

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 1 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,027
# of individuals	5,537
% of HHs that live in caravans	100%
% of female-headed HHs	40%
% of HHs that own a washing machine	88%

78% of households could accurately name the NGO providing WASH services in their district.

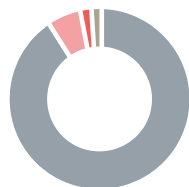


Households with private toilets

99.5% of households have at least one private toilet, with a total of 1065 private toilets recorded across 1,022 households.

Wastewater disposal method:³

Phase 1 concrete tank	91%
Tank and pour on street	6%
Pour on street only	2%
Other	1%



Households without toilets (0.5% of district / 5 households):

Use family/friend's	40%
Use neighbours'	60%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	99%	1%
Impermeable flooring	100%	0%
Handwashing facility	80%	20%
Handwashing water drainage ⁴	88%	12%
Permanent walls or curtains	75%	25%

57% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 43% of toilets are therefore not suitable.



Primary drinking water source

Of the 45% of households purchasing drinking water, 95% feel the quality of trucked water is not good enough to drink.

55% Free water trucking

45% Purchase bottled water



Solid waste disposal⁵

Garbage bin	100%
NGO collection	9%



Repair & maintenance

9% of households wished to report a WASH issue in the prior three months. Of these, 85% actually reported the issue. Among them:

80% Reported desludging related issues

84% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	5%
Adequate	39%
Somewhat adequate	17%
Inadequate	25%
Very inadequate	14%

Of the 39% who found the response inadequate or very inadequate, 71% cited a lack of response as the reason.

78% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.8%).

⁴ Percentage is reflective of those households with a handwashing facility (80%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.6%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 2 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,174
# of individuals	6,432
% of HHs that live in caravans	100%
% of female-headed HHs	41%
% of HHs that own a washing machine	86%

74% of households could accurately name the NGO providing WASH services in their district.

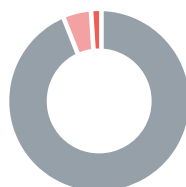


Households with private toilets

99% of households have at least one private toilet, with a total of 1183 private toilets recorded across 1,162 households.

Wastewater disposal method:³

Phase 1 concrete tank	94%
Tank and pour on street	5%
Pour on street only	1%
Other	0%



Households without toilets (1% of district / 12 households):

Use family/friend's	92%
Use neighbours'	8%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	77%	23%
Handwashing water drainage ⁴	89%	11%
Permanent walls or curtains	75%	25%

56% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 44% of toilets are therefore not suitable.

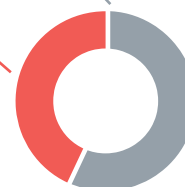


Primary drinking water source

Of the 43% of households purchasing drinking water, 95% feel the quality of trucked water is not good enough to drink.

57% Free water trucking

43% Purchase bottled water



Solid waste disposal⁵

Garbage bin	99%
NGO collection	25%



Repair & maintenance

9% of households wished to report a WASH issue in the prior three months. Of these, 83% actually reported the issue. Among them:

85% Reported desludging related issues 80% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	12%
Adequate	38%
Somewhat adequate	17%
Inadequate	27%
Very inadequate	5%
Don't know	1%

Of the 32% who found the response inadequate or very inadequate, 67% cited a lack of response as the reason.

84% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.5%).

⁴ Percentage is reflective of those households with a handwashing facility (77%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.4%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 3 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	754
# of individuals	4,166
% of HHs that live in caravans	99%
% of female-headed HHs	43%
% of HHs that own a washing machine	82%

80% of households could accurately name the NGO providing WASH services in their district.

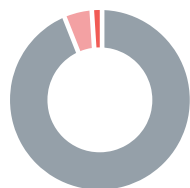


Households with private toilets

99% of households have at least one private toilet, with a total of 754 private toilets recorded across 746 households.

Wastewater disposal method:³

Phase 1 concrete tank	94%
Tank and pour on street	5%
Pour on street only	1%
Other	0%



Households without toilets (1% of district/ 8 households):

Use family/friend's	100%
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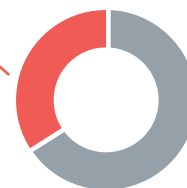


Primary drinking water source

Of the 34% of households purchasing drinking water, 98% feel the quality of trucked water is not good enough to drink.

66% Free water trucking

34% Purchase bottled water



Solid waste disposal⁵

Garbage bin	100%
NGO collection	53%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	80%	20%
Handwashing water drainage ⁴	91%	9%
Permanent walls or curtains	68%	32%

49% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 51% of toilets are therefore not suitable.



