

Jordan Winterization Report 2017



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A Syrian family in Amman, who through cash assistance were able to purchase gas to keep warm in freezing temperatures

As part of efforts to assist the most vulnerable refugees in Jordan during the winter months, **UNHCR provided \$34.8 million in cash to over 235,000 refugees (56,000 families) of all nationalities living outside camps.** In addition, nearly **115,000 Syrian refugees (24,000 families) in the two camps of Zaatari and Azraq** also received a cash payment to buy winter materials. This assistance was supplemented by distribution of items such as insulation materials, gas cylinders, and shelter repairs in both camps.

Cash assistance targeting equated to 42% of the Syrian population, 19% of Iraqis, 98% of Yemenis and 78% of other nationalities. Overall, UNHCR was able to deliver assistance worth just over **\$40 million** for the winter months, thanks to strong donor support at a crucial time.

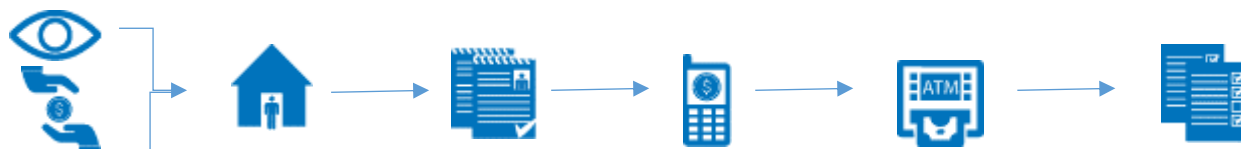
2017 Winterization Cash Support for Syrian Refugees

48,149 Syrian refugee families supported

\$29.8 million USD distributed in 2017

42% Of all registered families received winterization

Figure 1: How Winterization Cash Assistance Works



1. Refugees are registered and irises captured.
2. Donors provide funding.
3. Home visits are conducted to assess vulnerability.
4. Families on the UNHCR cash waiting list are selected for winterization assistance.
5. Text messages inform beneficiaries when the cash is available for withdrawal.
6. No card. No pin. Beneficiaries are identified by their iris and withdraw money from an ATM.
7. UNHCR conducts post-distribution surveys to measure the impact of the winterization programme.

WINTERIZATION SUPPORT

Over 48,000 Syrian families were identified as eligible for one time winterization cash assistance from UNHCR. These families were identified through vulnerability criteria designed to include families beyond only those currently receiving cash assistance. Families who are deemed vulnerable but because of funding shortages cannot currently be assisted with monthly cash assistance were prioritized as the neediest for assistance. The families targeted meet both poverty and fragility criteria to receive assistance, and thus received one-off winterization support totalling more than \$29.8 million. Families received either the full package (Tier1) or partial package (Tier2). The full package aims to cover the cost of purchasing a heater, gas bottle, gas refills, and blankets. The partial package aims to cover the cost of purchasing gas refills, and blankets.

Figure 2: Full package (T1) and partial package (T2) in Jordanian Dinar (JOD) By Family Size

