# AZRAQ CAMP
# SHELTER ASSESSMENT

## JORDAN

## ASSESSMENT REPORT
## JANUARY 2015

UNHCR The UN Refugee Agency

REACH Informing more effective humanitarian action

# TABLE OF CONTENTS

## SUMMARY

With the protracted Syrian crisis extending into its fourth year, the conflict continues to force millions of Syrians to seek refuge in the neighbouring countries of Jordan, Iraq, Lebanon and Turkey. These host countries are bearing the brunt of the crisis, which represents the largest refugee exodus in recent history with a total of 3,341,249 registered refugees now living outside of Syria.[1] Since 2011, approximately 622,865 Syrians have crossed the border into Jordan. With Za'atari refugee camp at full capacity, the majority of new arrivals are now being transported directly to Azraq camp. Villages 3 and 6 - the only inhabited villages in Azraq camp - are now occupied by an estimated 11,207 refugees, and as the Syrian crisis shows no signs of abating, it is anticipated that the camp population will continue to increase in 2015.

To date, there have been no comprehensive studies conducted in Azraq camp to provide an in-depth understanding of the key challenges related to current shelter provision, and priority areas for improvement. To address this information gap, UNHCR requested REACH to conduct a shelter assessment aimed at identifying priority shelter issues, and understanding how they could be mitigated through shelter improvements, including the capacity of household members to make these shelter improvements themselves.

In collaboration with UNHCR, REACH carried out the assessment in December 2014 across the inhabited Villages in Azraq camp (Village 3 and Village 6). Overall, this assessment has enabled REACH to compile a comprehensive overview of the shelter situation in Azraq camp, including needs for shelter improvement both inside and outside the shelter, and an understanding of the shelter priorities for disabled persons and families with children.

When asked to indicate the three most important characteristics that a shelter space should have. REACH found that **a majority of females (54.9%) and the largest proportion of males (47%) cited safety and security as the first most important quality a shelter should possess**, followed by 33.4% of males indicating adequate privacy, and 18.4% of females citing that a shelter should be a healthy and hygienic space.

**In total, 78.7% of respondents considered the installation of an electricity supply as the primary need for the inside of the shelter.**[2] There were a wide range of reasons specified for this shelter improvement in Focus Group Discussion (FGDs), including enhanced safety and security and access to entertainment to occupy residents in their free time and maintain communication with the outside world. As the secondary need, Village 6 most frequently cited cement flooring (48.4%), while Village 3 most frequently cited water taps (19.6%). Further priority needs for the inside of the shelter for both Village 6 and Village 3 were insulation and private showers which were cited by 32.8% and 31% of the population respectively. These results were strongly supported by the FGDs, which also emphasised a need for increased storage space, and an additional window.

**Some 48.4% of households in both villages cited an outdoor kitchen as the primary need for the outside of the shelter.** FGD participants stated that cooking inside the shelter is a major health and safety issue, due to cooking equipment creating unpleasant fumes and representing a general fire hazard. **In Village 6 the largest proportion of respondents (31.9%) considered tarmac/gravel around the shelter to be the secondary need for the outside of the shelter.** The primary reasons expressed were to prevent mud and dust from entering the house, and to provide an area where residents can sit outside. **In Village 3, the largest proportion of respondents (26.6%) cited a surrounding fence as the secondary need for the outside of the shelter.** In several FGDs it was mentioned that the construction of a fence around each shelter would protect the privacy of household members.

**Installing an electricity supply and water taps were changes to the inside of the shelter that households considered themselves least able to do,** with 46.5% and 35.6% respectively citing their household's ability to make these changes as weak or very weak. Outside of the shelter, the improvements that the households were considered the least able to do themselves were to install electric lighting, build an outdoor kitchen and lay tarmac/gravel, for which 46.2%, 33.6% and 27.2% of respondents respectively rated their households ability as

[1]UNHCR, Syrian Refugee Response - Inter-agency Information Sharing Portal, < http://data.unhcr.org/syrianrefugees/regional.php >, [last checked 30.12.2014].

[2] At the time of assessment there was no electricity supply serving shelters in Azraq camp.

very weak or weak. It was commonly reported in the FGDs that a households' ability to make priority changes themselves would be largely dependent on the household containing at least one young to middle aged male.

Given Azraq's harsh desert climate, respondents were asked to rate their level of satisfaction with the temperature inside their shelter in both hot and cold weather. In total, findings show that **90.2% of respondents were unsatisfied or very unsatisfied with the temperature inside their shelter in hot weather**. Meanwhile, only 44.8% were unsatisfied or very unsatisfied with the temperature inside their shelter in cold weather.

