
Men	<ul style="list-style-type: none"> ▪ Water focal points in districts ▪ Organize water delivery ▪ Members in public committees ▪ Maintain public facilities , e.g. male public toilets ▪ Shared responsibility of fetching water 	Drinking, Personal hygiene and sanitation Cleaning public toilets

	<ul style="list-style-type: none"> ▪ Raise awareness on water issues 	
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5-1-2. Different impression on water quality

Men reported in one FGD in Za’atari that the water quality was good, whereas in all other FGDs the participants reported that the water often had a very strong chlorine smell or that the water had a yellow colour. In several FGDs in Azraq and Za’atari the women and men even reported that they leave the water untouched for two days to get rid of the chlorine smell first. Those who would not treat the water would only use bottled water for drinking.

5-1-3. Role of water collection

In Za’atari camp, there are male community focal points in the districts that appoint each family with a certain amount of water depending on their family size. Each family collects water with jerry cans and anyone in the family will and can collect water; however it seems women tend to be the one who is more available and has the time to do it. There was no mentioning of any sort of community positions related to water collection in Azraq camp, but we could assume the role divisions of women and men are similar to those of Za’atari camp.

5-1-4. Gender roles and responsibilities

The roles and responsibilities with regards to water, sanitation and hygiene practices are gender-divided. In Za’atari men are responsible for the repair and maintenance of public and private WASH facilities and via water committees – which are made up of men – they teach other people in the district about water saving practices. Whereas within the household the women are responsible for managing the water consumption, i.e. the distribution of water between family members and assigning amounts of water for different uses. Interestingly none of the women in any of the FGDs or KIIs mentioned that their responsibilities for WASH in the household reduces the time they have available for education, economic activities and leisure. As in many studies this is seen as a big issue, as a lack of economic independence compromises their empowerment and perpetuates gender inequality⁸.

In Azraq, the women have the same responsibilities, but the men have less of a role in WASH practices, as the NGOs’ are responsible for the repair and maintenance of the public WASH blocks. In Za’atari men agree with doing the repair and maintenance work, and they indicate not needing a training, as they have done this type of work before. However, if they would be provided with materials this would facilitate their work, as currently they have to pay for the materials with their money. Challenges remain for female-headed households in which women are left to do maintenance works or facing risks of having males entering their households.

⁸ WaterAid, WASH and Gender Equality, post 2015 toolkit

Both women and men expressed their desire for (IEC) information about water and sanitation system. Both men and women report to be aware of their responsibility to spread messages promoting good hygiene practices. The assessment did not provide insight into the extent to which the community is spreading these messages.

5-1-5. Toilet safety and privacy

Almost all the refugees in Za'atari have their own toilets. This is one of the stark contrasts with Azraq where none of the households have a personal toilet and public toilets are shared between three families. Although both women and men reported the desire to have private toilets, none of the women raised any challenges they face due to being a woman. Men did not report to wash their hands after using the toilets as compared to women, who in all FGDs reported to wash their hands after having paid a visit to the toilet. Women's practices regarding diapers are known amongst all groups participating in the FGDs: they report that diapers are always put in a plastic bag before being put in the bin. The women reported additionally that they also dispose their sanitary pad in this same way.

5-1-6. Different and additional needs for disabled people

In all the FGD's both men and women raised the issue of disabled people being in need of more water per person, diapers and special toilets that facilitate for different disabilities.

5-2. Cultural aspects influencing WASH practices

The analysis of this section is based on respondents' views on hygiene practices; hygiene status responsibilities; cultural assumptions of water and sanitation; sanitary materials for females; privacy and security of water points and sanitation facilities; safety and security arrangements in sanitation facilities; and how refugee responsibilities and practices have changed after coming from Syria.

5-2-1. Negative impacts of lack of water, sanitation and hygiene materials

According to both men and women in FGDs in Za'atari and Azraq the lack of enough water and sanitation, and hygiene materials – especially in comparison with Syria – affects their relationships with neighbours negatively. Women reported for example, that they would go to another public tank to collect water, whenever their share was finished, as the designated amount is not enough. This causes friction with other families, as their tank is being used by others who are not appointed to this tank.

Back in Syria they never had to think about issues like water management and waste water; these were issue that were solved 'behind the scenes'. Whereas now in the camp, they suddenly have to deal with water collection, saving-mode water consumption and waste water themselves. Both men and women in Za'atari and Azraq feel this has a negative effect on their life.

