



# SEALING OFF KITS

**Annex**

## **Post-Distribution Monitoring Report Sealing-off-Kits**

**Country: Jordan**

**Governorates: Amman, Zarqa, Jarash & Balqa**

**Period: December-April 2014**



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# 1. PU-AMI

## 1.1. PU-AMI

In April 2011, Première Urgence and Aide Médicale Internationale have merged to provide a better and more comprehensive response to the fundamental needs of the underserved populations. Founded in 1992, Première Urgence has intervened in more than 38 countries to support victims of humanitarian crisis through emergency aid, reconstruction, rural development and economic recovery activities. For more than 30 years, Aide Médicale Internationale has developed projects in 33 countries in order to implement or reestablish access to health care for deprived and isolated populations through medical, training and capacity building activities. PU-AMI's vocation is to defend the fundamental rights of people as defined in the Universal Human Rights Declaration of 1948, and to provide direct assistance to people suffering from natural or economical catastrophes and from armed conflict. Our commitment is to restore the autonomy and dignity of the victims so that they may regain control of their lives, and to guarantee the protection of their inalienable universal right to healthcare.

## 1.2. PU-AMI IN JORDAN

PU-AMI is a non-governmental, not-for-profit organization working in the field of international solidarity. PU-AMI is a non-religious and apolitical organization with the objectives of providing direct assistance and contributing to the empowerment of the populations. Bringing a close attention to those who do not have access to humanitarian aid, PU-AMI provides them with aid regarding the following principles: Humanity, Impartiality, Independence, Accountability, Adaptability, Transparency, Cooperation and Partnership, Involvement, Dialog, Initiative and Trust. PU-AMI is currently working in 19 countries, providing humanitarian aid to the most vulnerable population through medical, nutrition, water and sanitation, economic recovery, rehabilitation, education and shelter programmes.

Pro-active on the Syrian crisis, PU-AMI has been present in Syria, Lebanon, Jordan, Iraq, Iraqi Kurdistan, Palestine, Yemen and Egypt since many years. PU-AMI has been operating in Jordan since 2003 with the Iraqi remote control mission, since 2011 through a regional representation office and since October 2013 regarding the Syrian crisis.

PU-AMI has led multiple in-depth multisectorial and medical needs assessments in Jordan (Zarqa and Amman governorates), in order to identify and better respond to the needs of the Syrian crisis-affected populations. In 2013-2014, PU-AMI implemented two projects, funded by

ECHO: in the shelter sector, through the distribution of 1,800 sealing-off kits (SoK) to Syrian refugees and to the most vulnerable Jordanian households; and in the cash sector through the distribution of emergency cash assistance for the most vulnerable households, in the governorates of Amman, Zarqa, Jerash and Balqa. These projects benefited to 26,421 Syrian refugees and vulnerable host communities.

### **1.3. CONTEXT**

Since the beginning of the Syrian conflict in March 2011, Jordan is hosting a large number of Syrian refugees, with 589,792 registered refugees as of April 10th 2014; the other countries hosting refugees are Lebanon (1,022,157 refugees), Turkey (712,711 refugees), Iraq (219,579 refugees) and Egypt (136,424 refugees). 80% of the refugees are accommodated outside of camps, amongst the urban refugees. The first response to the refugees' needs was carried out by the host communities alongside Jordan civil society and charity organizations. One of the major consequences of this influx is an increasing of rents. The high rates of rents and the inability to pay on time present a direct threat or risk of eviction leading to: multiple-family occupancy, over-crowding and increasing numbers opting to live in substandard properties. As limited savings are quickly consumed by high rental costs, more families crowd into an apartment that gradually transforms into a shelter below the humanitarian standards. Landlords do not accept that and it triggers secondary displacement from urban to even worse sub-standard shelters. There are also cases of destitution/homelessness and increasing migrations from one area to another in search of affordable accommodation (including to Central governorates such as Zarqa). The highest concentrations being in Amman (25%), Irbid (23%), Mafraq (11%), Zarqa (8%), Balqa (3%) and Jerash (2%). The gaps and needs identified by PU-AMI outreach approach showed that the beneficiaries need to secure and improve their accommodation, on one hand to face the harsh weather conditions, on the other hand to secure the payments of the rent.