During FGDs, both male and female participants frequently voiced concerns that children faced a range of safety hazards in and around the shelters. For this reason, survey respondents were asked about the suitability of shelters for children. REACH found that **50.8% of households with children reported their shelter to be inadequate or very inadequate for children,** indicating a need for improvements that would make shelters more child-friendly, mitigating safety hazards and enhancing shelter suitability for children.

Another key issue arising in FGDs was a perceived lack of privacy in and around shelters, particularly for female household members**. Survey findings show that 41% of respondents in Village 6 and 32.3% of respondents in Village 3 described the shelter as providing inadequate or very inadequate privacy.** For Village 6, the installation of a private shower was cited with the most frequency (29.1%) as the first most important change to improve the shelter's level of privacy. Meanwhile for Village 3, the majority of respondents (76.6%) cited a surrounding fence as the first most important change to enhance shelter privacy.

## List of Acronyms

**FGD** Focus Group Discussion

**ODK** Open Data Kit

**UN** United Nations

**UNHCR** United Nations High Commissioner for Refugees

## Geographic Classifications

Azraq Camp Refugee camp located in Zarqa governorate in northern Jordan

Village Azraq camp is divided into villages which are subdivided into blocks and plots

## List of Figures and Tables

# INTRODUCTION

Azraq camp opened in April 2014 to provide a safe space for Syrian refugees to live and access service delivery. As the camp continues to evolve, there are ongoing needs for information collection and management in order to inform and enable partners to adapt to a rapidly changing context. For this reason, UNHCR identified a need to collect data to fill remaining information gaps, including the identification of shelter improvement specification and implementation methods preferred by beneficiaries. As adequate shelter does not simply constitute a structure with a roof and four walls, but also the right to live in security, peace and dignity[3], shelter surveys aim to gauge perceptions of important shelter characteristics, privacy and shelter suitability for children in addition to shelter improvement priorities.

Given the challenges presented by the ever changing environment in Azraq camp, this assessment aimed to broaden humanitarian actors' understanding of the camp context, enhancing their capacity to make evidence based decisions and plan well-targeted assistance programmes.

Direct observations in Azraq camp indicate that people have already begun to adapt their shelters by making changes to both the interior and exterior, such as tarpaulin partitions around shelters, gravel porches, and shelving units for food storage. This demonstrates a desire among residents to enhance their original shelters and adapt them to individual household needs. Therefore, it corroborates the need to assess perceptions of shelter in the camp and the improvements that could be made to enhance current shelter provision.

This report presents the methodology used by REACH for this assessment, followed by a detailed presentation of findings on different shelter improvement priorities in Azraq camp in the two inhabited villages (Village 3 and Village 6), disaggregated by village and sex. Assessment findings provide a macro picture, and insights into residents' perceptions of internal and external shelter spaces within the camp.

[3] UN OHCHR, The Right to Adequate Housing: Fact Sheet 21, May 2014.

# METHODOLOGY

**Key research question:**

- Identify shelter improvement specifications and implementation methods that are preferred by beneficiaries.

This assessment was implemented in two phases: a first phase using qualitative research methods and a second phase using quantitative research methods. A mixed methods approach was chosen so that qualitative findings from focus group discussions (FGDs) could provide context and therefore inform the design of the assessment tool for the quantitative phase of data collection. This way, REACH was able to explore the shelter improvements and implementation methods that beneficiaries would prefer.

## FIRST PHASE: QUALITATIVE DATA COLLECTION AND ANALYSIS

REACH conducted 18 FGDs with male and female participants from Villages 3 and 6. Their key objective was to determine residents' perceptions of shelter inside the camp and to identify suggestions for improvements both inside and outside the shelters.

**Table 1: Total number of FGDs conducted**

| Villages | Male FGDs | Female FGDs | Total |
|---|---|---|---|
| **Village 3** | 5 | 5 | 10 |
| **Village 6** | 4 | 4 | 8 |

The FGDs consisted of groups of 5 - 8 participants that were selected using purposive sampling from a range of blocks in each village. All participants were above the age of 18 years, and all groups were of the same sex and village. The tool used was an open-ended structured question route and a preferences matrix (See Annex 1). This was implemented by an experienced mixed-gender team on REACH premises in the camp. Before the onset of the FGDs, the teams were trained in the FGD tool and methodology.

The results of FGDs were then used to develop the shelter survey questionnaire tool that was implemented in the second stage of the assessment (the quantitative data collection). Suggested shelter improvements and themes that were mentioned multiple times in FGDs were incorporated into the options listed for question responses in the survey.

