

JORDAN

---

**WASH Knowledge,  
Attitude and  
Practices (KAP)  
survey in Za'atari  
camp**

October 2018



### **About REACH**

REACH is a joint initiative of two international non-governmental organizations - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH's mission is to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. By doing so, REACH contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms. For more information please visit our website: [www.reach-initiative.org](http://www.reach-initiative.org). You can contact us directly at: [geneva@reach-initiative.org](mailto:geneva@reach-initiative.org) and follow us on Twitter @REACH\_info.

## SUMMARY

As of July 2018, 78,558 Syrian refugees were registered in Zaatari camp, located in Mafraq governorate.<sup>1</sup> The United Nations Children's Fund (UNICEF) is the lead agency in the water, sanitation and hygiene (WASH) sector in Za'atari and has coordinated all related activities in the camp since its opening in 2012.<sup>2</sup> ACTED, JEN and Oxfam have operated as key partners in the implementation of WASH activities in the camp, including delivery of treated water through a free water trucking service, the collection of waste water and solid waste, building, repair and maintenance of private WASH facilities, and hygiene promotion activities.<sup>3</sup> Six years after the onset of the Syrian crisis, UNICEF, in coordination with its implementing partners, has been shifting towards greater sustainability of programming. As a result, Za'atari Waste water Network (WWN) has been constructed in order to connect every household in the camp to a common waste water disposal system. The simultaneous construction of private toilet facilities in each household was also a more cost-efficient and sustainable solution to WASH needs than communal facilities.<sup>4</sup>

Between 4 and 12 of July 2018, REACH conducted a Knowledge, Attitude and Practices (KAP) survey in Za'atari camp to evaluate camp residents' current knowledge, attitude and practices towards WASH and to assess the changes that have taken place since the last KAP survey in 2017 conducted by Oxfam in Za'atari camp<sup>5</sup>. More specifically, it assesses the impact of the construction of the new water network on hygiene and sanitation practices of households located in district 8 as well as the level of awareness of all of the camp's residents about the establishment of cluster focal points.<sup>6</sup> In addition, this assessment provides a thorough understanding of the camp residents' perceptions of UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services and their relationships with UNICEF's WASH implementing partners' staff. Lastly, this assessment aims to strengthen future programming of humanitarian actors involved in WASH activities in Za'atari camp as well as to inform UNICEF's efforts to shift towards greater sustainability of programming.

The assessment employed a quantitative methodology and data was collected through randomly selected household interviews in all 12 districts of the camp. In total, 400 households were interviewed for this KAP survey, proportionally stratified by the number of households in each district, producing results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error.<sup>7</sup>

The assessment found that, overall, Za'atari residents' knowledge, attitudes and practices towards hygiene and sanitation is good, and there have been no substantial changes from 2017 in terms of resident's knowledge, attitude and practices. Furthermore, it showed that UNICEF's shift towards longer-term, sustainable WASH programming is proving successful across the camp. The majority of households are taking ownership of the waste water network and the construction of the water network represents an improvement in water provision. While camp residents are becoming familiar with the role of cluster focal points, additional trainings would be beneficial to support camp residents in developing the skills required to use the tools provided by the cluster focal points. Overall camp residents' perceptions of UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services as well as their relationships with ACTED and Oxfam staff are positive.

Key findings from the KAP survey are presented below, structured by thematic area.

### Water supply

- For more than half of households (70%) the main source of water for cleaning and washing comes from the household's private tank with water provided by WASH actors. More than half of households (67.3%)

<sup>1</sup> [UNHCR Operational portal, Syria Regional Refugee Response](#), UNHCR, accessed on the 19/08/2018.

<sup>2</sup> <https://www.unicef.org/jordan/wash.html>

<sup>3</sup> From 1 of April 2018 on, ACTED has fully taken over operations in JEN's districts of the camp (3, 4 and 5) related to camp cleaning, social mobilisation, repair and maintenance, the water and waste water networks as JEN no longer operate in Za'atari.

<sup>4</sup> [Waste water network construction map](#) - Al Za'atari Refugee Camp. UNICEF, August 2016.

<sup>5</sup> Knowledge, attitudes and Practices Survey: Za'atari refugee camp, Jordan. Za'atari WASH Working Group, Oxfam, 2017

<sup>6</sup> Cluster focal points are Syrian refugees' volunteers that are appointed under the Social Mobilization teams. They are responsible of providing camp residents with tools for minor waste water and water networks repair and maintenance works when needed.

<sup>7</sup> This sample included households from district 8. Findings presented at district level therefore have a lower confidence level and wider margin of error.

also use water from their private tank for cooking purposes. Just over a quarter of households rely on purchased/bottled water as their main source of drinking water (26.7%), the majority of which are located in districts 5, 8 and 10. Households in district 8 may be more likely to rely on bottled water due to reported issues in functionality of the newly established water network, the first district to be connected.

- More than half of households (67.3%) of household are aware that each household member is entitled of 35 litres of water daily. Districts 2, 8, 10, 12 have the highest portion of households that reported a lack of awareness on water provision quantity.
- The most commonly reported mechanisms to ensure water quality were keeping water tanks closed (60.0%) and cleaning private water tanks (59.3%). However, some of the respondents reported lack of skills and equipment necessary to clean their water tank.
- Overall, households tend to contact directly UNICEF's WASH implementing partner's to issue a complaint. 55.5% of households reportedly contacted ACTED while 24.5% contacted Oxfam, depending on their house location and the organisation's coverage.
- In terms of complaint mechanisms, 23.5% of the respondents are not aware of the available methods to issue a complaint. Of those who could name at least one complaint mechanism, the most commonly reported methods to issue a complaint regarding WASH services are in person (69.6%) and calling the complaint number (44.2%).

### Water network

- At the time of the assessment, district 8 was the only district connected to the newly constructed water network. Slightly more than half (63.8%) of households in district 8 reported improvements in their supply of water since the construction of the water network. Of the households that reported negative consequences due to the construction of the water network (23.4%), the majority reported issues with water provision's reliability.
- For all other households (i.e. all those not in district 8 who are not yet connected to the water network) who reported concerns about the future water network, the most commonly reported concerns were related to insufficient water quantity (55%), a lack of reliability in the provision of water (54%) and unequal distribution of water (36%).

### Household sanitation facilities and services

- Nearly all households (99.3%) reported having a private toilet on the premises, with 0.7% (a total of three households) reporting to not. Of the households that reported having a private toilet, the majority (82.9%) have a toilet that meet UNICEF's standards.<sup>8</sup>
- The vast majority (97.3%) of households reported that both their kitchen and bathroom are fully connected to the WWN. Overall, the vast majority of households perceived the WWN as an improvement in their situation (89.7%).
- The majority of households (80.2%) are aware of the presence of the Cluster Focal Point (CFP) or are a CFP themselves. Of those who were aware of CFPs, the majority (87.8%) knew they could borrow tools from them, but only 35.2% have actually chosen to do so.
- The majority of households (91.5%) living in district 8 are aware they are responsible to take care of their water network at the household level. 76.5% of households living in other districts believe they should be responsible for the water network at the household level once they are connected to it.

### Recycling and solid waste management

- More than half (66.3%) of households reported always recycling household waste, while 18.5% reported recycling sometimes, showing that separating garbage for recycling is a relatively common practice in Za'atari. However 15% of households reported never separating their garbage for recycling.
- Only 8.8% of those who recycle reported facing issues, such as lack of frequency in garbage collection.
- The overwhelming majority of households are aware that transporting garbage from the household to the communal bin is their responsibility (98.3%)

<sup>8</sup> To meet UNICEF standards, private toilets must meet all five of the following criteria: a network connection, concrete tank, impermeable flooring, a hand-washing facility and water drainage solution, and permanent walls or curtains

- Households are generally informed about the consequences of improperly disposing of solid waste. 65% of households are aware of the health risks and increased likelihood of disease spreading due to poor waste management. The remaining (35%) did not report the likelihood of disease spreading suggesting their lack of awareness about consequences of poor waste management.

### Hygiene promotion

- Households are aware of the measures to be undertaken in order to keep prepared food safe, with 64.8% of respondents reporting to keep food in the fridge and 36.3% reporting to consume it within six hours if not in the fridge.
- Most households (91.7%) are aware of at least one measure to prevent diarrhoea such as washing hands before eating (66.8%), washing hands after going to the toilet (53.8%) and eating safe food (41.0%). The most reported home treatments for diarrhoea are eating starch (64.8%) and drinking safe fluids (33.0%).
- The most commonly reported practices to prevent head lice are avoiding crowded places (42.5%) and applying anti-lice lotion (40%).
- Households are generally aware of the critical times to wash hands as they reported washing their hands after using the latrine (84.5%), before eating (68.5%) and before preparing food (56%).
- The vast majority of women (91.0%) reported using sanitary towels during menstruation (an additional 3% of women reported not using anything or did not want to answer the question) and overall are satisfied with the method of disposing of them.

### Community mobilization

- Slightly more than half of households (55.0%) received information from an ACTED or Oxfam mobilisation team in the three months prior to the assessment, while 32.2% reported having not received any information, and 12.8% reported not to know.
- Those who had received information (55.0%) reported this had been regarding personal hygiene (45.9%) and water network safety (44.5%).
- Over half of households reported having gone to an ACTED or Oxfam community centre (60%), while a smaller proportion reported never going to the community centres in the camp (37%).
- The most commonly reported reason for going to the community centres are to attend community sessions (51.7%), to issue complaints (50.8%) and to get information (29.6%).

### Complaint mechanisms and WASH services satisfaction

- The most commonly reported method for issuing a complaint was calling the hotline (59.5%) and feedback at the community centre (44.5%).
- 11.5% of household are not aware of a single complaint mechanism, with significantly more in districts 2, 3 and 6.
- According to 92% of households, ACTED and Oxfam are open and willing to listen to them and 90.5% feel well respected and treated by WASH staff. Of those that are aware of at least one complaint mechanism, 55.8% of households are satisfied with the complaint mechanisms provided.
- On average, the majority of households are at least satisfied with WASH services.<sup>9</sup>

<sup>9</sup> The satisfaction levels were calculated on average for each district.