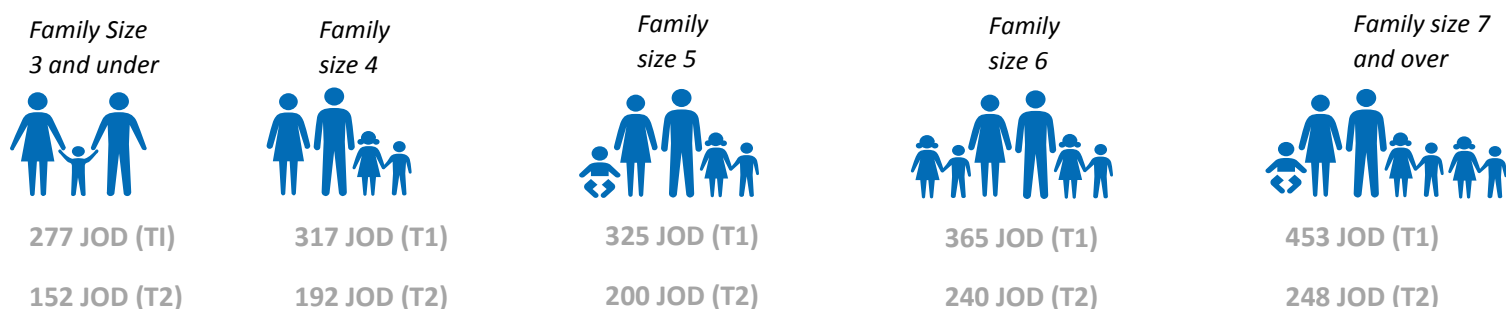
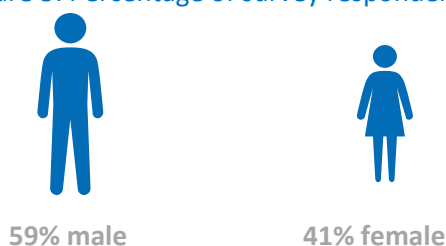


Figure 3: Percentage of survey respondents by gender



PDM SAMPLE

Based on a 95% confidence interval and a 6% margin of error, a random sample of 283 families on the winterization list were interviewed. The sample population reflected the geographic distribution of monthly cash assistance waiting list beneficiaries, with an average family size of 5 people.

FINDINGS

Winterization Needs: UNCHR consistently distributes its cash assistance in November and December, usually just prior to the heavy rains and cold temperatures in Amman. Seventy-six percent of beneficiaries stated that the assistance was delivered at the right time, in order to prepare for winter. As temperatures reached freezing, the population of severely vulnerable refugees stated they would have been unprepared for the cold weather without the additional assistance. During the follow-up with beneficiaries, nearly half of refugees stated they were harmfully affected by the bad weather. Damp walls, water leaks from roofs and windows, and damage to the interior of apartments led to weather-related illnesses, and the destruction of household items such as bed mattresses (*farshas*) and blankets.

Forty-nine percent of families receiving UNHCR’s winterization cash assistance were able to meet their basic needs for the winter. Seventy-six percent reported the winter assistance was provided at the right time. The majority of families were able to purchase heaters, gas canisters and gas refills to keep their house warm after receiving the winterization assistance.

Market Availability: Almost all respondents (95%) were able to find items to protect them from the cold at local markets. A small percentage reported that they were not able to find winterization items (5%).