Finally REACH sought to understand the specific challenges affecting people with disabilities in the camp, particularly with regards to the suitability of their shelters. Individuals with disabilities were purposively selected based on data from Handicap International. Due to the challenges associated with their specific needs and the lack of a suitable location to which they could be easily transported inside the camp, individual interviews were conducted rather than FGDs. Mixed-sex teams of REACH enumerators conducted face-to-face individual interviews at participants' households, interviewing a total of 16 individuals with disabilities, with males and females equally represented. The questioning route used in the interviews was specifically adapted for persons with disabilities, with an extra question added to ascertain whether structural changes were needed to improve shelter accessibility for disabled persons.

## SECOND PHASE: QUANTITATIVE DATA COLLECTION AND ANALYSIS

**Target population:** Entire camp population, with representative samples for Villages 3 and 6

**Sample:** 599 Households in Village 3 and 6, 299 females and 300 males

**Data collection period:** 16 – 23 December 2014

For the second phase of the assessment, a thematic survey on shelter was developed in consultation with UNHCR and based on UNHCR's household level Azraq population count data from 4 December 2014. Survey

findings are based on a random sample of 599 households, which was proportionally distributed between Villages 3 and 6 in Azraq camp, and divided equally by gender. Therefore, results are generalizable at the Village level with a 95% confidence level and a 5% margin of error[4], and according to sex at a 95% confidence level with an 8% margin of error.

The sample was divided equally by gender using a random generator (299 females, 300 males) and was proportionate to the Village population sizes.

**Table 2: Total number of assessed individuals**

| Villages | Population size | No. of females | No. of males | Total |
|---|---|---|---|---|
| Village 3 | 6,509 | 157 | 157 | 314 |
| Village 6 | 4,133 | 142 | 143 | 285 |

The shelter survey was based on the key issues that arose during the FGDs following the initial analysis, and was designed to gather information concerning which shelter improvements inside and outside were considered most important, as well as to improve understanding on specific shelter issues and how they could be addressed.

Data collection was undertaken using Open Data Kit (ODK) software uploaded onto smartphones and conducted by a mixed-gender team who was trained on the tool and data collection methodology. Enumerators asked to speak to the head of household, or household member above the age of 18 years if they were not available. Data was downloaded after each day of data collection for cleaning and analysis at both the camp and village level.

## Challenges and Limitations

One limitation faced by REACH during qualitative data collection was the reduced operating hours in the camp and shorter waking hours for camp residents due to the assessment being conducted during winter. REACH took this into consideration when planning the assessment timeframe and data collection process. During the quantitative data collection phase, uninhabited shelters were sometimes selected through the random sampling process. When this occurred, new random addresses were generated for data collectors to visit instead. In addition, data collectors often found that men were away from their household during data collection, either working or carrying out other tasks, during the day. This meant that a large number of new addresses had to be randomly generated in order to reach the necessary sample size of male respondents while adhering to the methodology.

[4] UNHCR, Azraq Camp Household Level Daily Statistics, 4 December 2014.

## KEY FINDINGS

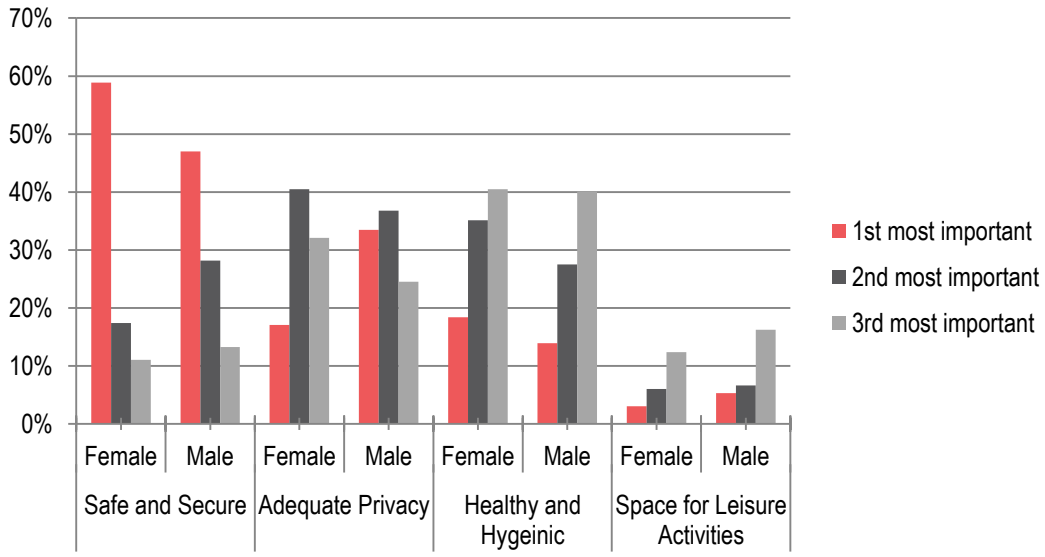
As the space where camp residents are likely to spend a large proportion of their time, shelter is a critical factor contributing to the general quality of life in Azraq camp. REACH conducted both FGDs and a household-level survey on the topic of shelter to generate further insights into current perceptions of shelter in Azraq camp and to better understand priority improvements from the perspective of the camp's inhabitants.