## CONTENTS

<b>SUMMARY</b> .....	<b>1</b>
Acronyms.....	5
Geographical Classifications.....	5
List of Figures, Tables and Maps.....	5
<b>INTRODUCTION</b> .....	<b>6</b>
<b>FINDINGS</b> .....	<b>9</b>
Demographics.....	9
Water provision.....	9
Water Network.....	12
Household sanitation facilities and services.....	14
Recycling and Solid Waste Management.....	15
Hygiene promotion.....	16
Community Mobilisation.....	17
Complaint mechanisms and WASH satisfaction.....	18
<b>CONCLUSION</b> .....	<b>21</b>
<b>ANNEXES</b> .....	<b>23</b>
Annex 1: Household Questionnaire.....	23

## Acronyms

<b>ACTED</b>	Agency for Technical Cooperation and Development`
<b>CFP</b>	Cluster Focal Points
<b>CFW</b>	Cash for Work
<b>IP</b>	Implementing Partner
<b>JEN</b>	Japanese Emergency NGO
<b>KAP</b>	Knowledge Attitudes and Practice
<b>NGO</b>	Non-governmental organisation
<b>UNICEF</b>	United Nations Children’s Fund
<b>SWM</b>	Solid Waste Management
<b>WASH</b>	Water, Sanitation and Hygiene
<b>WWN</b>	Waste Water Network

## Geographical Classifications

<b>Za’atari camp</b>	Syrian refugee camp located in al Mafraq governorate in northern Jordan
<b>District</b>	Za’atari camp is divided into 12 districts, which are subdivided into blocks

## List of Figures, Tables and Maps

<b>Figure 1:</b> Age and gender of the head of the household .....	10
<b>Figure 2:</b> Reported primary source of drinking water at the camp-level .....	11
<b>Figure 3:</b> Number of people reported using purchased water as the main source of drinking water .....	11
<b>Figure 4:</b> Reported quantity of water each resident is entitled to receive according to respondents .....	12
<b>Figure 5:</b> Complaint mechanisms regarding water supply .....	13
<b>Figure 6:</b> Concerns reported in regard of the connection of their household to the new water network ...	14
<b>Figure 7:</b> Consequences of leakage .....	15
<b>Figure 8:</b> Households reporting having borrowed tools from a CFP .....	16
<b>Figure 9:</b> Households reporting separate garbage for recycling .....	17
<b>Figure 10:</b> Reported consequences of improperly disposing of solid wast.....	18
<b>Figure 11:</b> Measures to prevent diarrhoea .....	19
<b>Figure 12:</b> Hoouseholds reporting having received information by the community mobilisation team .....	20
<b>Figure 14:</b> Households reporting having gone to the community centre .....	21
<b>Figure 15:</b> Feedback mechanisms awareness .....	22
<b>Map 1:</b> Map of the districts in Zaatari camp and survey number in each district .....	9

## INTRODUCTION

As of 29 of July 2018, 78,558 Syrian refugees were registered in Za'atari camp, in Ma'fraq governorate.<sup>10</sup> The United Nations Children's Fund (UNICEF) and its implementing partners provide water, sanitation and hygiene (WASH) services in Za'atari camp, including delivery of safe drinking water, waste water management, solid waste management (SWM), and provision, operation and maintenance of sanitation facilities. The Agency for Technical Cooperation and Development (ACTED), Japanese Emergency NGO (JEN) and Oxfam have operated as key partners in the implementation of WASH activities in the camp since 2012, including delivery of treated water through a free water trucking service, the collection of waste water and solid waste, building, repair and maintenance of private WASH facilities, and hygiene promotion activities.<sup>11</sup> In 2016, in an effort to shift towards greater sustainability of programming, private toilet facilities have been constructed in each household, or existing facilities have been upgraded, and every household in the camp has been connected to a common waste water disposal system, known as the Za'atari Waste Water Network (WWN).<sup>12</sup> A water network, that aims at connecting all the households of the camp to the public water system, is currently under construction. As of June 2018, it is already operational in one of the 12 districts of the camp (District 8).<sup>13</sup>

A WASH knowledge, attitude and practices (KAP) survey in Za'atari was first conducted in 2012 and repeated in 2013, 2014, 2015 and 2017, to track the progress with reference to the baseline data of 2012 and inform WASH implementing partners (IPs) in Za'atari camp for their future programming. In order to provide an update of Za'atari residents' knowledge, attitudes and practices towards WASH, REACH undertook an update of the KAP survey on behalf of UNICEF in April 2018. This research also aims to inform UNICEF's work towards building more cost efficient and sustainable service delivery systems, through greater focus on community based approaches to programming.

The following report provides a detailed description of the methodology chosen to carry out the assessment, and then outlines the key assessment findings, organised into the following sections:

- 1) Demographics
- 2) Water supply
- 3) Water network
- 4) Household sanitation facilities and services
- 5) Recycling and SWM
- 6) Hygiene promotion
- 7) Community mobilisation
- 8) Complaint mechanisms and satisfaction with WASH services

<sup>10</sup> [UNHCR Operational portal, Syria Regional Refugee Response](#), UNHCR, accessed on the 19/08/2018.

<sup>11</sup> From the 1<sup>st</sup> of April 2018 on, ACTED has fully taken over operations in JEN's districts of the camp (3, 4 and 5) related to camp cleaning, social mobilisation, repair and maintenance, the water and waste water networks as JEN no longer operate in Za'atari.

<sup>12</sup> [Waste water network construction map](#) - Al Za'atari Refugee Camp. UNICEF, August 2016.

<sup>13</sup> Information based on consultations with the Za'atari WASH working group.

## METHODOLOGY

The primary objective of this study is to assess Za'atari camp residents' current Knowledge, Attitudes and Practices (KAP) in regards to WASH activities. The first draft of REACH's 2018 questionnaire was designed using the 2017 KAP Survey questionnaire, to enable comparisons, and consequently discussed with representatives from UNICEF, ACTED and Oxfam to ensure that the 2018 KAP survey was designed to effectively inform UNICEF and WASH IPs' current plans/strategies.<sup>14</sup> The assessment seeks to evaluate what are the current WASH knowledge, attitudes and practices of Za'atari camp's residents and what progress has been made since the last KAP survey in 2017. Additionally, it assesses how camp residents perceived UNICEF's efforts to strengthen community-based approaches to programming and what are the results of this strategy so far, as well as the communication made and the activities undertaken by UNICEF's WASH implementing partners' community mobilisation's team with regards to WASH related topics. This study also assesses the extent to which camp residents are satisfied with the services provided by WASH actors, as well as beneficiaries' relationships with WASH implementing partners' staff.

In addition to the quantitative survey, informal consultations with WASH implementing partners in Za'atari were conducted to better contextualize findings. This provides much of the background information presented in the report as to the day-to-day operations of WASH activities in the camp.

### Sampling strategy

In total 400 households were interviewed for the KAP survey, producing results that are generalizable to the population within the camp with a 95% level of confidence and 5% margin of error, based on a population census conducted by REACH in March 2017.<sup>15</sup> The sample of interviews conducted was proportionally stratified by the number of households in each district so as to ensure representability of all districts. While findings are not representative at the district level, they are only presented as such where statistically significant differences were found. The random sample included an additional buffer of 5% which was added to allow the discarding of incomplete cases and errors, while still attaining the planned confidence level and confidence interval. See Table 1 for the sample size for each district.

Table 1: Sampling strategy

District	Number of HHs	Number of HHs interviewed by district
D1	1,027	32
D2	1,174	39
D3	745	24
D4	753	24
D5	900	30
D6	1,190	39
D7	1,138	35
D8	1,452	47
D9	916	27
D10	935	34
D11	1,302	43
D12	869	26
<b>Grand Total</b>	<b>12,410</b>	<b>400</b>

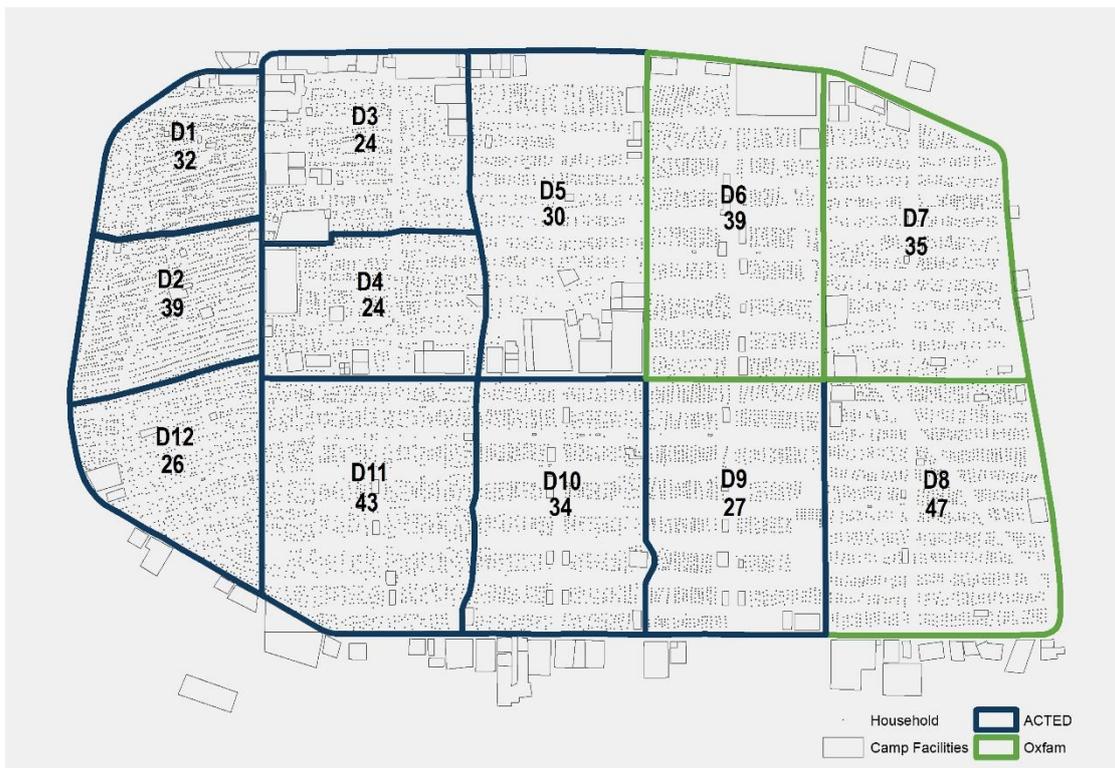
<sup>14</sup> WASH Knowledge, Attitudes, and Practices Survey Za'atari refugee camp, Jordan. Oxfam, 2017

<sup>15</sup> A population census conducted by REACH in March 2017 showed that 12,410 households were located in Za'atari camp REACH, [Wash infrastructure & services assessment in Zaatari camp Assessment Report](#), March 2017.

Sample size was calculated using the [Survey System Sample Size Calculator](#).

Random sampling for the assessment was conducted through a beehive GIS sampling method developed by REACH. Using this method, satellite imagery overlaid with population-density data was used to randomly select appropriately weighted points, stratified at the district level.<sup>16</sup> Enumerators were instructed to go to each random GPS point and conduct an interview with an adult member of the household closest to the GPS point. Where the shelter was empty or the household refused to participate in the survey, data collectors moved to the second nearest household to the GPS point and so on until an adult respondent could be identified. In case no adult respondent was identified in the 12.5 metres-radius from the GPS point, data collectors replaced the initial GPS point with another one taken from the buffer, provided for that purpose. Wherever possible, the head of household was interviewed. In cases where the head of household was not available and there was more than one adult within the household, the data collectors introduced the assessment and then asked household members to identify the most suitable member among them to answer the questions.

Map 1: Districts in Za'atari camp and survey number in each district



Given the sensitivity of some of the questions that are included in the KAP survey questionnaire, female data collectors conducted interviews with female respondents and male data collectors with male respondents. Prior to the beginning of the data collection, one day was dedicated to the training of the enumerators, including how to use KOBO (an Android-based mobile application) and communications and interview techniques. Additionally, a pilot of the tool was conducted in order to pre-test the form in the field prior to use and to ensure that data collectors were fully familiar with it. Data collected during the course of the survey were stored directly on REACH's secure internal server. Data collection took place from 4 July to 12 July 2018.