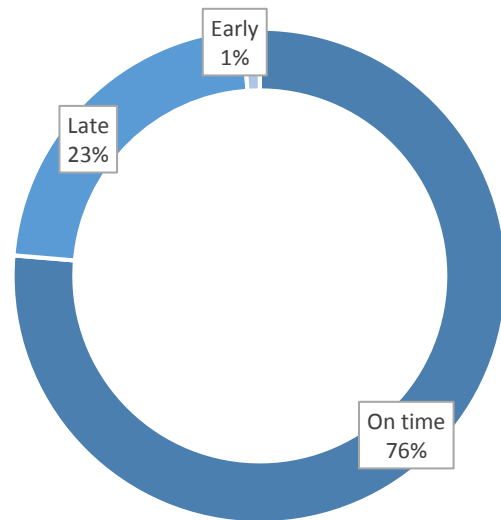
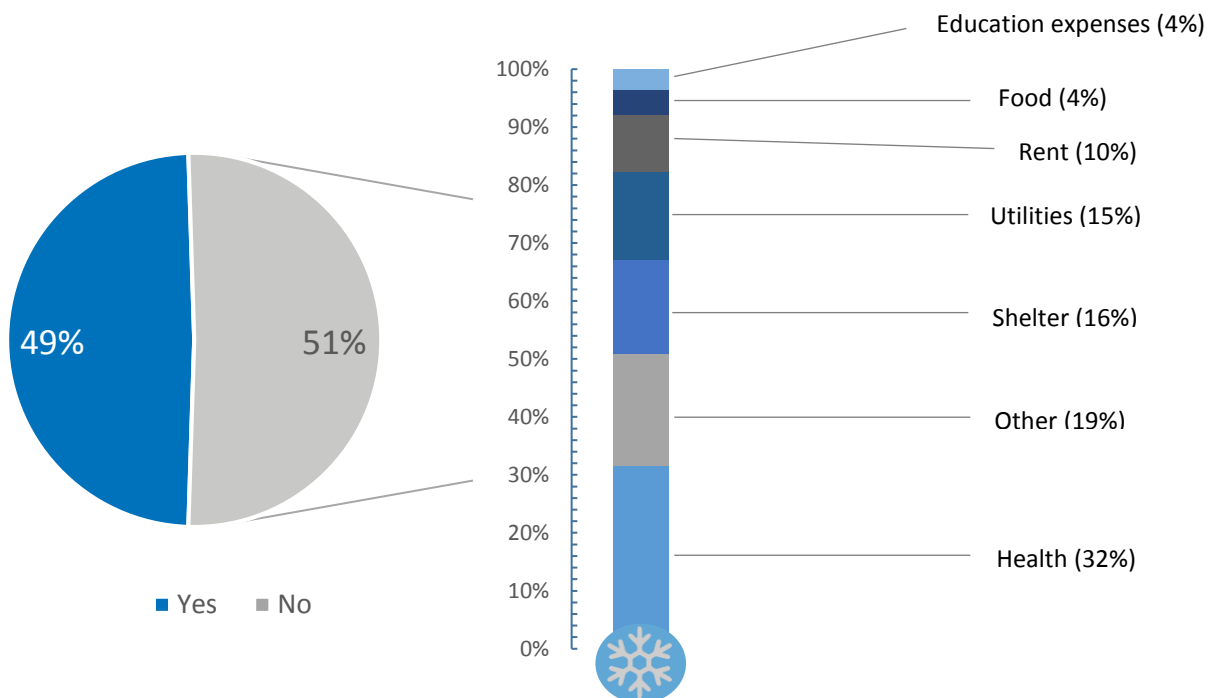


Figure 4: Winterization assistance timing

Figure 5: Needs met by winterization support (Syrian)



Use of Winterization Support: The vast majority (94%) of beneficiaries reported the cash assistance received help them to buy winter-related items with heating accounting for the majority of expenditure (65% gas cylinders, gas refills, and heaters). Twelve percent of the assistance was spent on warm clothes and just over one in eighteen families used the support for something other than winterization including health-related expenses, debt repayment, cooking fuel, and food.