The first section presents the most important characteristics of shelter space as perceived by respondents. The second and third sections identify high priority improvements desired by camp inhabitants both inside and outside the shelter, and assess the ability of the households to make such changes themselves. The fourth section discusses common issues for shelters, including shelter temperature, the adequacy of shelter for children and privacy of the shelter. Finally, a specific section analyses shelter priorities for persons with disabilities.

### GENERAL SHELTER CHARACTERISTICS AND PRIORITIES

In order to gain a more in-depth understanding of how residents in Azraq camp conceived the primary purpose served by their shelter, respondents were asked to rank the top three most important characteristics provided by their shelter space. These responses can be linked to the priority improvements indicated by respondents (in the following sections). Indeed, this helps to explain the reasons behind residents' desired shelter changes.

**Figure 1: Primary, secondary and tertiary most important characteristics of shelter space**




**The majority of females (58.9%) and a large proportion of males (47%) cited safety and security as the most important quality that a shelter should possess.** The main safety concern mentioned in the FGDs was the quality of the locks on the shelters, and the inability to lock the shelters safely from both the inside and the outside. In addition, some concerns were raised about child-safety, which are discussed further later in this report.

**For both males (36.8%) and females (40.5%), adequate privacy was cited with the most frequency as the second most important quality that a shelter should possess. Privacy was a particularly prevalent issue throughout FGDs**, as it was expressed that female household members were often easily visible through shelter doorways, and when travelling to and from WASH centres. Privacy was also perceived to be limited inside the shelter due to a lack of shelter partitions and mixed sex household members sharing the same living space.

It is interesting to notice that 33.4% of males had cited adequate privacy as the first most important quality for a shelter's space, compared to only 17.1% of females (See Figure 1). Answers from FGDs allow us to better understand why. Indeed, in the FGDs, privacy was mentioned in nearly all sessions by both female and male groups, but with more frequency by male participants who were particularly sensitive to this need as they wanted

to protect the modesty of female household members both in and around shelters. These findings are discussed in more detail later in this report.

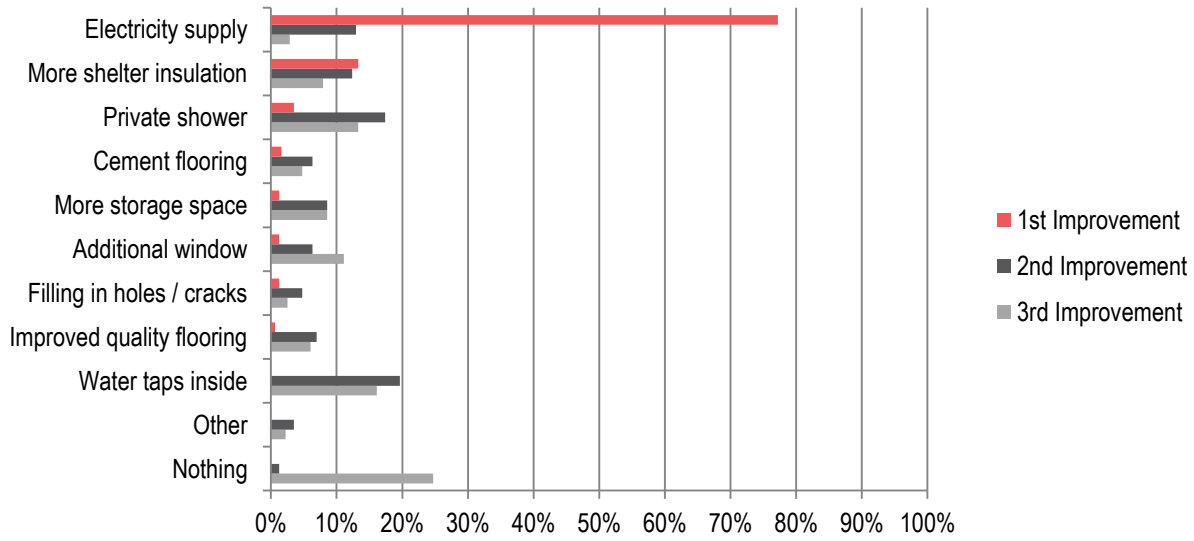
**Finally, respondents of both sexes indicated that health and hygiene was the third most important quality that a shelter should possess, with 40.5% of females and 40.1% males selecting this response**. The fact that health and hygiene are considered to be of roughly equal importance by males and females reflects the FGD findings, during which health and hygiene were frequently mentioned by both sexes - although to a lesser extent than privacy. The main concerns voiced by FGDs participants were about dust, drafts, insects and rodents entering the shelter through cracks and holes at the base of the walls. It was also mentioned that a lack of storage units meant that food and other goods had to be stored on the floor.