KAP survey data was then cleaned and discrepancies followed up with field staff to verify any potentially inaccurate data. A log of data cleaning was kept to ensure that all steps in the process can be tracked and replicated. Data analysis was conducted using the statistical analytical software SPSS.

### Limitations

Findings in this report are only representative at the camp level, and therefore findings related to subsets within the overall sample have a lower confidence level and wider margin of error, and as such should be treated as indicative.

<sup>16</sup> REACH, [Wash infrastructure & services assessment in Zaatari camp Assessment Report](#), March 2017

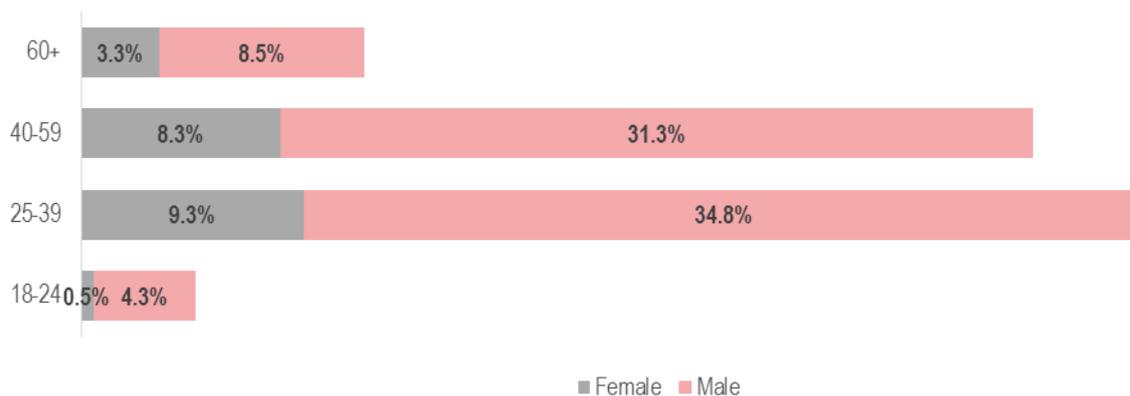
Where findings relate to a subset of respondents smaller than 50, findings have been presented as a figure rather than a proportion to avoid misunderstandings. In addition, where questions were directly comparable, comparisons have been made with the 2017 WASH KAP Survey report, though it should be noted that as the raw data was not available, tests for statistical significant could not be conducted, so all differences noted in the report are indicative only.<sup>17</sup> There were no significant issues regarding the data collection for this assessment though it should be noted that perceptions of the new water network from residents in district 8 should be set in the context that the network was only made operational on the 4 July 2018, i.e. the first day of data collection.

## FINDINGS

### Demographics

Overall, 400 households were interviewed for this assessment. Of these, 78.8% were male-headed and 21.2% were female-headed. Slightly more than half of households were composed of more than seven members (52%) and the remaining (39%) were composed of five to seven members. There were no households with less than three members and only 9% were composed of three or four members. More than 40% of household reported having a head of household between 25 and 39 years old (Figure 1).

Figure 1: Age and gender of the head of the household



### Water provision

**The most commonly reported source of water for washing and cleaning purposes used by households was trucked water stored in private tanks (70.0%),** followed by communal tanks (30%). Similarly, 67.3% of the households used trucked water from their private tanks for household cooking. Each district is provided with communal tanks to be shared between households living in the same block, private tanks that can be filled with trucked water (supplied by ACTED)<sup>18</sup> or households can purchase water for their tank from a private vendor. In addition, in the camp there is the possibility to purchase bottled water.<sup>19</sup>

**In terms of primary sources of drinking water, 51.0% of households reported using trucked water stored in a private tank, while 26.7% reported purchasing bottled water, and 22.3% used water from a communal tank** (See Figure 2). When looking by district, significantly more households in district 5, 8 and 10 reported purchasing drinking water as their main source of drinking water (see Figure 3). The district with the greatest percent of respondents reporting that they purchased bottled water as the primary source of water was district 8, which could be indicative of the fact that, at the time of assessment, the water network was not functioning adequately according to WASH actors.

<sup>17</sup> WASH Knowledge, Attitudes, and Practices Survey Za'atari refugee camp, Jordan, 2017

<sup>18</sup> ACTED provides trucked water for all 12 districts.

<sup>19</sup> Operational information provided by Za'atari WASH actors

Figure 2: Reported primary source of drinking water at the camp-level

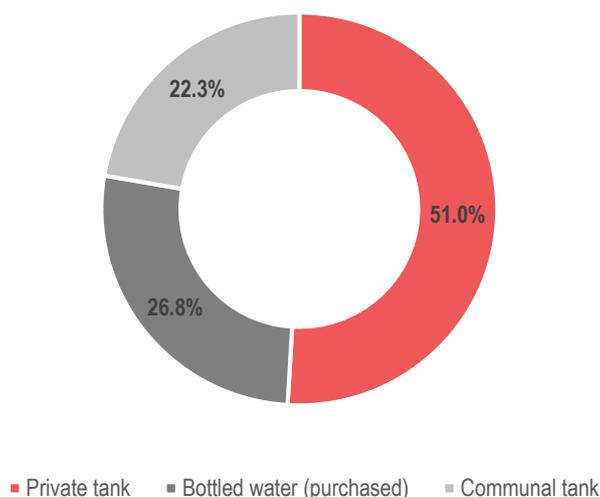


Figure 3: Proportion of households reporting purchased water as the main source of drinking water



In order to ensure the safety of household water, the most common mechanisms reported by households were keeping their water tank closed (60%) and cleaning the tank (59%).<sup>20</sup> Those who did not report to clean their water tank (40.8%) as a method of ensuring water is safe and free from disease, were asked the reason preventing them from doing so: 55% of households did not report any significant barrier in cleaning the water tank, rather they reported to not identify the task as their responsibility. This could be because it was a communal tank. However, some households reported that a lack of equipment (18.4%) and a lack of knowledge (18.4%) prevents them from cleaning their water tank,<sup>21</sup> suggesting that some households need further support in acquiring the necessary equipment and knowledge in order to help them maintain the quality of their water. Additionally, 15% of households reported that they rely on a water filter, and of those, the majority reported that they rely on second-hand filters.

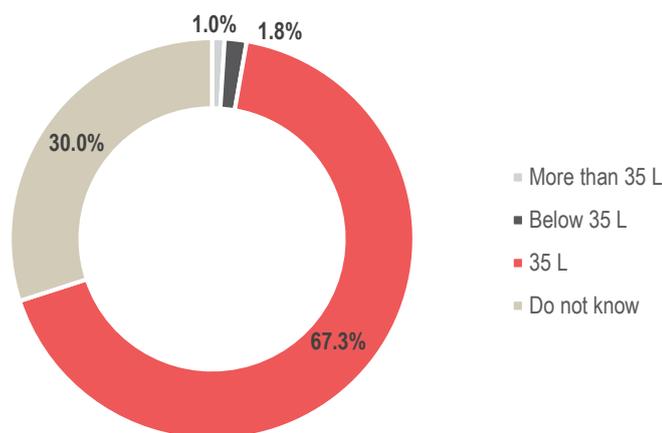
Each resident of Za'atari is provided with a minimum of 35 litres of water per day by UNICEF's WASH partners.<sup>22</sup> Camp residents should know how much water they are supposed to receive, however only **67.3% of respondents correctly reported that their daily water provision should be at least 35 litres**. Similarly, 68.5% of respondents in the WASH 2017 KAP survey were able to correctly identify the water quantity each individual is entitled to receive. Significantly more respondents reported a lack of awareness in districts 2, 8, 10, 12.

<sup>20</sup> Multiple choices could be selected

<sup>21</sup> Multiple choices could be selected

<sup>22</sup> UNICEF, <https://www.unicef.org/jordan/wash.html> accessed on the 19/08/2018

Figure 4: % of respondents reporting daily water provision amount



Respondents who correctly reported the amount of water they were supposed to receive were also asked whether or not they think Za'atari residents actually receive 35 litres of water daily for each household member. In response to this, 66.5% of respondents reported that they believed they received the allotted amount, showing a slight improvement from 2017 when only 56.0% of respondents reported that they believed to receive at least 35 litres a day. Of the 23.4% of respondents who did not think they received the amount of water they were entitled to, 49.5% reported this was due to a lack of water storage, 39.7% due to the unreliability of the water delivery, and 30.2% due to illegal tapping.<sup>23</sup> Conversely, in 2017, the largest proportion of respondents reported that the reason for incorrect distribution of water was due to inaccurate population size information (42.9%).

**The most commonly reported practice used by households to ensure sufficient water quantity for their household was to limit their water usage (74.8%).** When asked what could be done to ensure that their household had sufficient water, the largest proportion of respondents (35.5%) did not know, 32.5% reported that there was no solution to enable the amount of water currently provided to their household to be enough to meet their family's needs, and 30.5% of respondents believed that ensuring maintenance of the water tank (for example cleaning it, and ensuring that there are no leaks) would ensure the provision of sufficient quantity.<sup>24</sup> Just 1% of respondents suggested that installing rainwater harvesting tanks could be used to improve the sufficiency of water.

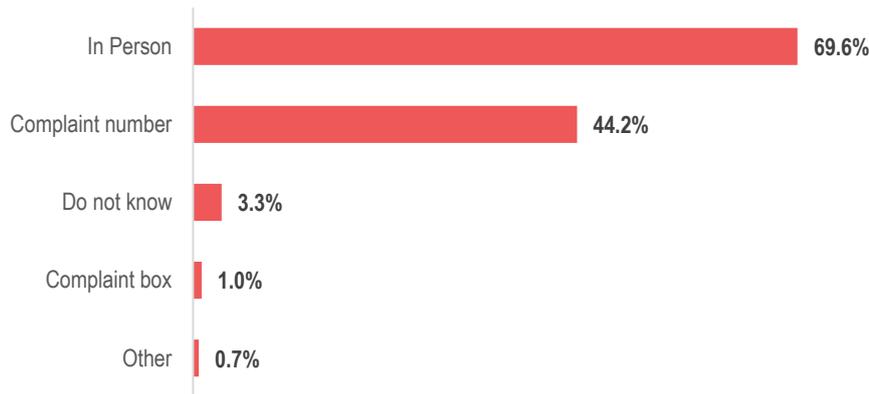
In terms of water supply complaints, households are informed that they should report directly to the WASH actor present in their district (either Oxfam or ACTED).<sup>25</sup> **When asked who they should report to for water supply complaints, 55.5% of respondents reported that they would refer to ACTED and 24.5% reported that they would refer to Oxfam.** In total, 76.7% of respondents reported knowledge of who to report to, **however, 23.5% of the respondents did not know who to contact in case of complaints.** This is an increase in the proportion of people who reported to be unaware of the water supply complaint mechanism since 2017 (15%). The highest proportion of respondents with no knowledge of complaint mechanisms were located in districts 3, 5 10. It is interesting to note that in 2018 no households reported having submitted a complaint to the community focal point (CFP), while 19% of respondents reported having done so in 2017.