Besides this relational issue, the lack also affects the hygienic situation of both their households and their personal hygiene, as they are unable to clean thoroughly, due to the limited water and cleaning, sanitary materials available. Women and girls indicated need for more sanitary care and supplies of sanitary pads, shampoo, soap, and body care materials, in addition to more water to keep them clean. As reported in an assessment done in Mafraq in 2012, to not be able to freely access to basic hygiene materials, mainly sanitary pads, negatively affects the dignity of women caused by a feeling of shame⁹. Financially vulnerable women tend to use water and soap as a replacement of sanitary pads¹⁰, which adds physical and mental burden to women.

5-2-2. Lack of safety, privacy and dignity for women

In all the FGDs the refugees mention it leads to physical pains and exhaustion from carrying the water. The women in the FGDs in Za'atari and Azraq mention that the level of safety during water collection is low due to the crowdedness women and girls are sometimes beaten, as the limited water quantity causes stress and conflict between the families, as every family wants to have enough water for their household. The IACS also reports that waiting time at water points increases the risks of violence to women and children¹¹.

According to the male refugees in Za'atari the majority of the households have locks on their private toilets, which provides privacy that they find especially important for women and girls. Whereas the female refugees state that the private toilets do not have doors that can be locked and therefore women and girls feel uncomfortable when using the toilets. These seemingly contradicting comments may be a result of a different perception of what a sturdy lock may look like by women and men. Some households have private toilets but with no privacy as there are no doors, rather, blankets are used as walls to surround the toilet outside the compound. As in Azraq none of the households have their own latrine, women and children feel unsafe using the public latrines, especially at night when it's dark because none of the latrines have lights. Although not mentioned by the women in the FGDs, this might lead to women and girls to 'hold it' or limit their consumption of food and drink to delay the need to relieve themselves, which can increase the chance of urinary tract infections. The shame and indignity of defecating in a public toilet also affects women's self-esteem¹². A study revealed that a high proportion of women, including teenaged girls, and children felt unsafe using the public WASH facilities at night, and also experienced harassment while going to and back from the facilities¹³. Due to a high demand for lighting to be provided, solar power lights were eventually installed in some of the WASH facilities in Za'atari.

⁹ Oxfam GB, Jordan, WASH Sector Gender Analyses, July 2013

¹⁰ Ibid

¹¹ IASC, 2006

¹² International Women's Development Agency and WaterAid, Now we feel like respected adults – Positive change in gender roles and relations in a Timor L'este WASH programme. ACFID, 2012

¹³ Ibid

Particular concerns include ensuring privacy and security, for girls and women in common facilities, and the need to take account of specific needs, such as of small children and young girls in their menstrual period.

5-2-3. Women in social and economic life

The WASH sectors in the camps have produced the majority of Cash for Work (CFW) positions in Za'atari camp and Incentive Based Volunteer (IBV) positions in Azraq camp; and many of them were offered to women. An assessment done in Za'atari identified that 25% of the positions are occupied by women workers – 74% engaged in cleaning streets and offices and another 10% involved in community mobilization. As the three WASH sector partners, ACTED, JEN and OXFAM, contributed to offering 77% of the CFW positions¹⁴, the majority of the female CFW workers were working in the WASH sector. In Azraq camp, ACTED sees more than 20% of the street cleaners occupied by women. Indeed we have seen and continuously seeing a drastic change in the gender roles while women progressively participated in the economic public life.

This active involvement of women in cash earning activities was not the case at the start of the CFW and IBV programs. ACTED, who maintains a 30% ratio of female street cleaners, made effort in transforming the cultural taboos of having women in the public space through continuous awareness-raising and sensitization campaigns to invite women to join the cleaning activities. JEN, who maintains more than 20% of the street cleaning positions for women, targeted vulnerable female headed households as they tended to have less access to cash and had no male family members to object to them working. Female CFW workers are widely accepted in the social and economic life in the camps. Limited access to cash and the prolonged life in the camps have triggered a dramatic shift in the gender roles and responsibilities, and the perception of women entering the labour market.

While it is a welcoming change, we cannot overlook the increasing numbers of public harassment directed towards women who work outside their homes. Further study on protection risks should be identified in cooperation with relevant protection actors.

5-3. Key Performance Indicators

The indicators set to monitor the performances of the WASH sector interventions on Activity Info (2016) are considered to be gender sensitive as, whenever possible, all the indicators measure the numbers or percentages of women, girls, boys and men who had access to respective WASH services. However, with overlaps and discrepancies of data sharing by WASH sector partners, there is a possibility the data obtained from Activity Info may not be reflecting the reality¹⁵.