## Inside the Shelter

### Required Improvements Inside the Shelter

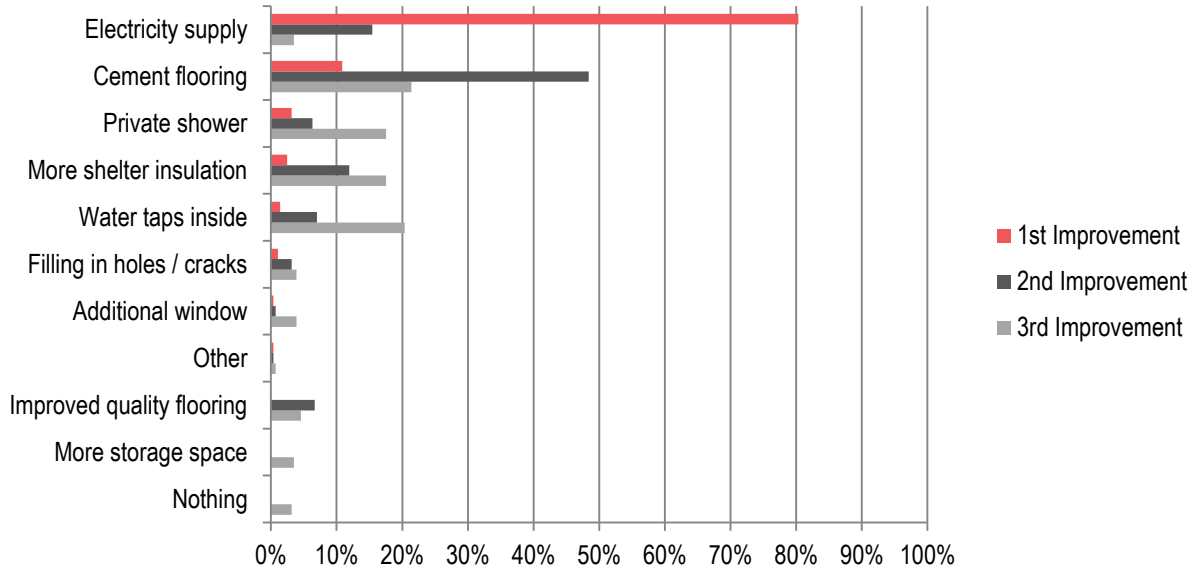
Respondents were asked to rank the top three most important shelter improvements for the inside of their shelter to indicate which changes were the most widely desired. An understanding of the most urgent priorities for Azraq residents can be used by humanitarian actors to design and implement well-targeted programmes which respond to identified needs.

**Figure 2: Primary, secondary and tertiary required improvements inside the shelter (Village 3)**




**The vast majority of respondents in both Village 3 (77.2%) and Village 6 (80.35%) cited electricity supply as the first most important improvement they would like to see inside the shelter** (See Figure 2 and 3). This result is highly congruent with FGD findings, given that electricity supply was mentioned in almost all FGDs as an urgently needed improvement to the inside of the shelter, and was often ranked as the most important improvement to be made overall, taking into account improvements both inside and outside.

**Figure 3: Primary, secondary and tertiary required improvements inside the shelter (Village 6)**




According to FGD results, the main reasons for wanting electricity supply within the shelter were multifarious**. In terms of safety and security, electric lighting was considered as important in order to avoid spending long hours in the dark, which was said to instil fear in household members, particularly for children. A lack of inside lighting was also said to create hazards when moving around the house.** Electricity is also desired for leisure purposes, as it was reported in FGDs that both children and adults become bored in the evenings, especially during the winter months, and for the use of communications and entertainment devices, specifically TVs and phone chargers. **Participants highlighted the importance of keeping up to date with the news, and maintaining communication with the outside world**, as well as occupying children and thus freeing up time for women. Lastly, electricity is wanted for usage of practical appliances, such as refrigerators, fans and washing machines, which would make day-to-day chores easier to carry out.

**However, the main concern regarding electricity supply arising in FGDs was that it may be hazardous to install, due to the metal structure of the shelters being conductors of electricity.** A number of FGD participants suggested that shelters should be better insulated against electricity before a supply was installed.