In terms of the mechanisms used to issue a complaint about water supply, of the 76.7% of respondents who reported knowledge of who to contact, the majority would report the complaint in person (69.6%), followed by calling the complaint number (44.2%). This is an increase in the number of people who would call the complaint number, with only 21% of households reporting that they would use the complaint number in 2017, suggesting that WASH actors have increased their awareness campaigns regarding communication between beneficiaries and WASH actors.

<sup>23</sup> 10.1% reported not knowing whether they received 35 litres of water per day

<sup>24</sup> Multiple choices could be selected

<sup>25</sup> Based on consultation with WASH actors,

Figure 5: Mechanisms households would use to report a water supply complaint<sup>26</sup>

Overall, the majority of households indicated they are satisfied with the quality of water distributed (89%), similar to water quality satisfaction levels found in the 2017 KAP assessment (85%). The most commonly reported reason for dissatisfaction was poor quality or high chlorine level (65.9%) and bad taste (43.2%). Those who reported poor quality or high chlorine levels were asked whether or not anyone had ever tested the water quality in their tank (a total of 45 households); over half (24) reported that, to their knowledge, nobody had tested the water quality in their tank.

## Water Network

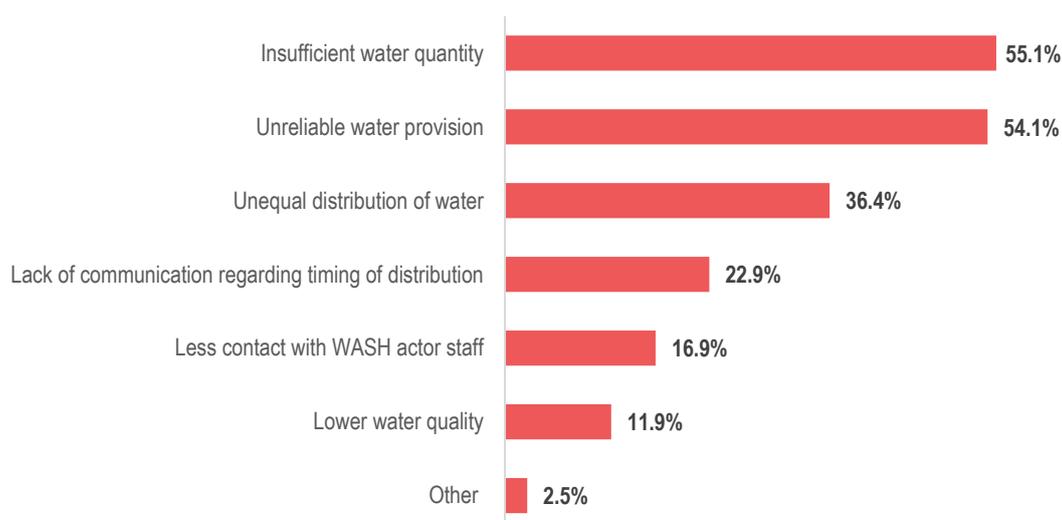
A water network that aims at connecting all the households of the camp to the public water system is currently under construction in Za'atari camp which, at the time of the assessment, was operational only in district 8.<sup>27</sup> Only respondents living in district 8 therefore were asked about the newly constructed water network and its impact on their water provision. In total 47 households were interviewed in district 8. Of those **63.8% reporting having seen improvements in their water provision since the construction of the water network**, while the remaining households indicated the situation had worsened (23.4%) or that they had not perceived any changes (12.7%). Out of the households who had seen an improvement in water provision, more than half reported that it specifically improved the reliability of water provision. However, of those who reported that the situation deteriorated (11 households in total), the majority reported that since the construction of the water network, the reliability of water provision has worsened. Indeed, at the time of the assessment ACTED was still providing trucked water to around a quarter of households in district eight, to offset the problems in supply and disparity in the volume of water received by households.<sup>28</sup>

**The majority of households (72%) located in all other districts that will soon be connected to the water supply network reported not to have concerns with regard to the connection of their household to the new network.** Of those households with concerns (28%), insufficient water quantity (55.1%), lack of reliability in the provision of the water (54.1%) and lack of equity in the amount of water provided (36.4%) were reported as the main potential concerns. Similarly in 2017, 68% of the respondents reported not having concerns about the water network project, though for those who did, the main reasons reported all were concerns around receiving less water than before, including a drop in pressure and the use of pumps by other households.

<sup>26</sup> This question was asked only to those who reported knowledge of who to contact

<sup>27</sup> Information based on consultations with the Za'atari WASH working group.

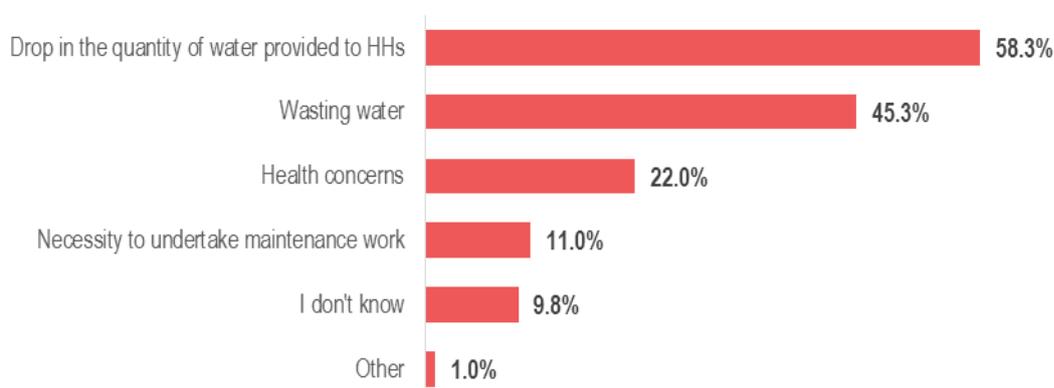
<sup>28</sup> Information based on consultations with the Za'atari WASH working group.

Figure 6: Reported household concerns regarding future connection to the new water network<sup>29</sup>

At camp level, the vast majority of respondents of all districts (96%) claimed to not have ever seen any leakages in the water network in district 8, which is to be expected given the short time frame the network had been in operation at the time of the assessment. More residents in district eight and nine (14.8%) reported having seen leakages, given their closer proximity and interaction with the new infrastructure. In total across the camp, of the 6% of respondents reported having seen a leakage, the most commonly reported way to resolve the issue was calling the complaint number (six respondents) or contacting the responsible NGO (five respondents).

All households were asked to identify causes and consequences of leakages. Households perceived that a leakage in the water network could be caused by network defaults (47.5%) and poor maintenance of the water network (33.5%).<sup>30</sup> In terms of the effects of a leakage in the water network (see Figure 7), respondents reported that leakages reduce the quantity of water provided to households (58.3%) and leads to wastage (45.3%). Health concerns as a consequence of leakage in the water network was identified by 22.0% of households. This is an increase from 2017, when only 1% of households thought a leakage represented a health risk, suggesting an increase in awareness. Similarly, the consequences of illegal tapping from the main network were identified a reduction in water provision to the household (62%) and wastage (38.3%). It should be emphasised that these are very early findings, given the short time period in which the network had been operational when this assessment was conducted.

Figure 7: Household perceptions of the consequences of water network leakage



<sup>29</sup> This excludes households in district 8 who are already connected to the water network.

<sup>30</sup> Multiple choices could be selected

## Household sanitation facilities and services

The following section provides an overview of household sanitation facilities and services as well as specific findings on resident's perceptions of UNICEF's community based approach and services in Za'atari camp. **At the time of assessment, 99.3% of households had a private toilet on premises.**<sup>31</sup> To meet UNICEF standards, private toilets must meet all five of the following criteria: having a network connection, concrete tank, impermeable flooring, a hand-washing facility and water drainage solution, and permanent walls or curtains. According to a REACH WASH infrastructure assessment conducted in Za'atari in 2017,<sup>32</sup> almost 30% of all private toilets did not meet these standards due to a lack of permanent walls or curtains. However, findings from this assessment show that **of the 397 households with private toilets, the majority of toilets (82.9%) meet UNICEF standards.**<sup>33</sup> In total, the largest criteria not met was privacy, with 13.9% of household private toilets (significantly more in Districts 8, 9 and 11), reportedly not having a permanent wall or curtain.

**The vast majority of households (97.3%) reported that both their kitchen and bathroom is fully connected to the Waste Water Network (WWN),** similar to findings from the 2017 KAP survey (96%). Only one household located in District 9 reported not to be connected at all to the WWN (neither the kitchen nor the bathroom). For those whose kitchen and bathroom are fully connected to the WWN, it was asked whether or not the construction of the WWN led to improvements: 89.7% perceived improvements, 5.0% reported no changes and 5.3% reported there to have been a negative impact. Of those who reported the situation to have worsened with the construction of the WWN (21 households in total), the most reported issues were the vents smelling (12) septic tank blockages (9) and septic tank overflowing (9).<sup>34</sup> Overall, 15% of the households connected to the new WWN faced desludging issues. All respondents were asked about the organisation or individual to contact in case of an issue with the desludging service; based on multiple choices, 55.3% of the respondents said they would call the hotline for the organisation in charge of WASH services (i.e. ACTED or Oxfam depending on the district their household is located), followed by calling directly the IMDAD desludging number (24%).<sup>35</sup>

In Za'atari camp there are Cluster Focal Points (CFP) that people can refer to for assistance. The CFPs are Syrian refugee volunteers that are appointed under the WASH actor's Social Mobilization teams. They are trained by ACTED and Oxfam and provided with tools in order to carry out minor waste water and water network repairs and maintenance work when needed.<sup>36</sup> CFPs can also lend tools to camp residents to conduct their own minor repairs. Respondents were asked whether or not they were aware of CFPs: in total, 8.3% of the respondents were focal point themselves, **72% indicated to be aware of the presence of focal points** and 19.8% were unaware of CFPs. For respondents who were aware of the presence of CFPs, the majority (87.8%) were aware of the possibility to borrow tools for repair work to the network. Nevertheless, more than half (64.8%) of the respondents aware of the possibility to borrow tools had never done so, with only 35.2% of respondents who were aware of the possibility having borrowed tools from a CFP.

In terms of household maintenance of the waste water network, 77.3% of households reported having never contacted a plumber to fix their household waste water network. The most commonly reported reason for not contacting a plumber was that households have no need to do so (46.9%), and because the issue can be taken care of by themselves (42.1%).

<sup>31</sup> Every single household should have a private toilet there are some specific cases where the topography of the land does not allow it.

<sup>32</sup> [Za'atari WASH Infrastructure Assessment](#), REACH, March 2017.

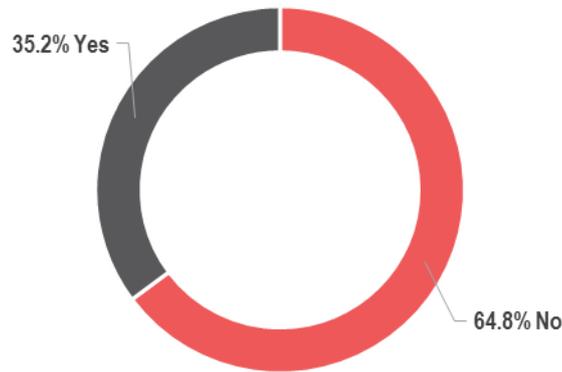
<sup>33</sup> Households which reported not to have the following features in their private toilet did not meet UNICEF standards: Concrete tank or network connection, impermeable flooring, permanent walls or curtain, a handwashing facility and handwashing water drainage.