### **1.4. OUR PROGRAMS**

PU-AMI is currently implementing a 3 months protection project funded by the CDC in Amman and Zarqa governorate. Through this project PU-AMI will set up 3 community spaces within existing CBOs that have agreed and signed a partnership with PU-AMI. Referral activities, legal awareness and access to basic services information will be provided to the Syrian refugees in these communities. This project will provide complementary protection activities to the shelter

and cash ECHO project, to ensure that the beneficiaries have access safe and sound housing in the Amman and Zarqa governments.

## 2. SEALING OFF KITS

### 2.1. CONTEXT

Due to the pressure on the rental market many refugee families are forced to rent sub-standard housing units which are not protecting sufficiently from the elements. Many of those units require for significant upgrading investments with time consuming interventions. In order to immediately protect people in those dwellings the provision of sealing-off has been encouraged through the RRP6.

Home adaptation/ sealing off kits enable beneficiaries to mitigate damp or mould in properties and reduce airborne moisture condensing on cold walls/ceiling with improved ventilation interventions. It also helps to:

- Temporarily seal off / fill small holes/gaps with foam sealant or crack filler material
- Close gaps in doors and window frames with self-adhesive foam strips
- Fill any missing window/door openings with simple timber frames and with plastic sheeting
- Fix broken ironmongery and lockers on doors and windows
- Enhance thermal insulation of doors, windows and floors with insulation layers of either straw mats or carpets, or plastic sheeting.

In Jordan, PU-AMI assisted 17,208 individuals via the distribution of 1,800 Sealing-off Kits (SoK)

## 2.2. SEALING OFF KIT

As per PU-AMI procedures, a national tender has been launched for the procurement of the SoK items as follow (prices list annexed):

### **Lot #1 Tool And Accessories**

- |                              |                                     |
|------------------------------|-------------------------------------|
| 1. Fabric Wire Mesh          | 11. Paint Tape                      |
| 2. Transparent Plastic Sheet | 12. Glass Paper                     |
| 3. Silicon Tube              | 13. Plastic Tarpaulin ( Heavy Duty) |
| 4. Acrylic Glazing Putty     | 14. Construction nails              |
| 5. Timber Strips             | 15. Hammer                          |
| 6. Plastic Rubber For Doors  | 16. Rubber rope for the curtains.   |
| 7. Painting Paste            | 17. Metallic gun ( for the silicon) |
| 8. Moisture Proof Paint      | 18. Scraper                         |
| 9. Paint Brush               |                                     |
| 10. Paint Roll               |                                     |

### **Lot #2 Textiles**

19. Under layer polyethylene sheet.
20. Carpet
21. Fabric curtain

SoKs were distributed with the support of Local Partners (CBOs, Youth Clubs) with the agreement of municipalities and Directorates of Social Development (DoSD). Distribution places were easily accessible and centrally located for the beneficiaries.

Before the distribution, all beneficiaries have been called to let them know about the distribution location in their community.

Syrian Beneficiaries were also asked about any possible problems the kit may raise with their landlords (Increase of rents). If so, the beneficiary was asked the authorization to call the landlord. If the beneficiary accepted, the Landlord is called to explain the purpose of the SoK and how his property would be improved. When possible, a meeting is arranged to make sure the Syrian tenants would not be evicted and that no increase in rent would occur.

# 3. RESULTS OF POST DISTRIBUTION MONITORING

## 3.1. OBJECTIVES

The Objectives of PDM are:

- To reinforce accountability: checking whether the agreed number and type of SoKs were actually distributed or whether diversion of assistance took place.
- To improve programming: measuring whether the SoKs distributed were the most appropriate type of assistance, and therefore whether SoKs packages should be adjusted or whether alternative assistance should be provided. In order to do so, PDM asks beneficiaries their views on the quality and usefulness of the items received; whether they would have preferred other items; and verifies the actual use of the items - Whether they kept, gifted, sold, or exchanged the items. PDM checks whether items were sold to buy other types of assistance - informing about gap analysis.
- To improve SoKs distribution methodologies: identifying strengths and weaknesses with the aim of making improvements in future distributions. PDM checks whether beneficiaries were provided accurate and timely information; how long they waited to receive their items; and asks them their opinion on how the distribution was organized.
- To identify and prevent protection risks: monitoring whether SoKs distributions created protection risks for the beneficiaries. PDM asks whether beneficiaries had items stolen; whether there were security incidents during or after the distribution; whether indirect expropriation took place, including landlords raising rents and payments being demanded to be placed on distribution lists. PDM may also flag whether there have been cases of sexual exploitation and abuse.

## 3.2. METHODOLOGY

### a. SUFFICIENT SIZE SAMPLE

Sample size is based on statistical calculations, and is not just a question of selecting a percentage of the total SoK beneficiaries to interview. To achieve a reliable level of accuracy (confidence interval of 5 and confidence level of 95%) concerning a total population of 1,800 SoK beneficiaries, then the minimum sample size is 316 interviews.

So, 316 is the sample size out of the 1,800 approved kits which is the minimum recommended size of our survey. Regarding to the beneficiaries' nationalities we divided the sample into 70% for Syrian which equal 221 Syrians and 30% Jordanian which equal 95 Jordanians. We are more likely to get a correct answer than we would from a large sample where only a small percentage of the sample responds to our survey.

## b. PU-AMI DECIDED TO USE STRATIFIED SAMPLING

The ability to use stratified sampling depends on how much detail is in the Beneficiary List. Some Beneficiary Lists may be misleading. For instance, we may want to understand how gender of the head of household, vulnerability and disabilities cases, affects the results. Sometimes the locations of the distribution areas plays important role in affecting the results. Thus, winters in Jerash & Balqa are less harsh than in Amman and Zarqa, results can therefore be different.

In PU-AMI random stratified sample, the total beneficiary population has been subdivided into groups (e.g. by gender, by distribution site ...) called strata, before proceeding with sample random selection in each group. PDM results can be explained by specific population characteristics for instance, if beneficiary gender or site location can affect access to SoKs or explain differences in use of SoKs.

## 3.3. DESTINATION OF DISTRIBUTED ITEMS

### a. Organization of the Distribution Process

The distribution process has been qualified as satisfactory as 96% of the beneficiaries stated the distribution process in all points went very well and smooth.

Beneficiaries delivered their kits from the distribution point to their accommodation by renting a small truck for 2.5 JOD on average.

A PSEA 'board' was in place and visible by all beneficiaries to remind that the distribution is free and that no counterpart is required. A specific phone number was also displayed to signal any abuse.

PU-AMI employees made sure all SoK Donation receipts were signed by all the beneficiaries.

Along with the SoK items, beneficiaries were also provided with manuals (available on the UNHCR sharing portal) on how to use the SoK. Pictures with self-explanatory gestures were displayed for beneficiary who may not be able to read.



Picture 1: A PSEA 'board' is in place on every distribution site

PU-AMI hotline was also provided. Any technical assistance could be provided by phone and work assistance could also be required. For beneficiaries with specific needs, PU-AMI provided work assistance for the proper installation of the SoK items.

#### **b. After distribution**

2 weeks after each distribution, a monitoring visit was organized by M&E officer with support from external surveyors to check whether the items have been used and if any support was required.

Partner CBOs received 'Maintenance Tool box' with extra items from the SoK and additional tools and consumables. CBO volunteers have been trained, so that beneficiaries and other community members can receive assistance and maintenance advice through the local CBOs.

#### **Registered with UNHCR**

Through 316 beneficiaries assessed during the PDM, 214 assessed beneficiaries were Syrians; 99% were registered with UNHCR.

### **3.4. USE OF THE KIT**

#### **SoK if used completely, partially or not used at all**

67% of the respondents reported that they used the kit items partially or completely; most of the items used were the fitted-carpet, the polyethylene and the wire mesh. Consumable items were very used as most of the respondents said they can use these consumables for all the housing maintenance.