¹⁴ REACH, Cash for Work Assessment in Za'atari Camp, November 2016

¹⁵ Personal correspondences during October and November 2016

6. Conclusions

The gender analysis has shown gender considerations are key to providing better WASH services to Syrian Refugees in camps in Jordan. The biggest difference in water usage within households, is adult women using and needing more water than other members, as they are the primary responsible for the management of water resources and for sanitation and hygiene at the household level. This underscores the centrality of women to WASH in refugee households and community.

A common concern among refugees is that of inadequate water supply and poor sanitation in the camps, especially during summer, which affects cleanliness generally. Women and girls need more sanitary and body care materials such as sanitary pads and soap.

Although in Za'atari the majority of the households have their private toilet, still some of them do not have locks. In Azraq all the households share toilets. This poses risks for the privacy and security of female household members from incidents of sexual and gender-based violence (SGBV). The lack of shared toilets and shared water tanks is considered a huge issue by the refugees in Azraq. They feel it negatively influences their life, especially the life of female household members.

Although men are reportedly skilled in O&M of WASH facilities, they need materials to do maintenance. Other respondents expressed need for wider community training including women on maintenance so they know the basics of how to identify and deal with any malfunctioning of a WASH facility.

The analysis noted the unique needs of elderly and disabled persons of both genders for WASH services. In most cases both groups need considerable amounts of water/water tanks, diapers, special toilets, and wheelchairs to aid in mobility.

Below are the recommendations for future gender analysis:

1. A gender analysis targeting Syrian refugees living in the urban and rural areas outside the camps should be conducted in order to capture the gender dimensions of the WASH sector assistances in Jordan.
2. A comparison of the progress towards gender equality and changes in gender relations between the Syrian refugees living in the camps and host communities should be done in order to identify differences and commonalities for better programming and gender sensitive approaches.

3. An analysis of the gender needs and relations targeting households headed by females, children and people with disabilities in order to shed light to the special needs of the vulnerable.
4. A follow-up analysis of the gender analysis in Za'atari Camp after the Water and Wastewater Networks are established in order to learn about the pros and cons of installing a sustainable WASH infrastructure.

7. Recommendations

The following recommendations are made for the WASH sector partners and stakeholders.

Recommendation	Za'atari	Azraq
Amount of water per household should be increased in summer time and decreased in winter time	X	X
Public water tanks for women, girl and other vulnerable people should be installed		X
Amount of water for elderly and disabled people should be increased	X	X
Shower spaces should be separated from the latrine spaces in public WASH facilities to provide privacy		X
WASH facilities, especially toilets, should be suited to different type of disabilities, by for example replacing squat pans with actual toilets	X	X
All toilets, both public and private, should be provided with locks	X	X
Men should be provided with materials to undertake repair and maintenance work	X	
Public toilets need to be provided with lights		X
If possible, private tanks and private latrines should be installed, especially for elderly and disabled people		X
Sessions about menstrual hygiene practices should be provided, particularly for adolescent girls in schools	X	X
Accessibility to sanitary pads, easy disposal and knowledge should be improved	X	X
Community trainings for WASH facility maintenance for both men and women	X	
Continue producing CFW and IBV positions in the WASH sector	X	X
The collaboration in between the WASH sector and other sectors, namely the Protection and Livelihoods sectors, should be strengthened to mitigate the risk of gender-based violence and the increasing exposure of women and girls in the social and economic life	X	X

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Appendix 1: Questionnaire of Focus Group Discussion and Key Informant Interviews

1. What are the refugee population demographics?

- Total number of households – disaggregated by sex and age.
- Number of single female- and male-headed families and number of families headed by children (girls and boys).
- Number of unaccompanied children, elderly and disabled. How many women and men affected or displaced?

2. What are the current water, sanitation and hygiene practices of the refugee population?

- What are the levels of knowledge and skills (of women, girls, boys and men) in water, sanitation and hygiene and their relationship to health?
- What are the different uses and responsibilities for water by women, girls, boys and men (e.g. cooking, sanitation); patterns of water allocation among family members (sharing, quantity, quality); decision-making on uses?
- What are the usual means and responsibility for managing excreta and urine disposal; anal cleansing; disposal of children's feces?
- What are the usual means and responsibility for collecting, handling, storing and treating water; means and access for water transportation?
- How are the special needs groups within the refugee community who may require specific support in water, sanitation and hygiene, such as people living with disabilities, identified?
- What is the representation and role of women in camp-based associations, water committees, etc.? What is the gender division of responsibilities for maintenance and management of water and sanitation facilities?
- How were the responsibilities for maintenance and management of water and sanitation facilities divided between women and men in the camp?

