

Background

Between 15 December 2016 and 8 January 2017, REACH in collaboration with UNHCR, NRC, UNICEF and IRD conducted a joint Post-Distribution Monitoring (PDM) assessment in Zaatari Camp. The PDM assessed two distributions from UNHCR, conducted to meet families' winterization needs in November and December 2016. These included 20 JOD given to almost all families in the camp to assist with shelter maintenance, and cash assistance for gas (heating and cooking) distributed to all families in the camp. For the latter, the amount was adjusted according to case size². Cases that were unable to collect the cash for gas assistance by themselves could ask for a third party to do it for them through the Designated Alternative Collector (DAC) scheme.

Findings from the assessment will inform agencies managing the DAC scheme and highlight any especially vulnerable cases. Furthermore, findings will help identify whether the scheme is working well, and if families are receiving their correct assistance.

The present factsheet provides key findings regarding the households that signed up to the DAC scheme to receive their cash for gas assistance and their experience with this service. This cash was funded by UNHCR and distributed by NRC.

Assessment Methodology

All respondents were a family member above 18 years, and when possible the head of family was interviewed. All 270 cases registered with the Designated Alternative Collector (DAC) scheme were interviewed.

Demographics

- % respondents permanently registered with the DAC scheme: **93%**
- % respondents living in the same household as their DAC: **63%**
- % respondents in female headed households: **70%**
- % respondents in male headed households: **30%**

¹Source: UNHCR Information Sharing Portal, January 2017.

²A "case" is the UNHCR unit used to register refugees.

Assistance Received

Proportion of respondents that reported receiving the correct amount of assistance, according to case size:

- Received the correct amount **68%**
- Received more **18%**
- Received less **14%**

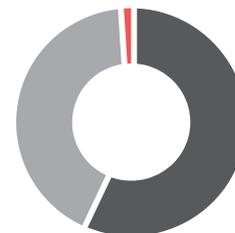


Of the recipients that knew how much they received, only two thirds reported receiving the correct amount (20 JOD flat rate distributed to all).

Reported Satisfaction

Proportion of respondents by reported level of satisfaction with the DAC scheme:

- Very satisfied **57%**
- Satisfied **42%**
- Very unsatisfied **1%**



Nearly all respondents (99%) reported satisfaction with the DAC scheme, with more than half (57%) reporting they are very satisfied.

Information and Contact with DAC

Frequency of reported information channel through which respondents were informed about the distribution³:

Leaflet	55%	
Word of mouth	52%	
DAC informed	39%	
Other	5%	

95% of respondents reported contacting their DAC in person as they either live in the same household (60%) or close by (35%).

³Multiple responses could be selected.

Feedback and Complaint Mechanisms

Proportion of respondents who reported being aware of available feedback and complaint mechanisms:

Aware	39%	
Not aware	61%	

Only 39% of respondents reported being aware of available feedback and only 36% were aware that they could change their DAC.

Perceived Adequacy of Assistance

Proportion of recipients by perceived adequacy of assistance:

Very adequate	2%	
Adequate	22%	
Somewhat adequate	46%	
Inadequate	27%	
Very inadequate	3%	

The majority of respondents (70%) perceived the amount of assistance received as adequate to meet their needs to some degree.

Winterization Preparedness

Proportion of respondents, by reported preparedness for winter:

Very prepared	3%	
Prepared	28%	
Somewhat prepared	43%	
Unprepared	22%	
Very unprepared	4%	

74% of DAC cases reported that they were prepared for winter to some degree. However, 26% of DAC cases reported being unprepared or very unprepared for winter (compared to 15% at the general camp level).