Out of the 316 SoK beneficiaries assessed, 53% (168 respondents) of the beneficiaries have used partially the SoK 2 months after the distribution. 14% of the beneficiaries assessed used the kits completely, whereas 33% (105 respondents) did not use the kits at all.

Some of the items were not used completely. For instance, the paint canisters were not used during the cold weather as the walls were wet. Painting was therefore postponed for the summer season. The plastic sheeting and the heavy duty tarpaulin were not used completely by most of the respondents.

From these 105 respondents who did not use the kits at all, 74% of them received the kits from late February to April, which is too late for proper use. However, out of these 105 respondents, 96 had still the kits at home, explaining they may use the items for next winter or they have not used the items because they plan to move to another place and plan to take the items with them.

PU-AMI team will monitor before winter 2014/2015, if beneficiaries still have the kits and if they plan to use it again for the coming winter.

It is substantial to distribute the SoK just before winter in order for the beneficiaries to use the full potential of the items. MoPIC approval must be anticipated as much as possible and derogation for the procurement process may also be a possibility to accelerate the distributions.

43 respondents (13% of the beneficiaries assessed) mentioned they have sold some of the items or the complete kit. The main reasons are to pay rent and to pay for medical treatment (see below). These data correlate with the Emergency Cash Assistance Post-Distribution Monitoring results.

### Satisfaction from the quality of the items

Through its procurement procedures, PU-AMI launched a tender in order to buy the best quality items at the best prices.

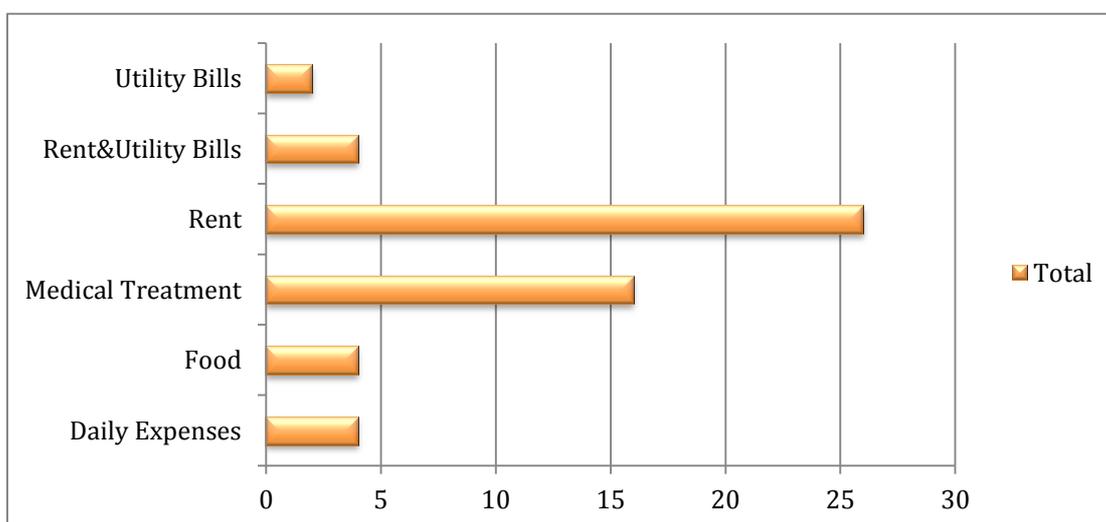
98% of the beneficiaries were satisfied with the quality of the items provided.

### Sold, shared, exchanged and borrowed SoK items

13% of respondents reported they sold some of the SoK items. 6% reported that they shared items.