There was less general consensus over the second and third most important improvement inside the shelter. **Almost half of respondents in Village 6 cited cement flooring as the second most important improvement for inside the shelter**, whereas only 6.3% of Village 3 considered cement flooring as their second most important need (See Figure 2 and 3). This contrast in needs between Village 6 and Village 3 was anticipated given that the majority of shelters in Village 6 do not currently have cement flooring inside, whereas they do in Village 3. The advantages of cement flooring as given by the FGDs were that it would overcome the main problems with dirty floors comprising high rates of humidity, as well as with the mud inside the shelter which makes it unclean, uncomfortable, and a health and safety risk for children. The second most frequently cited secondary needs in Village 6 were electric supply and insulation, which were cited by 15.4% and 11.9% of the village population respectively.

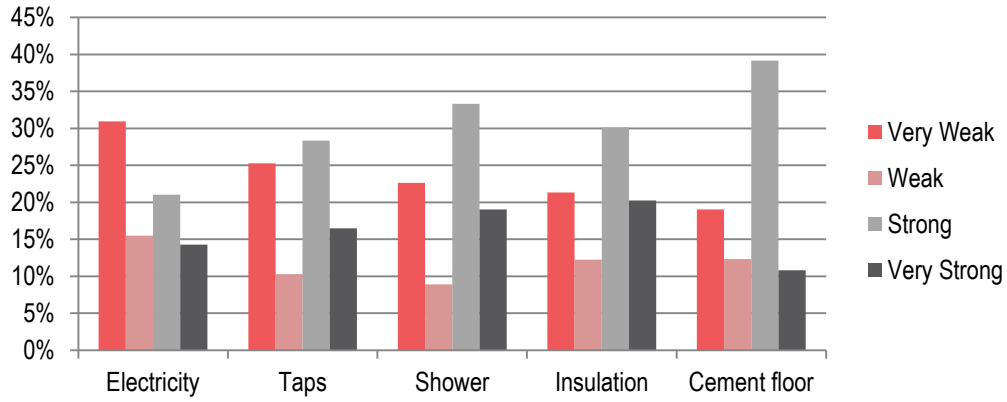
**In Village 3 water taps and private showers were considered to be the second most important improvements required inside the shelter, with 19.6% and 17.4% of participants citing them respectively.** Private showers were frequently referenced in FGDs as vital to protect the privacy and modesty of female household members, reflecting the survey finding that adequate privacy was most commonly cited as the second most important quality that a shelter should possess. Indeed, FGD participants reported that it is not considered appropriate that other men know when a female is showering in Syrian culture. Additionally, some participants reported that showering outside during the winter months was a health issue due to cold temperature. Water taps inside the shelter were mentioned to a lesser degree, primarily for ease of access to water supply given the mobility issue with transporting heavy water containers on long distances.

As with the secondary need, there is little consensus both within and between villages as to what the third most important improvement is inside the shelter, with participants in Village 3 having the most differing views. **In both Village 6 (20.4%) and Village 3 (16.4%) internal water taps were the most frequently cited tertiary need inside of the household** (See Figure 2 and 3). It was followed by shelter insulation and private shower for Village 6 (cited by 17.5% of respondents for each) and private shower and additional window for Village 3 (cited by 13.3% and 11.1% of respondents respectively).

### Ability of Households to Make Changes Inside the Shelter

Assessing the capacity of households to make shelter improvements themselves can give an indication of the scope for Azraq residents to maintain and repair their own shelters. Therefore, respondents were asked to rate their households' capacity to make shelter changes without additional assistance. Findings indicate that abilities to make shelter changes varied according to two criteria: on the one hand, the level of technical skill required to carry out the work; on the other hand, the demographics of the household.

**Figure 4: Ability of households to make changes inside the shelter themselves**




For their first, second, third, fourth, fifth and sixth most important improvement inside the shelter, each respondent gave their household's ability to make this change. Installing **electricity inside the household is the improvement that respondents considered their household least able to do themselves. Indeed, 46.5% of participants who gave electricity as one of the most important improvements inside the shelter reported their household's ability to make this change as being weak or very weak.** Taps had the second largest proportion of respondents reporting their household's ability to make the change themselves as very weak or weak (35.6%). For all remaining key improvements to the inside of the shelter – shower, insulation and cement floor – 31.5%  33.6% and 31.3% respectively considered their household's ability to make the change as weak or very weak (See Figure 4).

These findings were corroborated by FGD results, as **participants commonly expressed that household members would not be able to install electricity, water networks, or asphalting by themselves**. It was explained that these shelter improvements require a high level of skills which only a few participants have claimed to have. In FGDs, the main factors differentiating households reporting that they were able to make the shelter changes themselves were the age and sex of the household members and their level of technical skill. Households that did not include young men were considered by FGD participants to be the least able to make the improvements themselves.