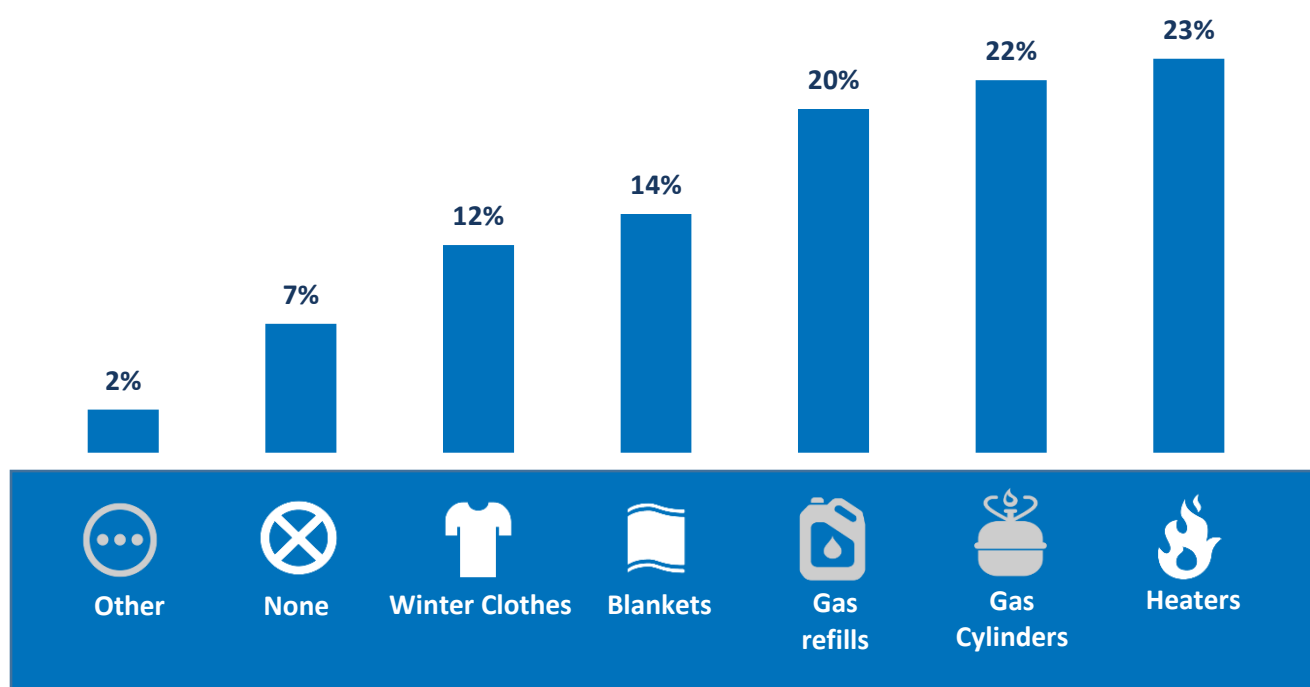


Figure 6: Main use of winterization cash support (Syrian)



2017 Winterization Cash Support for Non-Syrian Refugees

13,354

Non-Syrian refugee families supported

\$7 million USD

Distributed in 2017

65%

Of all registered families received winterization

WINTERIZATION SUPPORT

13,354 non-Syrian families identified as highly or severely poor, were eligible for winterization. Due to additional funds received in the 4th quarter, UNHCR was able to assist 100% of these families. Winterization support totalled almost \$7 million USD.

PDM SAMPLE

Based on a 95% confidence interval and 6% margin of error, a random sample of 277 families, with an average family size of 3.8 people, were interviewed. Twenty percent of respondents were female and 80% male. The sample population reflected the geographical distribution of cash assistance waiting list beneficiaries.

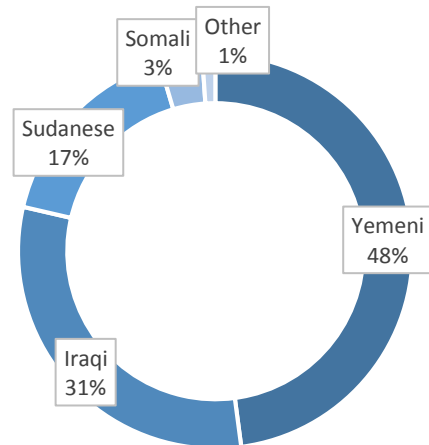


Figure 7: Beneficiaries by Country of Origin (Non-Syrian)

FINDINGS

Almost all non-Syrian refugees stated that the one time-winterization assistance helped them to buy winter-related items (90%). However, less than half (40%) found the assistance sufficient to meet their basic needs. For a majority of families, the accumulation of unpaid rent and debt meant that the amount received was insufficient to cover these pressing expenses in addition to the required purchases for winter, i.e. heaters, fuel canisters, fuel refills and plastic sheeting. Twenty-nine percent of families were unable to cover health-related expenses during the winter months.

Similar to the Syrian respondents, the non-Syrian respondents stated they were able to find needed winterization items in the market (95%) and a minority (5%) only were not able to find what they needed to prepare for winter.