The main reasons were that they had the same items in their houses; beneficiaries stated they also exchanged items between each other who received the kits (e.g. exchanged fabric with paint canister)

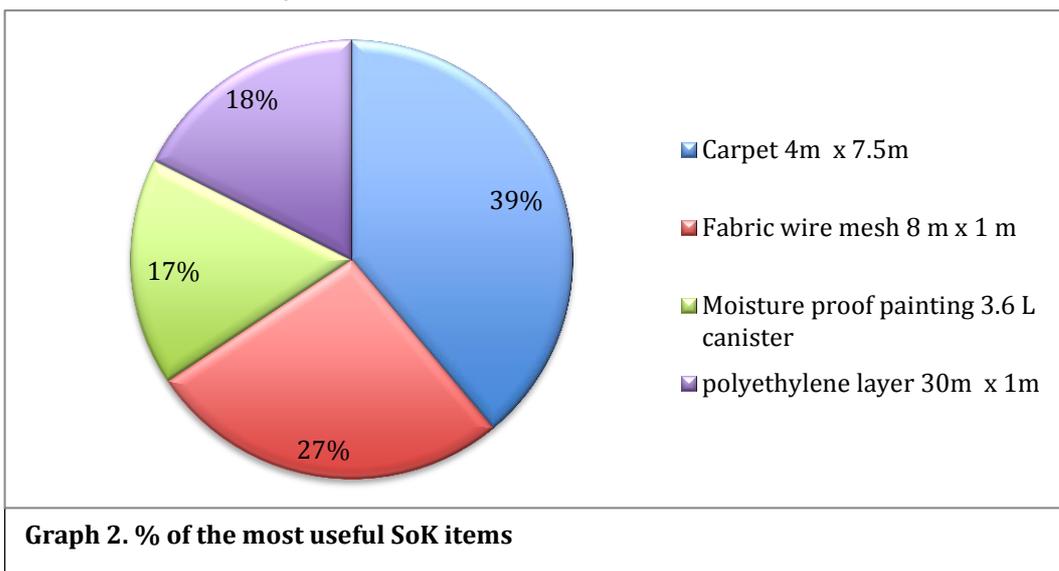
43 respondents or 13% from total sample admitted that they sold some of the SoK items for many reasons such as: paying rents, utility bills, medical treatment fees, buying food and for different daily expenses. **60% of the respondents who stated they sold part of the items, did so in order to pay rents.**



**Graph 1. Reasons stated by number of respondents who said they sold some of SoK items**

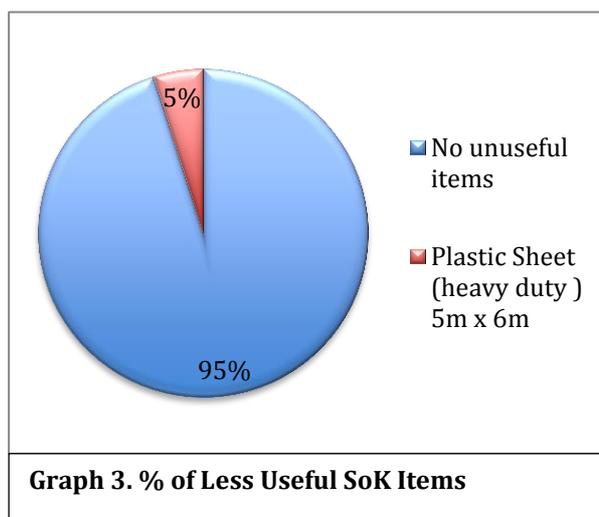
### Most Useful items

For more than one third of the respondents, the fitted-carpet is the most useful item, it is also to be linked with the polyethylene layer that prevent cold transfer between the concrete floor and the fitted-carpet. 27% stated that the wire mesh was the most useful items. In PU-AMI community, walls are affected by damp and families need to aerate the dwellings even during the winter to prevent further damages due to humidity. Yet, as some of the beneficiaries mentioned that there is no garbage removal, there are lots of rodents and flies and people are afraid to let their windows opened; the wire mesh was therefore considered very useful.



### Less Useful Items

As stated above, the beneficiaries like to open the window even during the winter for ventilation. Hence, they somehow did not find the plastic sheeting useful. Most of the beneficiaries are living under concrete roof (very few under zinc) and did not find the plastic sheets useful.



### Ease of Implementation

80% of the assessed SoK beneficiaries found the overall items easy to implement. Beneficiaries who stated the kits were not easy to install were mainly Female-headed households or people with disability. For these beneficiaries with specific needs, PU-AMI arranged free work assistance to install the kit.



### Suggested Items

One third of the beneficiaries would like to have more amount of the paint so they will be able to paint the whole house. In the SoK, PU-AMI provided 3.6 liter painting in order to paint /renovate one room only.