<sup>34</sup> Multiple choices could be selected

<sup>35</sup> IMDAD is a Jordan based company that specializes in desludging.

<sup>36</sup> Information based on consultations with WASH actors.

Figure 8: % of respondents aware of possibility to borrow tools from CFPs reporting to having borrowed a tool

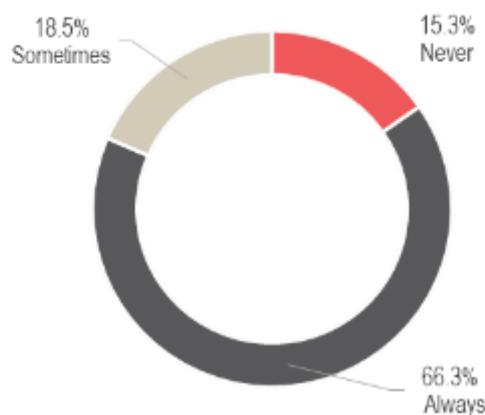


The majority of respondents (75.5%) in all districts reported that it is their household responsibility to maintain their waste water network at the household level. Only 18.3% said the NGO operating in their district should be responsible for maintaining the waste water network at the household level. This represents an improvement in terms of ownership from 2017, when 36.0% perceived the WASH IP to be responsible and only 49.0% of households perceived themselves as responsible for waste water network maintenance at the household level.

### Recycling and Solid Waste Management

Recycling is a relatively common practice within households in Za'atari. Only 15.3% of households reported never recycling, while the remaining reported separating garbage for recycling always or sometimes. However, when compared to 2017, the number of people separating garbage for recycling has decreased, from 96.3% to 84.8%.<sup>37</sup> For those who reported that they never recycle, the most reported reasons why they do not includes a lack of interest (72.1%) and a lack of frequency in waste collection (18.0%). The main reasons in 2017 for households not recycling was a lack of motivation and a lack of knowledge of how the recycling system operates. At the district level, districts 10 and 11 were significantly more likely to never recycle (23.5% in district 10 and 23.3% in district 11).

Figure 9 Households reporting separate garbage for recycling



Of the 84.8% of households who do recycle, the vast majority (91.2%) do not face any challenges while recycling. For those who do separate garbage for recycling and face challenges (30 households in total) the most commonly reported challenge was that the recycling is not collected frequently enough, which was also the reason

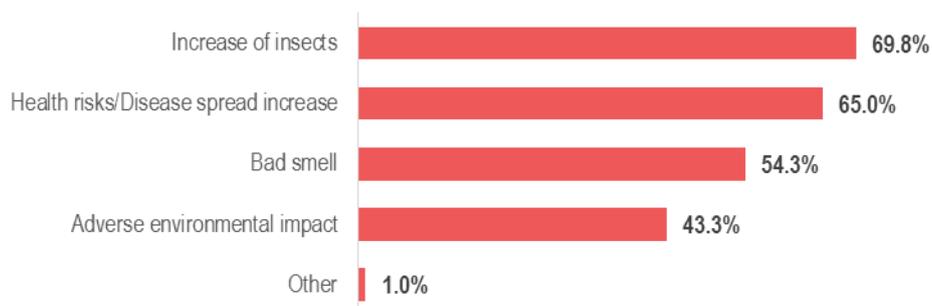
<sup>37</sup> In the questionnaire of 2017, the only options given were “yes” or “no” while in 2018 the options given where “never” “yes, always” “yes, sometimes”

why some people reported not to recycle. Therefore, it can be concluded that more frequent waste collection could not only benefit those who are currently recycling but could also encourage others to start separating their garbage. **In terms of food waste recycling, 97.8% of households reported not composting food leftovers.** This represents an increase on last year, when 89% reported not composting leftover food.

**Overall, respondents perceive the area around their street to always be clean (80.5%).** For those who do not perceive the area as always clean, the most commonly reported issues were wind and dust (56.4%), lack of community participation (44.9%) and inefficiencies with the system (34.6%).<sup>38</sup> Overall, this is similar to findings in 2017, where 83% of respondents stated that the areas around their street are clean or very clean.

**Nearly all respondents (98.3%) reported that transporting garbage from their homes to the communal bins is the responsibility of their household.** The most common practice reported by households in cases of accumulated garbage around their household was to transport the garbage to the communal bins. When asked about the adverse impacts of not disposing of waste properly, 65% of respondents were aware of the health risks and increased likelihood of disease spreading due to poor waste management. Additional consequences reported were an increase in insects (69.8%), bad smells (54.3%) and a negative impact on the environment (43.3%), see Figure 10. When asked about the steps taken to prevent the presence of insects, rats and flies, the most commonly reported practice was to use insect repellent spray (73.5%), to avoid food being left out (25%) and to use mosquito nets (24.3%).<sup>39</sup> Households were also asked how they deal with the presence of insects, rats and flies if discovered and the most common action reported is the use of spray insect repellents (75%) and poison (43%).

Figure 10: Reported consequences of improperly disposing of solid waste



## Hygiene promotion

Respondents were asked questions about their knowledge, attitudes and practices concerning hygiene. **Overall, Za'atari camp residents' hygiene knowledge and practices, as well as prevention measures, were found to be good.** When asked in which way respondents make sure that prepared food from the market is safe to eat, more than half of the respondents (64.8%) reported they keep it in the fridge. Consuming food within six hours was also reported to be a common practice (36.3%).<sup>40</sup>

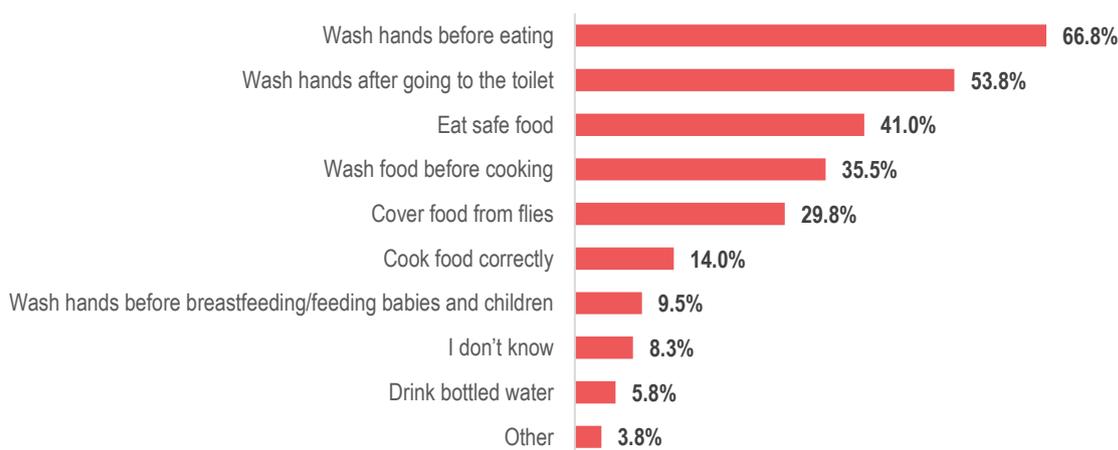
**Overall, respondents were able to recognise the critical steps that prevent diarrhoea (Figure 11).** The most commonly reported measures known by respondents to prevent themselves and their children from getting diarrhoea was washing hands before eating (66.8%), followed by washing hands after going to the toilet (53.8%) and eating safe food (41.0%). This represents a decrease from 2017 in the proportion of respondents identifying washing hands before eating as a prevention measure, when 85% identified this prevention practice. Similarly, the number of respondents reporting washing hands before breastfeeding or feeding babies and children declined in 2018 from 15% in 2017 to 9.5%.

<sup>38</sup> Multiple choices could be selected

<sup>39</sup> Multiple choices could be selected

<sup>40</sup> Multiple choices could be selected

Figure 11: Measures to prevent diarrhoea



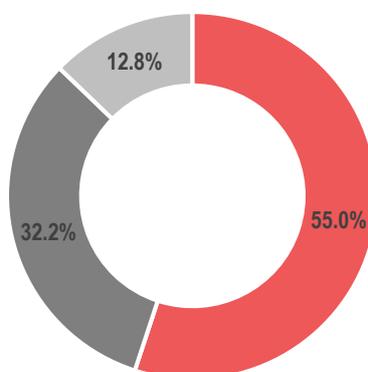
All respondents were asked about the three actions they would take in the event of someone in their household having diarrhoea: going to the clinic was reported as the most common practice (78.5%) followed by changing their diet by introducing more starch (49.3%) and drinking safe fluids (33.0%). In terms of measures adopted by households to prevent lice, 42.5% of households suggested that a common way to prevent head lice is to avoid crowded places in the camp (42.5%) and to apply anti lice lotion (40.0%).<sup>41</sup>

**All respondents surveyed reported using soap to wash their hands and soap or shampoo to bathe.** The critical times to wash hands reported by respondents were after using latrine (84.5%), before eating (68.5%) and before preparing food (56%). Washing hands before feeding children was reported by 27.8% of respondents. With regard to menstrual hygiene, 91% of women respondents revealed they use sanitary towels during their period and, compared to last year, the number of women using sanitary towels has slightly declined (97% in 2017). The highest proportion of women (47.2%) reported disposing of their feminine hygiene products in their regular household waste, while 41.8% reported they prefer to dispose of the waste products directly in the main garbage bin. Overall, women who took part in the survey seem to be satisfied with the way they dispose of their feminine hygiene products, with 88.9% reporting they do not want to dispose of them in a different way.

### Community Mobilisation

The community mobilisation team is composed of a number of people appointed to provide information to camp residents on WASH related topics. **In the three months prior to the assessment, 55.0% of respondents reported having received information from the community mobilisation team**, while 32.2% of reported having not received any information. Significantly more respondents in districts 5, 6, 7 and 8 reported having not received information from the mobilisation team in the three months prior to the assessment.

Figure 12: Households reporting having received information by the community mobilisation team

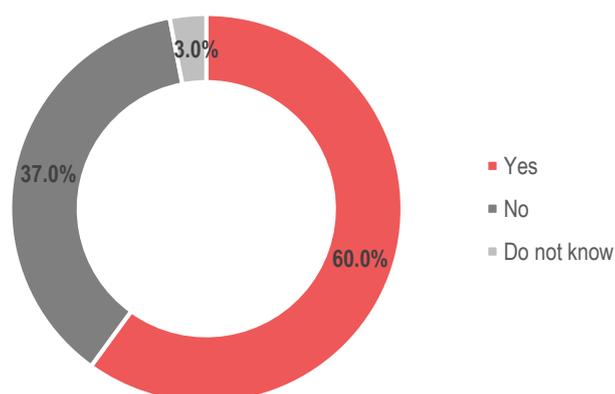


<sup>41</sup> Multiple choices could be selected

The most commonly reported messages delivered to respondents who had received information by the mobilisation teams were regarding personal hygiene (45.9%) and water network safety (44.5%).<sup>42</sup> Other types of information received included water conservation (28%), solid waste management (27%), the waste water network generally (26%) and progress updates on the construction of the waste water network (9%). Of the respondents who reported that their household had received information from the mobilisation team, 32.3% had no requests for additional information or activities and 28.6% of respondents reported that they would like to receive further information on water network safety. Of the respondents who reported that they had not received any information from the community mobilization teams, the majority (55.6%) did not know what information they would like to be provided with, 19.5% reported that they would like information regarding water network safety, and 16.7% reported that they would like information regarding water distribution. When respondents were asked if there were any hygiene related topics they would like more information on, the majority (60.5%) reported that they were not interested in receiving any hygiene related information, while 15.8% of respondents reported that they would benefit from additional information on the importance of personal hygiene.