Repair & maintenance

6% of households wished to report a WASH issue in the prior three months. Of these, 87% actually reported the issue. Among them:

70% Reported desludging related issues **78%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	10%
Adequate	42%
Somewhat adequate	5%
Inadequate	25%
Very inadequate	18%

Of the 43% who found the response inadequate or very inadequate, 29% cited a lack of response as the reason.

89% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.5%).

⁴ Percentage is reflective of those households with a handwashing facility (80%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.6%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 4 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	753
# of individuals	4,007
% of HHs that live in caravans	99%
% of female-headed HHs	44%
% of HHs that own a washing machine	77%

78% of households could accurately name the NGO providing WASH services in their district.

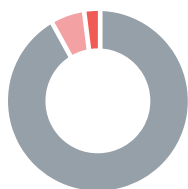


Households with private toilets

98% of households have at least one private toilet, with a total of 751 private toilets recorded across 736 households.

Wastewater disposal method:³

Phase 1 concrete tank	92%
Tank and pour on street	6%
Pour on street only	2%



Households without toilets (2% of district / 17 households):

Use family/friend's	47%
Use neighbours'	53%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	77%	23%
Handwashing water drainage ⁴	93%	7%
Permanent walls or curtains	73%	27%

57% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 43% of toilets are therefore not suitable.



Primary drinking water source

Of the 28% of households purchasing drinking water, 96% feel the quality of trucked water is not good enough to drink.

72% Free water trucking

28% Purchase bottled water



Solid waste disposal⁵

Garbage bin	95%
NGO collection	66%



Repair & maintenance

7% of households wished to report a WASH issue in the prior three months. Of these, 80% actually reported the issue. Among them:

56% Reported desludging related issues 79% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	5%
Adequate	41%
Somewhat adequate	18%
Inadequate	23%
Very inadequate	13%

Of the 36% who found the response inadequate or very inadequate, 57% cited a lack of response as the reason.

90% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

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² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.2%).

⁴ Percentage is reflective of those households with a handwashing facility (77%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.3%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 5 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	900
# of individuals	5,086
% of HHs that live in caravans	99%
% of female-headed HHs	43%
% of HHs that own a washing machine	72%

76% of households could accurately name the NGO providing WASH services in their district.

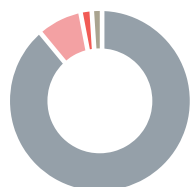


Households with private toilets

97% of households have at least one private toilet, with a total of 888 private toilets recorded across 875 households.

Wastewater disposal method:³

Phase 1 concrete tank	89%
Tank and pour on street	8%
Pour on street only	2%
Other	1%



Households without toilets (3% of district / 25 households):

Use family/friend's	68%
Use neighbours'	32%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	77%	23%
Handwashing water drainage ⁴	94%	6%
Permanent walls or curtains	77%	23%

61% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 39% of toilets are therefore not suitable.

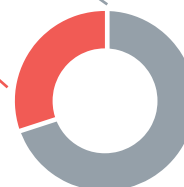


Primary drinking water source

Of the 30% of households purchasing drinking water, 89% feel the quality of trucked water is not good enough to drink.

70% Free water trucking

30% Purchase bottled water



Solid waste disposal⁵

Garbage bin	97%
NGO collection	56%



Repair & maintenance

6% of households wished to report a WASH issue in the prior three months. Of these, 64% actually reported the issue. Among them:

57% Reported desludging related issues **63%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	9%
Adequate	20%
Somewhat adequate	11%
Inadequate	29%
Very inadequate	31%

Of the 60% who found the response inadequate or very inadequate, 76% cited a lack of response as the reason.

93% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.4%).

⁴ Percentage is reflective of those households with a handwashing facility (77%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.4%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 6 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,190
# of individuals	6,634
% of HHs that live in caravans	99%
% of female-headed HHs	38%
% of HHs that own a washing machine	78%

83% of households could accurately name the NGO providing WASH services in their district.

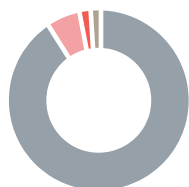


Households with private toilets

98% of households have at least one private toilet, with a total of 1203 private toilets recorded across 1,172 households.