54% of the beneficiaries did not use the manuals. Items inside the kits were comprehensive and the whole kit was easy to install.

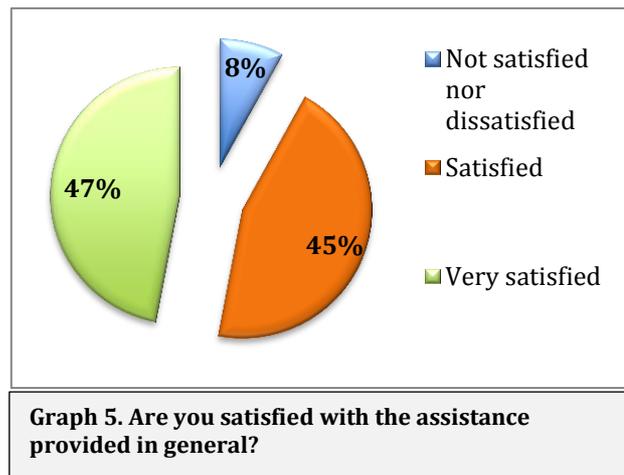
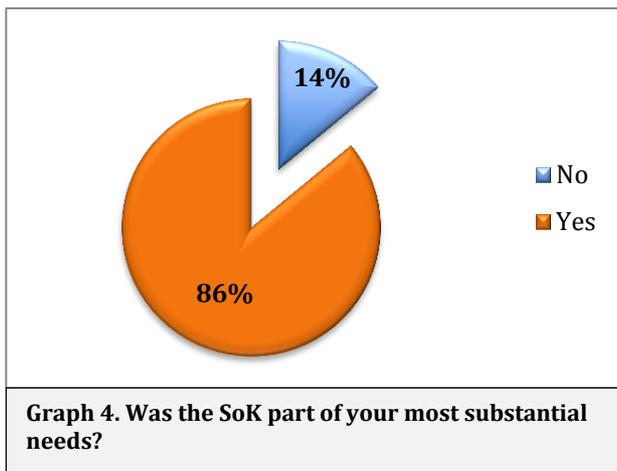
66% of the beneficiaries mentioned that there was no need to use the manual because there was at least one skilled worker who could implement the kit easily in the beneficiary household or in their relatives. 24% of the

beneficiaries were illiterate and could not read the manual, despite the pictures and the highly illustrated layout.

## 4. CONCLUSION

The majority of the beneficiaries (92%) report being either very satisfied or satisfied with the assistance provided in general.

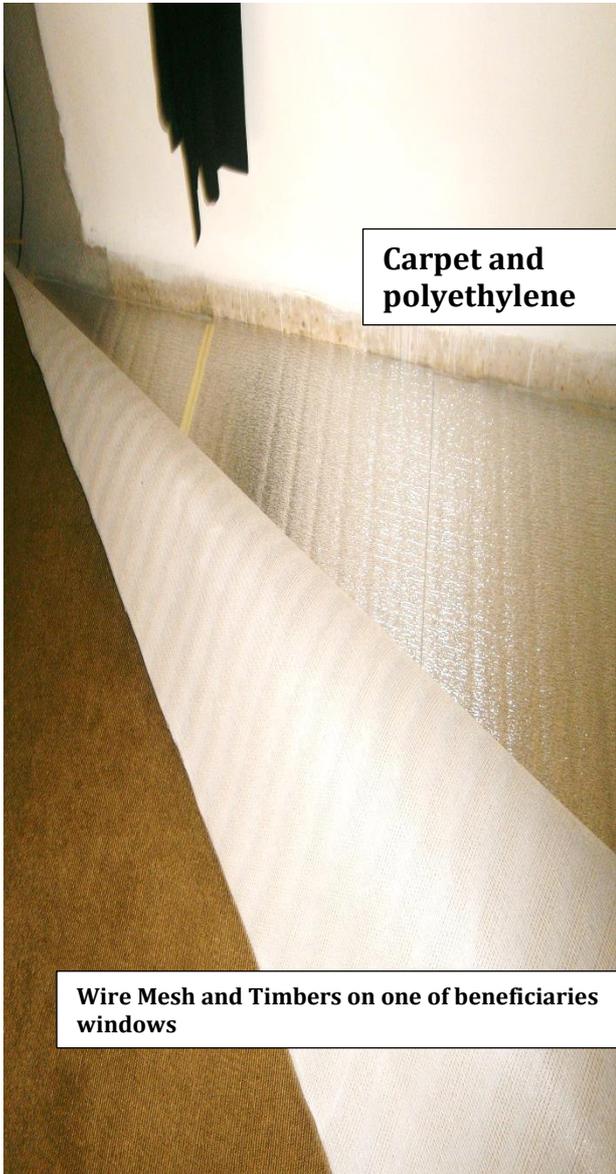
For 86% of the respondents, the Sealing-off Kit was part of their most substantial needs.