In each district, there are community centres operated by WASH implementing partners.<sup>43</sup> The camp population was asked whether or not they make use of the community centres as well as the frequency of use. **Over half of respondents (60.0%) reported having gone to an ACTED or Oxfam community centre at some point in the past, while a smaller proportion reported having never gone to the community centres in the camp (37%).** The figure represents a slight improvement from last year, where 50% of respondents reported making use of the community centres.

Figure 13: Respondents reporting having ever gone to a WASH IP community centre



Respondents who reported that they had visited a community centre at some point in the past reported on the frequency of their visits, with 47% of respondents reporting that they visit less frequently than once per month, 35% visiting once per month, and 10.4% visiting once per week. **The most commonly reported reasons for going to the community centres are to attend community sessions (51.7%), to issue complaints (50.8%) and to receive information (29.6%).**<sup>44</sup> Respondents who do not make use of the centres reported no specific reasons for their lack of participation (52%) or that they are not interested (26.4%). Compared to 2017, there is a larger number of people using the community centre for complaints as this answer was previously chosen by only 36% of households.

When asked whether or not they have ever read a WASH article in the camp magazine “The Road”,<sup>45</sup> 49.5% of respondents said they had while 41.2% had not. Only 9.25% of respondents were not aware of the existence of the magazine.

## Complaint mechanisms and WASH satisfaction

**The majority of respondents (88.5%) were aware of at least one complaint mechanism they could use to give feedback on WASH activities in the camp.** The most well-known mechanisms for issuing a complaint (Figure

<sup>42</sup> Multiple choices could be selected

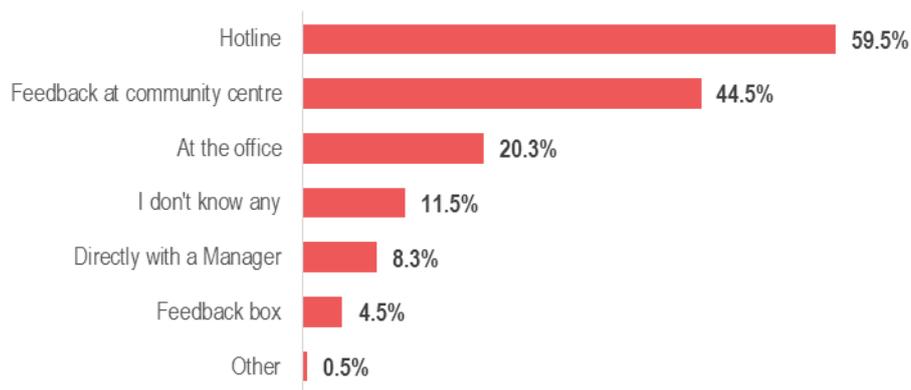
<sup>43</sup> Information based on consultations with the Za'atari WASH working group.

<sup>44</sup> Multiple choices could be selected

<sup>45</sup> A magazine for residents of Za'atari camp

14) included calling the implementing partner hotline (59.5%) and giving feedback at the community centre (44.5%). However, **11.5% of respondents did not know of any complaint mechanisms available**. This represents an increase from 2017 when only 4% of respondents could not name a complaint mechanism. Overall, the most commonly reported method to submit a non-sensitive complaint was the hotline (32.0%) and feedback at the community centre (31.8%). Respondents were also asked if anything would prevent them from submitting a complaint and while the majority (55.3%) reported that nothing would prevent them from doing so, 31.5% reported that a fear of repercussions would prevent them from submitting a complaint. Overall, when asked if they would feel comfortable submitting a sensitive complaint, **the majority of respondents (67.8%) reported feeling comfortable with the reporting methods currently in place in Za'atari camp**. On the contrary, of the 27.3% who felt uncomfortable, 44.0% reported that they would not submit a complaint because they do not want to harm the employee. Overall, 55.8% of households do not feel they need additional complaint mechanisms.

Figure 14: Feedback mechanisms awareness

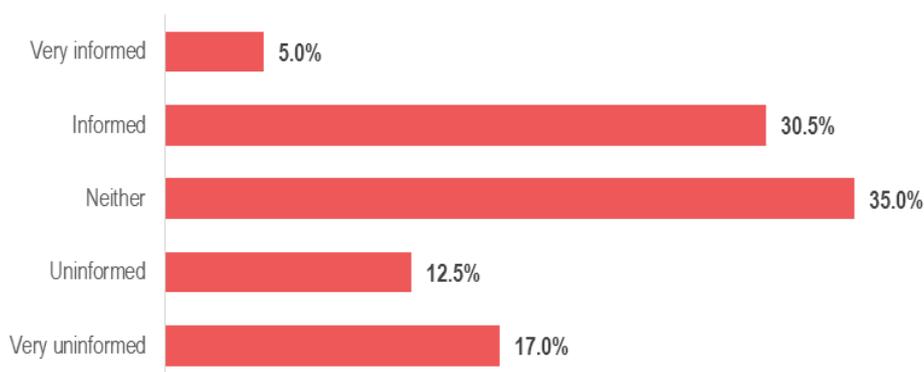


**According to 92% of respondents, ACTED and Oxfam are open and willing to listen to them**, which represents an improvement from last year's findings (72%). For those who gave a negative response (a total of 32 respondents) the majority indicated they had a negative experience with the agency or that they had submitted a complaint or given feedback without receiving an answer. In 2017 the most reported reasons for submitting a complaint were not trusting the organization or their managers, the organisations' failure to distribute jobs equally, and unfulfilled promises.

**In total, 90.5% of respondents reported feeling they are respected and well treated by ACTED and Oxfam staff**. Of those who do not feel respected and well treated (a total of 17 respondents), the majority reported having had a bad experience with the agency. Similarly, 79.2% feel welcome to participate in ACTED and Oxfam's projects.

At camp level, 35% of households feel neither informed nor uninformed about WASH implementing partners' activities in Za'atari (Figure 15). Looking by districts, households located in district 1, 2 and 3 have the highest number of people feeling either informed or very informed about WASH activities in the camp. District 8 reported the highest number of people feeling very uninformed (44.7%), which could relate to unknowns around construction of the new water network.

Figure 15 Degree to which households feel informed about WASH activities in Za'atari



Respondents were asked to rate their level of satisfaction with the services provided by UNICEF's WASH implementing partners in Za'atari camp. **Overall, respondents appear to be satisfied with ACTED and Oxfam services and efforts to meet people's need, with 69.0% of respondents reporting to be satisfied or very satisfied with the WASH services in their district.** In addition, over half of respondents (55.3%) are satisfied or very satisfied with ACTED and Oxfam's help to residents in meeting some of their personal needs. It appears that beneficiaries perceive the agencies to have a better understanding and approach in terms of addressing community needs, rather than individual resident needs (71.3% versus 54.8% reporting WASH actors to have a very good or good understanding and approach to community or individual needs respectively).

**In total 43.0% of respondents reported having no concerns regarding WASH services** and on average, the majority of households in all the districts are at least satisfied with WASH services.<sup>46</sup> On the contrary, 29.8% of respondents reported concerns with water quantity provision and 17.3% regarding fair distribution of water.

At the end of the survey, respondents were asked to provide general comments and recommendations for WASH actors.<sup>47</sup> In terms of water, households mentioned improving water quality and water delivery. Some households pointed out that additional contact between the mobilisation team and households would be beneficial for the camp residents, especially those located in remote areas. Others feel there is not adequate follow up with regard to wash infrastructure such as the waste water network. In addition, some residents expressed the need to increase the number of cleaners in the camp as well as WASH staff members to monitor WASH activities. Other issues mentioned concerned problems with sewage pipes, the presence of dogs in the camp and lack of action to eliminate insects and cockroaches such as providing spray insecticides all over the camp.

Respondents were finally asked what the main goal for their community is in 2018. The majority of households did not report any wash related outcomes as a community goal, rather, **40.8% of the respondents expressed their desire to go back to Syria** and 17.0% more security, peace and stability.

---

<sup>46</sup> The satisfaction levels were calculated on average for each district.

<sup>47</sup> This was an open-ended question and 21 respondents chose to give further recommendations

## CONCLUSION

This report sought to evaluate and update the current knowledge, attitude and practices toward WASH of Za'atari camp's residents. In doing so, it aims at strengthening the future programming of humanitarian actors involved in WASH activities in Za'atari camp as well as at informing UNICEF's efforts to shift towards greater sustainability of programming. Specifically, the objective of this assessment was to provide an update to the KAP survey conducted in 2017.

**The assessment found that UNICEF's shift towards longer-term, sustainable WASH programming has been generally successful across the camp.** The majority of households are taking ownership of the waste water network, by assuming responsibility for its maintenance at the household level, and the construction of the water network represents an important improvement in terms of water provision. For those households who are already connected to the new water network (district 8) it is perceived to be an improvement in terms of water provision by the majority of residents, despite some initial functional problems, and appears to be positively perceived by beneficiaries living in other districts that will soon be connected to the water network. In addition, households are taking ownership of solid waste management, with nearly all reporting that transporting garbage from their homes to the communal bins is their responsibility.

**The majority of households are satisfied with the provision of WASH services received.** Camp residents' perceptions of UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services is generally positive as well as residents' relationships with ACTED and Oxfam staff. The majority of households make use of the water provided by WASH actors as their primary source of water, and the vast majority of households are fully connected to the WWN. However while nearly all households have a private toilet, almost 30% do not meet UNICEF standards due to a lack of permanent walls or curtains, suggesting improvement works need to be continued. Most of the camp households are aware they can issue a complaint to WASH actors about their activities in the camp and are satisfied with the mechanisms currently in place. Overall, more than 90% of households are satisfied with ACTED and Oxfam staff, and perceive them to be open and willing to listen to them and treat them with respect.

**However some knowledge gaps remain**, such as around the daily entitlement of water and WASH complaint mechanisms suggesting communication to residents could be improved. In addition, while the CFPs are known by the majority of households, additional communication about their role and the services and tools they provide is needed, with 19.8% of households were not aware of CFPs. Additional training would also be beneficial to support camp residents in developing the skills necessary to use the tools provided by the CFPs and in order to further encourage ownership of WASH infrastructure maintenance at the household level.

While the majority of residents engage in recycling activities, **a lack of frequency in the collection of garbage is the most reported reason for not recycling.** Lack of frequency in recycling is also the most commonly reported challenge faced by those who recycle, suggesting that households would benefit from more frequent collection of garbage, as well as encouraging those who do not recycle to start separating their garbage.