## Outside the Shelter

### Required Improvements Outside the Shelter

Respondents were also asked to rank what they perceived to be the top three most important changes that could be made to the outside of the shelter.

**Figure 5: Primary, secondary and tertiary required improvements to the outside of the shelter (Village 3)**

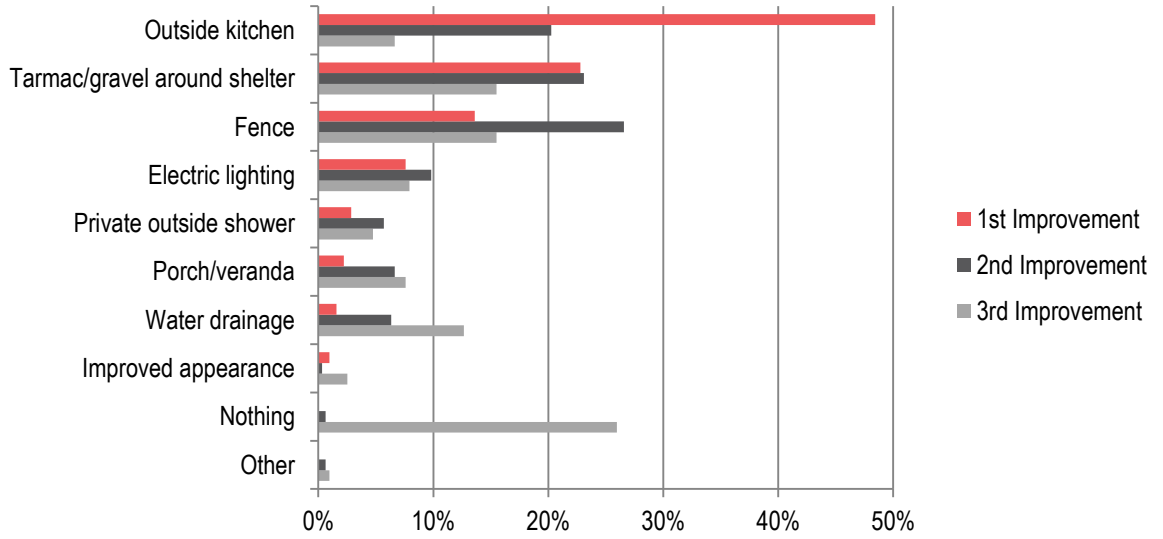
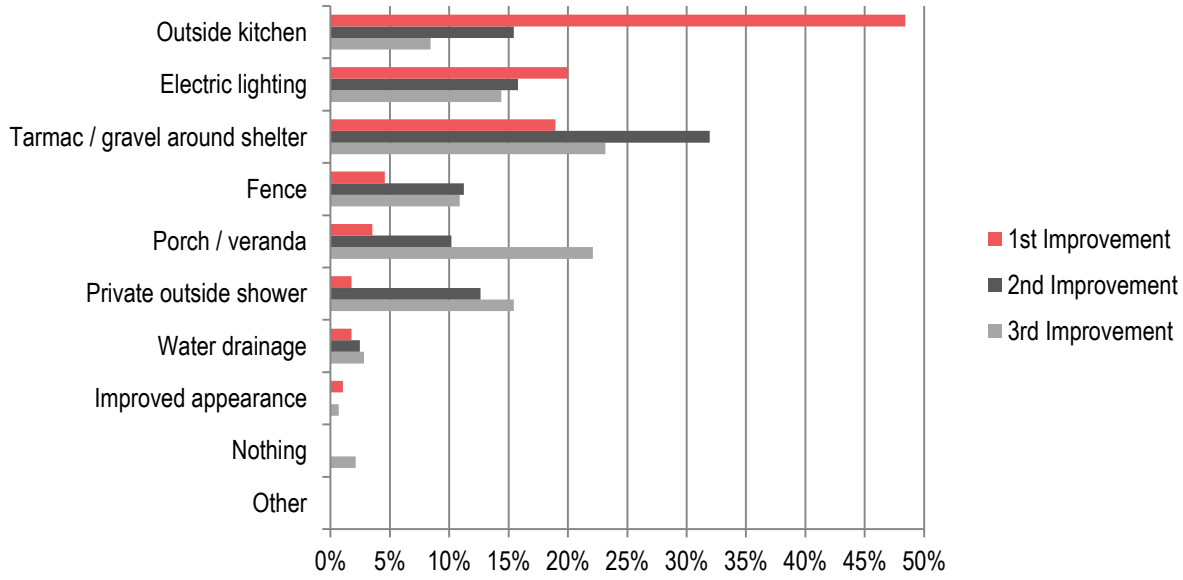



**Figure 6: Primary, secondary and tertiary required improvements to the outside of the shelter (Village 6)**




When **asked to give what they considered to be the first most important improvement to the outside of the shelter, 48.4% of respondents in both Village 6 and Village 3 cited an outdoor kitchen** (See Figures 5 and 6). This result is congruent with the results of the FGDs, which found an outdoor or isolated kitchen to be a regularly cited need that was often ranked as one of the most important changes that could be made to the inside or the outside of the household.