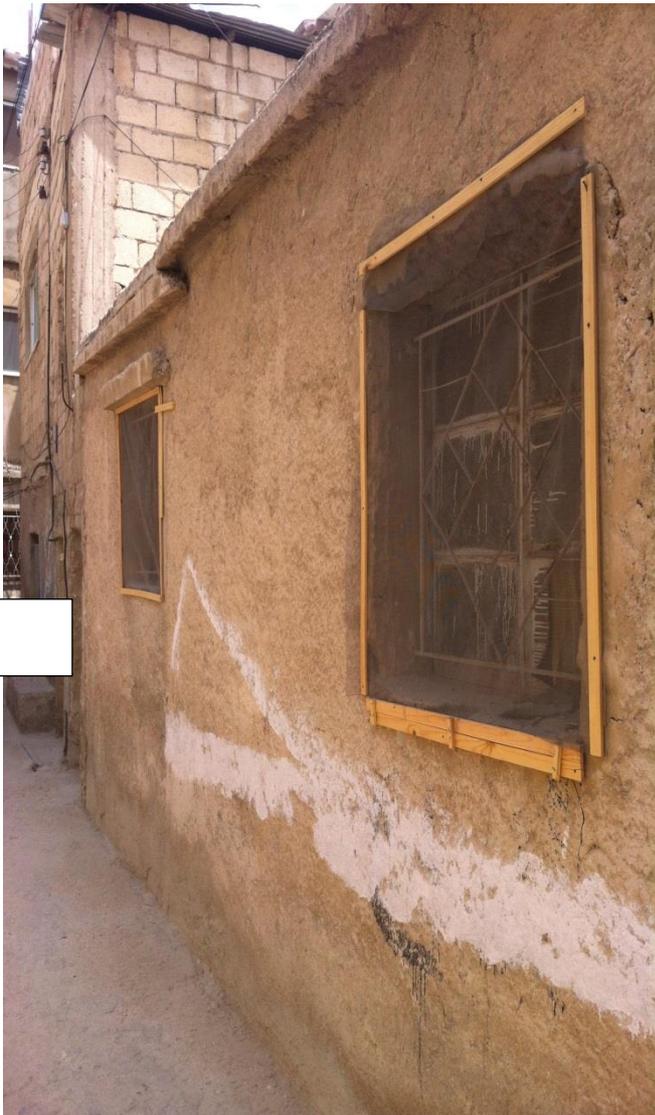
Plastic sheetings, heavy duty tarpaulin and painting will be removed for the next SoK version. Distribution must take place before winter season, ideally in October and November the latest.

Manuals were not useful, the hotline is therefore sufficient for the beneficiaries to get advise on how to use the items. Finally, very few work assistance has been needed: 5% of the total SoK beneficiaries, while it was written that 40% would need work assistance. This shows that even single female households or elderly do have contact with relatives or neighbors and resilience mechanisms are in place in the communities.

Fabrics must be provided in higher quantity and extra consumables (screwdrivers, hinges, padlocks, screws, washers, etc) should be provided in higher quantity too.



**Carpet and polyethylene**



**Wire Mesh and Timbers on one of beneficiaries windows**

**Carpet, paintings and fabric implemented on one of the beneficiaries house**