Wastewater disposal method:³

Phase 1 concrete tank	91%
Tank and pour on street	6%
Pour on street only	2%
Other	1%



Households without toilets (2% of district / 18 households):

Use family/friend's	39%
Use neighbours'	44%
Other	17%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	74%	26%
Handwashing water drainage ⁴	88%	12%
Permanent walls or curtains	67%	33%

48% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 52% of toilets are therefore not suitable.

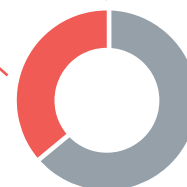


Primary drinking water source

Of the 36% of households purchasing drinking water, 95% feel the quality of trucked water is not good enough to drink.

64% Free water trucking

36% Purchase bottled water



Solid waste disposal⁵

Garbage bin	94%
NGO collection	69%



Repair & maintenance

13% of households wished to report a WASH issue in the prior three months. Of these, 81% actually reported the issue. Among them:

84% Reported desludging related issues **68%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	9%
Adequate	26%
Somewhat adequate	19%
Inadequate	34%
Very inadequate	12%

Of the 47% who found the response inadequate or very inadequate, 47% cited a lack of response as the reason.

87% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.8%).

⁴ Percentage is reflective of those households with a handwashing facility (74%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.8%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 7 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,138
# of individuals	5,916
% of HHs that live in caravans	98%
% of female-headed HHs	40%
% of HHs that own a washing machine	77%

80% of households could accurately name the NGO providing WASH services in their district.

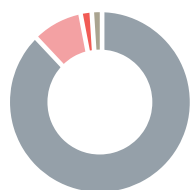


Households with private toilets

99% of households have at least one private toilet, with a total of 1144 private toilets recorded across 1,122 households.

Wastewater disposal method:³

Phase 1 concrete tank	88%
Tank and pour on street	9%
Pour on street only	2%
Other	1%



Households without toilets (1% of district / 16 households):

Use family/friend's	56%
Use neighbours'	44%



Primary drinking water source

Of the 41% of households purchasing drinking water, 98% feel the quality of trucked water is not good enough to drink.

59% Free water trucking

41% Purchase bottled water



Solid waste disposal⁵

Garbage bin	99%
NGO collection	64%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	99%	1%
Impermeable flooring	100%	0%
Handwashing facility	77%	23%
Handwashing water drainage ⁴	91%	9%
Permanent walls or curtains	61%	39%

48% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 52% of toilets are therefore not suitable.



Repair & maintenance

4% of households wished to report a WASH issue in the prior three months. Of these, 87% actually reported the issue. Among them:

65% Reported desludging related issues

53% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	10%
Adequate	20%
Somewhat adequate	10%
Inadequate	30%
Very inadequate	30%

Of the 60% who found the response inadequate or very inadequate, 79% cited a lack of response as the reason.

94% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.4%).

⁴ Percentage is reflective of those households with a handwashing facility (77%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.5%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 8 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,452
# of individuals	7,929
% of HHs that live in caravans	100%
% of female-headed HHs	42%
% of HHs that own a washing machine	68%

78% of households could accurately name the NGO providing WASH services in their district.

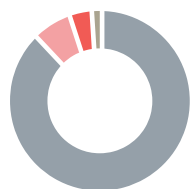


Households with private toilets

97% of households have at least one private toilet, with a total of 1446 private toilets recorded across 1,413 households.

Wastewater disposal method:³

Phase 1 concrete tank	88%
Tank and pour on street	7%
Pour on street only	4%
Other	1%



Households without toilets (3% of district / 39 households):

Use family/friend's	72%
Use neighbours'	20%
Other	8%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	96%	4%
Handwashing facility	70%	30%
Handwashing water drainage ⁴	87%	13%
Permanent walls or curtains	58%	42%

41% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 59% of toilets are therefore not suitable.

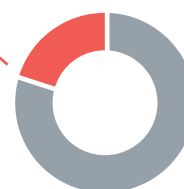


Primary drinking water source

Of the 20% of households purchasing drinking water, 94% feel the quality of trucked water is not good enough to drink.

80% Free water trucking

20% Purchase bottled water



Solid waste disposal⁵

Garbage bin	95%
NGO collection	72%



Repair & maintenance

10% of households wished to report a WASH issue in the prior three months. Of these, 79% actually reported the issue. Among them:

77% Reported desludging related issues **62%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	15%
Adequate	34%
Somewhat adequate	14%
Inadequate	23%
Very inadequate	14%

Of the 37% who found the response inadequate or very inadequate, 63% cited a lack of response as the reason.

92% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.9%).