**Overall, Za'atari camp residents' hygiene knowledge and practices, as well as prevention measures are good**, through with little change from the previous year. Despite more than half of households reporting to have received information by the mobilisation team, dissemination of information does not appear to have been evenly distributed suggesting a need for better coverage of all districts.

Based on these findings, and with the input from UNICEF and WASH implementing partners, the following concluding suggestions can be proposed:

- **Findings suggest that residents need to be better equipped to maintain their water tanks.** A small proportion of residents are not cleaning their water tanks due to a lack of tools and knowledge. Ensuring households have the correct skills and equipment to clean their water tanks will increase ownership and sustainability of the infrastructure.
- **Further awareness raising among camp residents about the role of the CFPs could improve their effectiveness and increase ownership of household level WASH infrastructure maintenance.** Some residents are still not aware of the services or tools provided by CFPs.

- **Improvement works to ensure private toilets meet UNICEF standards should be continued**, with a particular need to focus on improving the privacy of toilets.
- **An increase in the frequency of recycling collection could encourage further take-up from residents.** This assessment would suggest that improved collection of recycling would encourage residents currently not recycling to start doing so.
- **It is important to ensure that all residents have knowledge of and access to complaint mechanisms.** Despite residents generally feeling the WASH partner complaint mechanisms are approachable and effective, there is still a small portion of households unaware of how to report complaints.
- **Coverage by the mobilisation unit for information dissemination could be improved.** Certain districts receive less information than others. In addition, implementing partner community centres could be more widely used by residents.

## ANNEXES

## Annex 1: Household Questionnaire

**Introduction:**

Hello, my name is \_\_\_\_\_ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan, to provide them with accurate information about the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment in partnership with UNICEF so as to assess the water, sanitation and hygiene knowledge, attitudes and practices of Za'atari camps' residents and highlight the satisfaction of the refugees in the camp as regards to WASH services. The data will be collected in an anonymous way and your name will not be associated with it.

**Introduction and demographics:**

1.1.2 Are you willing to take part in this interview?

- Yes  
 No

1.2 Record district number: \_\_\_\_\_

1.3 Record block number: \_\_\_\_\_

1.4 Do you know the household address?

- Yes  
 No

1.4.1 Record Household number: \_\_\_\_\_

1.5 If case different from the district list what is written on the caravan, record district number: \_\_\_\_\_

1.5.1 If case different from the district list what is written on the caravan, record block number: \_\_\_\_\_

1.5.2 If case different from the district list what is written on the caravan, record household number: \_\_\_\_\_

2. Gender of respondent

- Male  
 Female

2.1 Age of respondent: \_\_\_\_\_

2.2 Is the respondent the head of household?

- Yes  
 No

2.3 What is the gender of HH?

- Male  
 Female

2.4 What is the age of HH? : \_\_\_\_\_

2.5 Without head of HH and respondent, how many people in the following age brackets live in this HH

- 1 to 18:  
 19 to 59:  
 60+ :

2.6 We would like to ask you a few questions concerning your/ your household's health and ability to do everyday tasks. Would you be willing to answer these questions?

- Yes  
 No

2.6.1 Do you and/ or any other member of your household have any health concerns which impacts your/ their ability to do everyday tasks?

- Yes me personally  
 Yes another member of my household  
 No  
 Prefer not to answer

2.6.2 Do you have any health concerns which impacts your ability to do everyday tasks?

- Yes  
 No

2.6.3 What kind of health concerns do you face?

- Difficulties seeing even when wearing glasses  
 Difficulties hearing even when using hearing aid  
 Difficulties walking or climbing stairs, Difficulties remembering or concentrating  
 Difficulties washing all over or dressing  
 Difficulties communicating even in native language  
 Other

**Water:**

3. What is the main source of water for washing?

- Communal tank  
 Private tank with trucked water  
 Private tank purchased water  
 Purchased water/bottled water

3.1 What is the main source of water for cleaning?

- Communal tank  
 Private tank with trucked water  
 Private tank purchased water  
 Purchased water/bottled water

3.2 What is the main source of water for cooking?

- Communal tank
- Private tank with trucked water
- Private tank purchased water
- Purchased water/bottled water

3.3 What is the main source of water for drinking?

- Communal tank
- Private tank with trucked water
- Private tank purchased water
- Purchased water/bottled water

3.4 What do you do to keep water safe/disease free?

- I clean the water tank
- I leave the water to stand
- I treat water with chlorine
- I boil water
- I use a purifier
- I keep the water tank's cover closed
- I don't do anything
- Other please specify

3.4.1 For how long do you leave water to stand?

- Less than 5 days
- 5 or more days

3.4.2 What type of purifier do you use?

- New one
- Second hand
- I don't know

3.4.3 Why don't you clean the water tank?

- This is not my responsibility
- I don't know how to clean it
- I don't have the required equipment to do so
- Other please specify

3.5 How much water (in litres) for each person in Zaatari supposed to receive?

- Below 35 litres
- 35 litres
- More than 35 litres
- I don't know

3.6 Do you think people are indeed receiving 35 litres at the camp?

- Yes
- No
- I don't know

3.6.1 How often do you think they received this much water?

- Always
- Often
- Sometimes

- Rarely

3.6.2 Why not?

- WASH service is not reliable
- There are shortages of water
- Illegal tapping
- Leaking of the water tank pipes/water network
- Other please specify

3.7 What do you do to ensure that you have sufficient water?

- I limit water usage
- I do my laundry less often
- I do laundry once my tank is refilled
- I purchase more water
- I reuse water
- HHs members try to limit the number of shower they are taking
- I don't do anything
- Other please specify

3.8 What could be done/system could be set up to ensure that the amount of water that is currently provided to you is enough to meet your HH's needs?

- Ensure the maintenance of water tank (e.g. that there is no leakage, that the water tank is frequently cleaned to ensure the quality of the water)
- Install rainwater harvesting tanks
- No system could enable the amount of water that is currently provided to my household to be enough to meet our needs
- I don't know
- Other please specify

3.9 What has been the impact of the construction of the water network in terms of your water provision? (*Only asked to respondents living in district 8*)

- Worse
- The same
- Improved

3.9.1 If improved, how?

- Improved water quality
- Improved water provision's reliability
- Other please specify

3.9.2 If worsened, how?

- Decreased water quality
- Decreased water provisions reliability
- Other please specify

3.10 Do you have any concern about the water supply network? (*Asked to all households except district 8*)

- Yes

- No

3.100 Do you have any concern about the fact that your HH will be soon connected to the water supply network?

- Yes
- No

3.10.1 What are your concerns as regards to the water supply network?

- Water quality
- The lack of reliability in the provision of the water
- Water quantity
- Lack of communication as regards to the distribution rotation/timeline and day
- Having less contact with staff involved in WASH activities
- Lack of equity in the amount of water provided
- other please specify

3.11 If you had a complaint about water supply, who would you contact?

- Oxfam
- ACTED
- UNICEF
- UNHCR
- Community focal point
- Private contractors
- I don't know
- other please specify

3.12 What mechanism would you use to get in touch with them?

- Complaint number
- In person
- Complaint box
- I don't know
- other please specify

3.13 Are you satisfied with the quality of water distributed?

- Yes
- No

3.13.1 Of no, why not?

- Bad taste
- Bad smell
- Poor quality/high chlorine level
- Water turbidity
- Other please specify

3.13.2 Has anyone already tested the water quality in your tank?

- Yes
- No

3.14 Have you ever seen any leakages in the water network?

- Yes
- No

3.14.1 If yes, what did you do about the leakage in the water network?

- Contacted NGO
- Called the complaint number
- Fixed it myself
- Nothing
- other please specify

3.15 From your experience living in Za'atari, what could be the cause of a leakage in the water network?

- Old infrastructure
- Overuse
- Poor maintenance
- Illegal taping
- Network connectivity default
- I don't know
- other please specify

3.16 According to you, what could be the consequence of a leakage in the water network?

- Health concerns
- Drop in the quantity of water provided to HHs
- Requirement to undertake maintenance work
- I don't know
- Wasting water
- other please specify

3.17 According to you, what could be the consequence of illegal taping in the water network?

- Health concerns
- Drop in the quantity of water provided to HHs
- Necessity to undertake maintenance work
- Wasting water
- I don't know
- Other please specify

**Household sanitation facilities:**

4. Does your structure have a private toilet on premise?

- Yes
- No

4.1 Is/are any of the following NOT provided to your private toilet?

- Concrete tank or network connection
- Impermeable flooring (made of ceramic/plastic/stone tiles, concrete or wooden panels)
- Permanent walls or curtains (Hint: if curtains are put-up and taken down as and when

- someone needs the toilet then this does not count as permanently installed)
- A handwashing facility (This can be a tap or bucket of water)
  - Handwashing water drainage allowing hand washing water to exit the toilet area
  - No the premise meet all the above mentioned criteria
- 4.2 Is your household fully connected to the waste water network, both kitchen and bathroom?
- Yes
  - No
- 4.2.1 Why not?
- Because of the location of my caravan
  - Because I recently arrived in Za'atari
  - other please specify
- 4.3 What has been the impact of your connection to a septic tank (PRC) in terms of your sanitation situation?
- Worse
  - The same
  - Improved
- 4.3.1 If worse, how?
- Septic tank overflowing
  - Septic tank blockage
  - Vent smelling
  - Maintenance too expensive
  - The maintenance of the waste water network is not done in the timely manner
  - other
- 4.4 Have you already faced any desludging issues since you have been connected to the network?
- Yes
  - No
- 4.5 Who would/do you contact if you had a problem with the desludging service?
- I would call the hotline for ACTED/Oxfam
  - I would contact UNICEF
  - I would contact IMDAD (desludging number)
  - I would go to the community centre I would speak to someone directly
  - I would go to base camp
  - I would go to block representative
  - I don't know
  - I don't want to answer
  - Other (specify)
- 4.6 Are you aware that there are cluster focal points for borrowing tools?
- Yes I am aware

- Yes I am a focal point myself
- no I am not aware of this

4.6.1 Are you aware that tools were distributed to the focal points for repair work to the network?

- Yes
- No

4.6.1.1 Have you ever borrowed the tools?

- Yes
- No

4.7 Who do you think is responsible for maintaining the waste water network at the household level?

- Myself or one of my family's members
- NGO
- UN agency
- I don't know
- Other

4.8 Have you ever contacted the plumber to fix your HH waste water network?

- Yes
- No

4.8.1 If no, why not?

- I don't know who to contact
- I never had any issue with the waste water network that required contacted a plumber
- My household cannot afford plumber's services
- I do it myself
- other please specify

4.9 According to you, who is responsible for maintaining water networks at the household level?

- Myself or one of my family's members
- NGO
- UN agency
- I don't know
- Other

4.9.1 According to you, who should be responsible for maintaining water networks at the household level?

- Myself or one of my family's members
- NGO
- UN agency
- I don't know
- Other

**Recycling and solid waste management:**

5.1 Do you currently separate garbage in your household for recycling?

- Yes always
- Yes sometimes
- Never

5.2 Do you face any challenge when you recycle?

- Yes
- No

5.1.2 What challenges do you face when recycling?

- The collection and sorting team does not pass by my place frequently enough
- The recycling service is not reliable
- There is not schedule for the collection and sorting team to pass by my place
- I face challenge understanding the sorting system
- Other