49%

Were harmfully affected by the bad weather



85%

Used the assistance for winter-related items



94%

Winterization items were available in the market



66%

Winter assistance provided at the right time

Summary of Winterization Cash

For winter 2017-2018, UNHCR targeted 219,075 Syrian refugees (48,149 families) and 26,802 refugees of other nationalities (26,802 families). Cash is uploaded in a given month, and for any money not withdrawn this is reconciled in the following month. For those who do not withdraw, UNHCR tries to contact those concerned several times. If contact is not possible, and there is time before the end of the year, the cash assistance can be re-targeted within the year. If funds are received late in the year, rather than at the start of winterization assistance in September, re-targeting is not possible.

Of the 245,877 individuals targeted to receive winterization assistance, 10,049 individuals (4,601 families or 6%) did not pick up cash assistance totaling \$1,986,907. This was broken down as 4,578 Syrian refugees who did not collect, equating to 2% of the Syrian refugees targeted. For other nationalities, 5,471 refugees did not collect assistance, equating to 20% of the refugees targeted. Overall, 94% of cash assistance reached the intended beneficiaries, equal to \$34.8 million in cash assistance to those living outside camps.

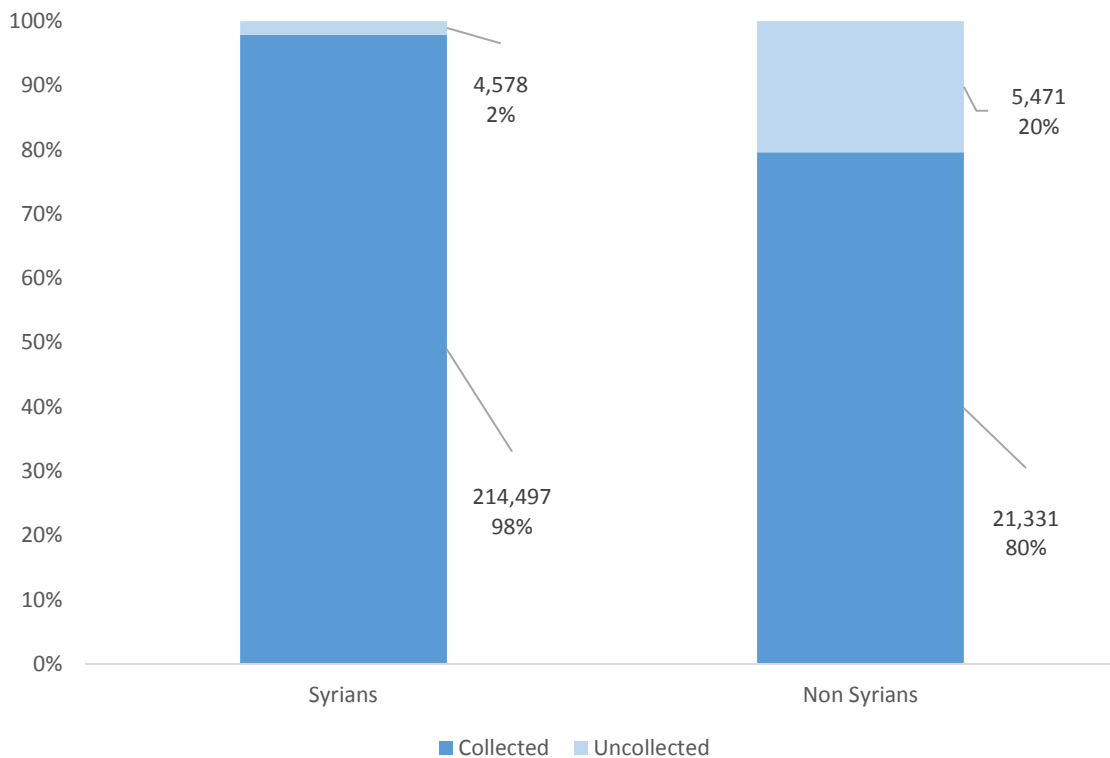


Figure 8: Collected and uncollected cash assistance for Syrians and other nationalities