⁴ Percentage is reflective of those households with a handwashing facility (70%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.7%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 9 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	916
# of individuals	4,811
% of HHs that live in caravans	100%
% of female-headed HHs	41%
% of HHs that own a washing machine	78%

75% of households could accurately name the NGO providing WASH services in their district.

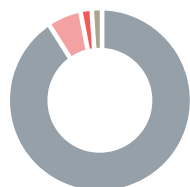


Households with private toilets

98% of households have at least one private toilet, with a total of 914 private toilets recorded across 901 households.

Wastewater disposal method:³

Phase 1 concrete tank	91%
Tank and pour on street	6%
Pour on street only	2%
Other	1%



Households without toilets (2% of district/ 15 households):

Use family/friend's	87%
Use neighbours'	13%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	99%	1%
Impermeable flooring	99%	1%
Handwashing facility	82%	18%
Handwashing water drainage ⁴	88%	12%
Permanent walls or curtains	75%	25%

57% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 43% of toilets are therefore not suitable.

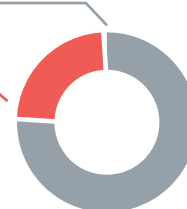


Primary drinking water source

Of the 23% of households purchasing drinking water, 96% feel the quality of trucked water is not good enough to drink.

76% Free water trucking

24% Purchase bottled water



Solid waste disposal⁵

Garbage bin	99%
NGO collection	15%



Repair & maintenance

12% of households wished to report a WASH issue in the prior three months. Of these, 80% actually reported the issue. Among them:

73% Reported desludging related issues **66%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	11%
Adequate	39%
Somewhat adequate	11%
Inadequate	23%
Very inadequate	16%

Of the 40% who found the response inadequate or very inadequate, 62% cited a lack of response as the reason.

88% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.2%).

⁴ Percentage is reflective of those households with a handwashing facility (82%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.3%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 10 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	967
# of individuals	5,496
% of HHs that live in caravans	99%
% of female-headed HHs	40%
% of HHs that own a washing machine	80%

78% of households could accurately name the NGO providing WASH services in their district.

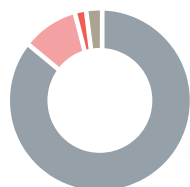


Households with private toilets

99% of households have at least one private toilet, with a total of 979 private toilets recorded across 954 households.

Wastewater disposal method:³

Phase 1 concrete tank	86%
Tank and pour on street	10%
Pour on street only	2%
Other	2%



Households without toilets (1% of district / 13 households):

Use family/friend's	85%
Use neighbours'	15%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	99%	1%
Impermeable flooring	100%	0%
Handwashing facility	79%	21%
Handwashing water drainage ⁴	89%	11%
Permanent walls or curtains	73%	27%

56% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 44% of toilets are therefore not suitable.



Primary drinking water source

Of the 32% of households purchasing drinking water, 96% feel the quality of trucked water is not good enough to drink.

68% Free water trucking

32% Purchase bottled water



Solid waste disposal⁵

Garbage bin	97%
NGO collection	36%



Repair & maintenance

7% of households wished to report a WASH issue in the prior three months. Of these, 75% actually reported the issue. Among them:

49% Reported desludging related issues 73% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	2%
Adequate	33%
Somewhat adequate	10%
Inadequate	33%
Very inadequate	20%
Don't know	2%

Of the 53% who found the response inadequate or very inadequate, 67% cited a lack of response as the reason.

93% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.4%).

⁴ Percentage is reflective of those households with a handwashing facility (79%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.6%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 11 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	1,284
# of individuals	7,092
% of HHs that live in caravans	99%
% of female-headed HHs	42%
% of HHs that own a washing machine	82%

78% of households could accurately name the NGO providing WASH services in their district.

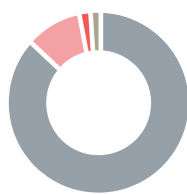


Households with private toilets

98% of households have at least one private toilet, with a total of 1283 private toilets recorded across 1,262 households.

Wastewater disposal method:³

Phase 1 concrete tank	88%
Tank and pour on street	10%
Pour on street only	1%
Other	1%



Households without toilets (2% of district / 22 households):

Use family/friend's	86%
Use neighbours'	14%



Primary drinking water source

Of the 29% of households purchasing drinking water, 95% feel the quality of trucked water is not good enough to drink.