5.1.3 If you do not recycle, why not?

- The collection and sorting team does not pass by my place frequently enough
- The recycling service is not reliable
- There is not schedule for the collection and sorting team to pass by my place
- I am not interested in
- I face challenge understanding the sorting system
- Other

5.2 Do you compost food leftover materials?

- Yes
- No

5.3 How clean do you think is the area around your street?

- Always clean
- Sometimes clean
- Rarely clean
- Never clean

5.3.1 If rarely clean or never clean, why?

- The cleaning system that is currently set up is not working well
- The community is not participating (enough) in cleaning the streets
- Because of the wind and dust moving dirt and garbage
- Other please specify

5.4 Who's responsibility is it to transport garbage from homes to the communal bins?

- Household's members
- NGO
- UN agency
- Other

5.5 What do you do if there is garbage accumulated around your household?

- I transport garbage from my household to the communal bins
- I wait for the cleaners/solid waste management team to come
- I call the complaint number
- I burn the garbage
- I bury the garbage
- There is no garbage accumulation in my area
- Nothing
- Other

5.6 What will happen if solid waste is not properly (i.e. timely, thrown in designated bins etc.) disposed?

- Health risks/Disease spread increase
- Adverse environmental impact
- Bad smell
- Increase of insects
- Other

5.7 How do you prevent the presence of insects/rats/flies in your household?

- Do not leave food scraps out
- I spray insects repellent
- I set up protection nets on my windows and /or doors
- Do not dry bread where pests can access it
- Put food in metal containers
- Hang food containers
- Keep the caravan or kitchen very clean
- Ensure that solid waste is properly disposed
- Not keeping pets
- There is nothing that can prevent them
- I don't want to answer
- Nothing
- Other

5.8 What do you do if you face the presence of insects/rats/flies in your household?

- Put out poison
- I spray insects repellent
- I set up a trap to catch them
- There is nothing that can prevent them
- Nothing
- I don't want to answer

**Hygiene promotion:**

6.1 When you buy pre-prepared (cooked) food from the market, how do you make sure that it is safe to eat?

- I keep it in the fridge
- I consume it before 6 hours
- I keep it in a closed container
- I keep it out of direct sunlight
- I don't do anything
- I don't know

- I don't want to answer
- Other

6.2 If somebody in your household had diarrhoea, what would be the first three things that you would do?

- Go to the clinic
- Drink safe fluids
- Use oral rehydration solution from the pharmacy/hospital
- Make sugar salt solution at home
- Stop eating
- Eating starches
- I don't know
- I don't want to answer
- Other

6.3 How can people prevent themselves and their children from getting diarrhoea?

- Wash hands before eating
- Eat safe food
- Wash food before cooking
- Cover food from flies
- Cook food correctly
- Wash hands before breastfeeding + feeding babies and children
- Wash hands after going to the toilet
- Drink healthy bottled water
- I don't know
- I don't want to answer
- Other

6.4 How can people prevent themselves and their children from getting head lice?

- Avoid congested areas
- Take affected family member to hospital
- Apply anti-lice lotion
- Use a lice comb
- keeping the place cleaned
- Maintaining Personal Hygiene
- I don't know
- Other

6.5 To your knowledge, what are the critical times to wash your hands?

- Before preparing food
- Before eating
- Before feeding your children
- After using latrine
- After coughing and sneezing
- After taking care of pets or farm animals
- Other
- I don't know

6.5.1 What do you usually use to wash your hands in your household?

- Soap (this includes liquid soap and sanitizers)
- Water only
- Other

6.5.2.1 Why don't you use soap?

- I don't see the use of it
- I cannot afford it
- Other

6.5.2 What do you usually use to bath in your household?

- Soap (this includes liquid soap and sanitizers)
- Water only
- Other

6.5.1.1 Why don't you use soap?

- I don't see the use of it
- I cannot afford it
- Other

6.6 Which feminine hygiene products do you use during your period?

- Sanitary towels
- Reusable cloth
- Tissue
- I don't use anything
- I don't know
- I don't want to answer
- 6.7 Once used, how do you dispose of your feminine hygiene products?
- Regular household waste
- Toilet
- Main garbage bin
- Wash and re-use
- I don't know
- I don't want to answer
- Other

6.8 Would you prefer disposing of your feminine hygiene products in another way?

- Yes
- No
- I don't want to answer

6.8.1 If yes, how?

- Regular household waste
- Toilet
- Main garbage bin
- Wash and re-use
- I don't know
- I don't want to answer
- Other

6.9 Is there any hygiene related information that you would like to know about?

- Importance of personal hygiene
- Importance handwashing using soap during Key times
- Diseases caused by poor WASH practices
- How to keep water safe
- Importance of proper solid waste disposal
- Importance of material recycling
- Feminine hygiene care
- No
- I don't want to answer
- I don't know
- Other

**Community mobilisation:**

7.1 Have you received any information from the community mobilization team in the last 3 months?

- Yes
- No
- I don't know
- I don't want to answer

7.1.1 What kind of activities/messages have you already been provided in the last 3 months by the community mobilization team?

- Water network safety
- Waste water network
- Progress in the water network's construction
- Solid waste management
- Water conservation
- Personal hygiene
- I don't know
- I don't want to answer
- Other

7.1.2 What other activities/messages would you like to get provided by the community mobilization team?

- Water network safety
- Waste water network
- Progress in the water network's construction
- Solid waste management
- Water conservation
- Water distribution
- Personal hygiene
- None
- I don't know
- I don't want to answer
- Other

7.1.3 What activities/messages would you like to be provided by the community mobilization team?

- Water network safety
- Waste water network
- Progress in the water network's construction
- Solid waste management
- Water conservation

- Water distribution
- I don't know
- I don't want to answer
- Other

7.2 Do you ever go to ACTED/Oxfam community centre?

- Yes
- No

7.2.1 How frequently do you go to AGENCY community centre?

- Weekly
- Bi-weekly
- Monthly
- Less frequently than every month

7.2.2 What do you use the community centre for?

- Community sessions
- Issuing complaints
- Registrations
- Getting information
- Celebration of global days
- Other

7.2.3 If you do not go, why?

- I am not feeling safe there
- I don't feel safe going there
- I don't see the use of it/ I am not interested in it
- There is no access for differently abled people
- Without any reason
- We have not been invited to the community centre before
- Other

7.3 Have you ever read any WASH article in the magazine 'the road'?

- I do not know anything about Road Magazine
- Yes
- No

**Accountability:**

8.1 What complaint methods are you aware of?

- Hotline
- Feedback at community centre
- Feedback box
- Directly with a Manager
- At the office
- I don't know any
- Other

8.2 What complaint methods do you prefer to use for non-sensitive complaint?

- Hotline
- Feedback at community centre
- Feedback box

- Directly with a Manager
- At the office
- I don't know any
- Other

8.3 Are there any other methods which you would like to see available for complaining and/or feeding back to agency (ACTED/OXFAM) in the future?

- Regular ACTED/Oxfam hotline
- Feedback at community centre
- Feedback box
- Directly with a Manager
- At the office
- SMS
- What's app
- Other
- No

8.4 If you had a sensitive complaint to submit, would you feel like complaining agency (ACTED/OXFAM)?

- Yes
- No

8.4.1 If no, why not?

- Fear of repercussions
- Cost
- Lack of time
- Lack of belief in the system
- Lack of privacy and confidentiality
- I already had a bad experience with the agency
- I know someone who already had a bad experience with the agency
- I already submitted a complaint/giving feedback with no answer
- I already submitted a complaint/giving feedback and got an answer but no follow up
- Nothing
- Other

8.6 What would prevent you from submitting a complaint/giving feedback?

- I already had a bad experience with the agency
- I know someone who already had a bad experience with the agency
- I already submitted a complaint/giving feedback with no answer
- I already submitted a complaint/giving feedback and got an answer but no follow up
- I do not want to harm the employ
- Without any reason
- Other

8.7 Do you feel agency (ACTED/OXFAM) is willing, open, and interesting in listening to you?

- Yes

- No

8.8 If no, why not?

- I already had a bad experience with the agency
- I know someone who already had a bad experience with the agency
- I already submitted a complaint/giving feedback with no answer
- I already submitted a complaint/giving feedback and got an answer but no follow up
- I do not want to harm the employ
- Without any reason
- Other

8.9 To what extent do you feel informed about agency (ACTED/OXFAM)'s work in the camp?

- Very uninformed
- uninformed
- Neither
- Informed
- Very informed

8.10 Do you feel you are welcome to participate in agency (ACTED/OXFAM)'s projects (includes at all stages, not just being a direct beneficiary)?

- Yes
- No

8.10.1 If no, why not?

- There is no CFW opportunity/projects
- There is no ads for jobs/projects
- I don't feel that AGENCY staff want the camp's Residents to participate in the AGENCY's Project
- Other

8.11 Do you feel well respected and treated by agency (ACTED/OXFAM) staff?

8.11.1 Why not?

- There is no CFW opportunity/projects
- There is no ads for jobs/projects
- I don't feel that AGENCY staff want the camp's Residents to participate in the AGENCY's Project
- Other

8.12 On a scale from 1 to 5, to what extent does the agency (ACTED/OXFAM) help people in Zaatari to meet some of their personal needs?: \_\_\_\_\_

8.13 On a scale from 1 to 5, to what extent does the agency (ACTED/OXFAM) help people in Zaatari to meet some of their community needs? : \_\_\_\_\_

8.14 On a scale from 1 to 5, to what extent do you think agency (ACTED/OXFAM) has a good understanding and approach towards the needs of men? : \_\_\_\_\_

8.15 On a scale from 1 to 5, to what extent do you think agency (ACTED/OXFAM) has a good understanding and approach towards the needs of women? : \_\_\_\_\_

8.16 On a scale from 1 to 5, to what extent do you think agency (ACTED/OXFAM) has a good understanding and approach towards the needs of women? : \_\_\_\_\_

8.17 On a scale from 1 to 5, to what extent do you think agency (ACTED/OXFAM) has a good understanding and approach towards the needs of boys? : \_\_\_\_\_

**Closing questions:**

9.1 What is your main concern as regards to WASH services in your district?

- We don't have any concern
- Sufficient water quantity provision
- Fair distribution of water
- The waste water network
- The district is not clean
- I don't know
- Other

9.2 What is your main community goal for 2018?

- I don't have any
- Electricity (including accessing this service longer hours)

- Go back to Syria
- Leave the camp
- Work (including equality in distribution of work)
- Improved public space (malls, paved street, garden)
- Improved education services
- Better access to entertainment services
- More security/peace/stability
- Improved transport
- Improved health services
- Improve my shelter
- More security/peace/stability
- Improved transport
- Improved health services
- I don't know
- Other

9.4 What is your general satisfaction with the WASH work in your district?

- Very unsatisfied
- Unsatisfied
- Acceptable
- Satisfied
- Very satisfied

9.5 Do you have any recommendations for things the WASH agencies should do differently in 2018?:

\_\_\_\_\_