3. What are the cultural aspects of the refugee population in relation to WASH?

- What are the hygiene practices and general health of the population? Who is responsible for the hygiene status of household?
- What are the cultural assumptions with regard to water and sanitation activities, for example during menstruation, etc.?
- What types of sanitary materials are appropriate to distribute to women and girls?
- Are water points, toilets and bathing facilities located and designed to ensure privacy and security?
- Are water points safe? Can users (especially women and children) access them safely?
- What types of sanitary materials are appropriate to distribute to women and girls?

4. What are the needs to be considered in the provision of WASH services??

- Who maintains toilets/water points? Who pays the costs associated with maintenance?
- Does the community need training for operation and maintenance, including management?
- Do facilities need to be modified for use by women, children, the elderly and the disabled, or do alternative means need to be provided, such as chamber pots or child-friendly toilets?

Appendix 2: Terms of Reference for the Sector Gender Focal Points Network Inter-Agency Task Force, Jordan (2016)

Background

The Jordan Refugee Interagency Taskforce (IATF) oversees the humanitarian response to people seeking refuge in Jordan away from the crisis in Syria. The responses are organized into the following sectors: Basic Services; Education; Food Security; Health (including Mental Health, Nutrition and Reproductive Health); Protection (including Child Protection, Sexual and Gender-Based Violence and Mental Health/Psychosocial); Site and Shelter; and WASH.

Due to the work of the Sector Gender Focal Points Network (SGFPN) and the Senior GenCap Adviser in 2015, the Jordan Refugee Response has become more gender responsive with a continued commitment to mainstreaming gender in sector interventions. The gender marker was applied to the Emergency Response Fund call for applications. A refresher gender training was conducted for SGFPN members. Gender analysis workshop was conducted for the Education Sector and an action plan developed for gender analysis for the WASH sector. Training was conducted with the Nutrition, Mental health, Education, Child Protection, Protection, and WASH sectors on the gender marker and gender issues within their sectors. Seven “introduction to gender mainstreaming” trainings were conducted for field staff in Mafraq, Azraq, and Zatari camps.

The IATF wants to ensure that humanitarian responses do not further perpetuate gender inequalities through the distribution of goods and service provision. Consequently, sectors were requested to nominate gender focal points to assist the sector leads to incorporate gender equality measures into their collective programming. Nominated sector gender focal points are provided with basic training on gender equality measures within humanitarian action. There is at least one gender focal point per sector. The Sector Gender Focal Points are supported by the IASC Senior Gender Capacity Advisor to the IATF and HCT.

It is acknowledged that the role of Gender Focal Points is taken on by agency staff with existing workloads. This role is a vital contribution to the building of the capacities of sectors to identify the distinct needs of women, girls, boys and men seeking assistance and tailor strategies and performance indicators appropriately. It will support the work of the IATF Strategic Action Plan. Consequently the IATF will support and review its operations and the ability of sectors to operate in a gender – inclusive manner.

Main Responsibilities

1. Gender mainstreaming strategy

Support the Sector Lead within their nominated sector to mainstream gender into the Sector Response Plan. This should include gender analysis within situation analyses and a clear disaggregation of the gender needs of refugees, which will be monitored and reported on.

2. Technical Support within Sector Meetings

- Advocate for the inclusion of gender issues in project formulation, raising relevant gender issues relevant to project;
- Advocate for sector assessments to disaggregate data by sex and age;
- Support the sector to interpret and analyse the differences for women, girls, boys and men and encourage this in order to shape the development of appropriate activities;

- Support the inclusion of gender equality measures (ADAPT ACT C framework¹⁶) in implementation activities and monitoring and evaluation;
- Contribute sector information and analysis to the IASC Senior Gender Advisor to facilitate an overview of gender equality measures in humanitarian action.
- Promote inter-sector linkages for gender mainstreaming.

3. *Capacity Development*

- Identify the needs of colleagues for information and training in gender equality mainstreaming;
- Support the Sector Lead and the Senior Gender Advisor to develop and deliver sector-appropriate gender in programming workshops and training in the Gender Marker;
- Encourage staff to raise gender equality issues in the sector;
- On a needs basis, the IASC Senior Gender Advisor to visit with agencies to assess the gender-responsiveness of the implementation of project activities.

4. *Knowledge Management*

- Participate in IATF's Sector Gender Focal Point Network;
- Share information and experiences with the Sector Gender Focal Point Network.

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¹⁶ **ADAPT ACT C** stands for: **A**nalyze gender differences; **D**esign services to meet needs of all; **P**articipate equally; **T**rain women and men equally; **A**ddress GBV in sector programmes; **C**ollect, analyse and report sex- and age-disaggregated data; **T**arget actions based on a gender analysis; **C**oordinate actions with all partners.