71% Free water trucking

29% Purchase bottled water



Solid waste disposal⁵

Garbage bin	98%
NGO collection	39%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	72%	28%
Handwashing water drainage ⁴	91%	9%
Permanent walls or curtains	69%	31%

51% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 49% of toilets are therefore not suitable.



Repair & maintenance

6% of households wished to report a WASH issue in the prior three months. Of these, 74% actually reported the issue. Among them:

62% Reported desludging related issues 61% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	20%
Adequate	23%
Somewhat adequate	8%
Inadequate	29%
Very inadequate	20%

Of the 49% who found the response inadequate or very inadequate, 73% cited a lack of response as the reason.

92% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (99.5%).

⁴ Percentage is reflective of those households with a handwashing facility (72%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.7%). Multiple responses possible.

Six years on, the protracted crisis in Syria has led humanitarian actors in Jordan to focus on the long term sustainability of services and infrastructure delivered to Syrian refugees. In Zaatari camp, UNICEF and its implementing partners in the Water, Sanitation, and Hygiene (WASH) sector - ACTED, JEN and Oxfam - have shifted away from public WASH facilities to private, household level service delivery. The construction of the Zaatari Wastewater Network, completed in 2016, has connected every household in the camp to a common wastewater disposal system. REACH, in partnership with UNICEF, conducted a WASH Infrastructure & Services Assessment from 12 February to 5 March 2017, with the primary objective of evaluating the impact of this wastewater management project. Findings from the assessment will be used by UNICEF and partners in determining gaps in coverage, refugees' perceptions and needs, and to inform necessary adjustments to future WASH programming. **This factsheet presents key findings from households in District 12 who participated in the assessment.**



Methodology

Data was collected by mixed-sex teams of Syrians engaged in the Zaatari cash-for-work scheme, supervised by REACH. Every household in the camp was visited; following the first visit, enumerators returned to unassessed households a maximum of two additional times.¹ Interviews were conducted with the head of household (HoH), or if unavailable, another household member 18 years old or above. The survey respondent was asked to answer questions on behalf of all individuals living in the home.



Demographics of assessed households²

# of households (HHs)	855
# of individuals	5,115
% of HHs that live in caravans	100%
% of female-headed HHs	39%
% of HHs that own a washing machine	86%

79% of households could accurately name the NGO providing WASH services in their district.

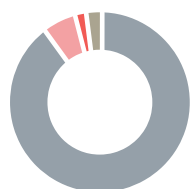


Households with private toilets

99% of households have at least one private toilet, with a total of 898 private toilets recorded across 848 households.

Wastewater disposal method:³

Phase 1 concrete tank	90%
Tank and pour on street	6%
Pour on street only	2%
Other	2%



Households without toilets (1% of district/ 7 households):

Use family/friend's	43%
Use neighbours'	28.5%
Other	28.5%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	100%	0%
Impermeable flooring	99%	1%
Handwashing facility	79%	21%
Handwashing water drainage ⁴	90%	10%
Permanent walls or curtains	78%	22%

59% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 41% of toilets are therefore not suitable.



Primary drinking water source

Of the 24% of households purchasing drinking water, 92% feel the quality of trucked water is not good enough to drink.

75% Free water trucking

25% Purchase bottled water



Solid waste disposal⁵

Garbage bin	95%
NGO collection	32%



Repair & maintenance

15% of households wished to report a WASH issue in the prior three months. Of these, 77% actually reported the issue. Among them:

68% Reported desludging related issues **66%** Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	18%
Adequate	26%
Somewhat adequate	17%
Inadequate	27%
Very inadequate	12%

Of the 39% who found the response inadequate or very inadequate, 66% cited a lack of response as the reason.

89% of households feel their sanitation situation has either improved or greatly improved since being connected to the wastewater network.

¹ 'Household' is defined as either a single or a collection of caravans inhabited by a UNHCR registered case or by multiple UNHCR registered cases who share resources. The head of household is defined as holding primary responsibility for household financial resources and decision-making. A case is considered the principal family unit upon registration as a 'person of concern' with UNHCR.

² The number of individuals recorded is based on information reported by the households who were both available and willing to participate during the data collection period. 914 households in the camp were not able to be assessed. Reported population figures are therefore intended to provide context to the subsequent WASH findings, rather than reflect the complete population of the camp.

³ Percentage is reflective of those households reported to produce wastewater (98.1%).

⁴ Percentage is reflective of those households with a handwashing facility (79%).

⁵ Percentage is reflective of those households reported to produce solid waste (99.6%). Multiple responses possible.