For those who did not pick up assistance, repeated attempts to reach the families were undertaken. Late receipt of funds to provide winter assistance in 2017 meant that the funds could not be reconciled and re-loaded to new families before the end of the year, re-enforcing the need for early provision of funds ahead of the winter season to enable more time to reach out to communities and re-utilize funds not distributed. Non Syrian refugees in particular have more limited access to services and more limited funding is available to provide for example monthly cash assistance – for some winterization may be the only form of assistance they can access. UNHCR continues to advocate for the One Refugee approach, i.e. ensuring that all refugees, regardless of nationality, can access the same level of services, noting that some refugees may be tempted to move on from Jordan due to these difficulties. Of those who did not pick up assistance, the breakdown by nationality was as follows:

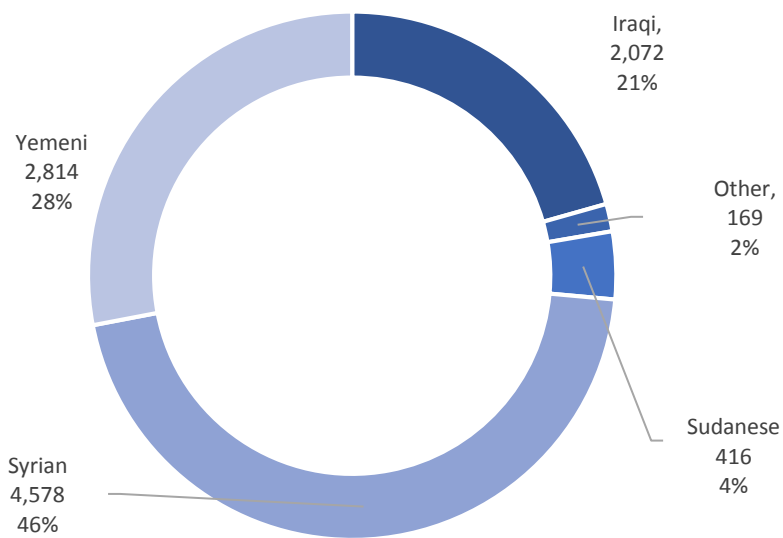
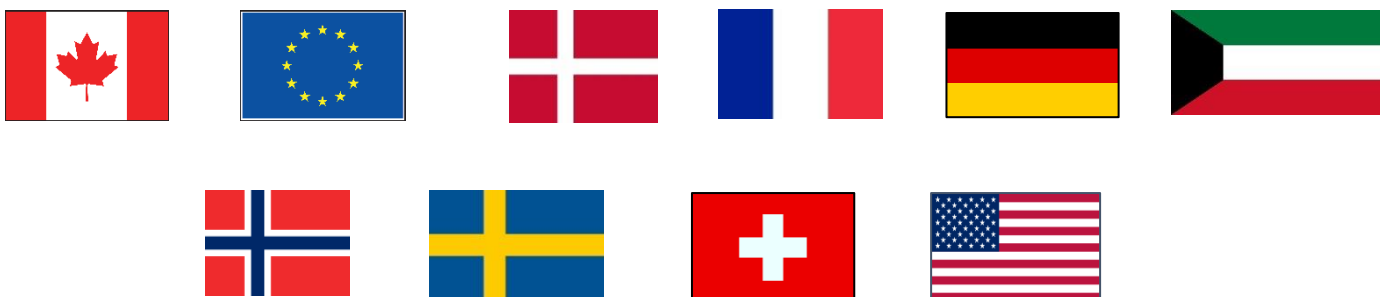


Figure 9: Uncollected cash assistance by nationality

ACKNOWLEDGMENTS

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For More Details on UNHCR’s Winterization Efforts in Jordan, please contact: joramextrel@unhcr.org