In almost all FGDs the need for an isolated kitchen was mentioned – it was often recommended in the form of an extension or a separate space built outside the shelter**. It was expressed that cooking inside the shelter is a major health and safety issue, due to cooking equipment creating unpleasant fumes and representing a general fire hazard.**

There was some disparity between the two villages regarding the second most important improvement to be made to the outside of the shelter **For Village 6, the largest proportion of respondents (31.9%) considered tarmac/gravel around the shelter to be the second most important need, whereas in Village 3 the largest proportion of respondents (26.6%) cited a fence to be their second most important change to the outside of the shelter** (See Figures 5 and 6).

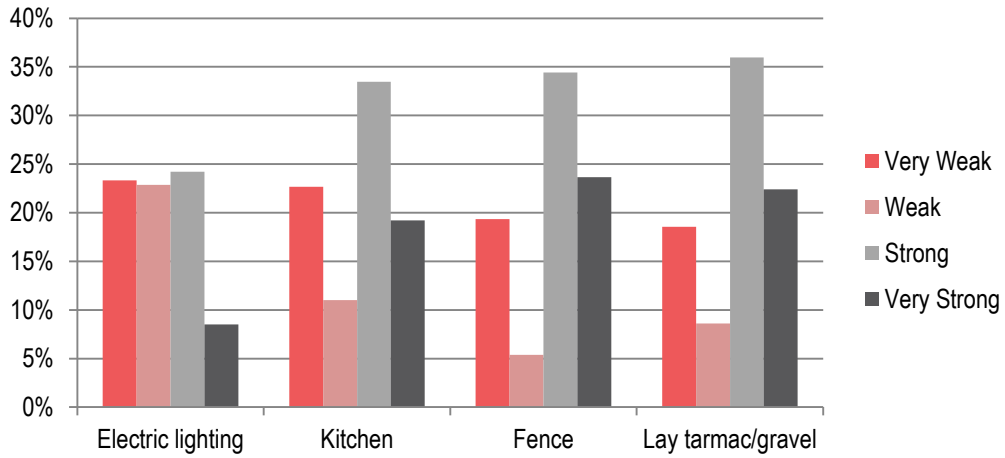
These results are reflected in the FGD findings, as in Village 3 a surrounding fence was mentioned as an important change that needed to be made to protect household members' privacy. This change was also mentioned by participants from Village 6, though to a lesser degree. Meanwhile, the need for tarmac/gravel outside the shelter was cited in nearly all FGDs by both villages.

**For Village 6, the third most important change to the outside of the shelter was tarmac/gravel around the shelter, with 23.2% citing it, as compared to 15.5% in Village 3.** This result is congruent with those of both the second most important change to the outside of the shelter and the FGDs. In addition, over a fifth (22.1%) of participants from Village 6 cited a porch or veranda as their third most important need for the outside of the shelter, whereas for Village 3, a fence and a private shower were both cited by close to 15% of respondents.

### Ability of Households to Make Changes Outside the Shelter

Respondents were asked to rate the capacity of their household members to make shelter improvements outside. Overall, considering the technical skills involved in implementing the key changes cited by respondents, the households' ability to make these changes themselves - if provided with the necessary tools and materials - was relatively strong.

**Figure 7: Ability of households to make changes to the outside of the shelter**




**A majority of 58.4% of respondents considered their household's ability to lay tarmac or gravel outside the shelter as strong or very strong. Over half of respondents also considered their household's ability to construct a kitchen (52.7%) or a fence (58.1%) as strong or very strong.** However, the ability of the household to install electric lighting, make a kitchen, and lay tarmac/gravel themselves, was considered as very weak or weak by 46.2%, 33.6% and 27.2% of respondents respectively (See Figure 7). In the FGDs, about half of the groups reported that the household could make these changes themselves if provided with the necessary materials.

## Cross-Cutting Issues

This fourth section analyses the perceptions of camp inhabitants on some cross-cutting issues in the shelter space - temperature, adequacy for children and privacy - and presents their desired improvements on these matters.

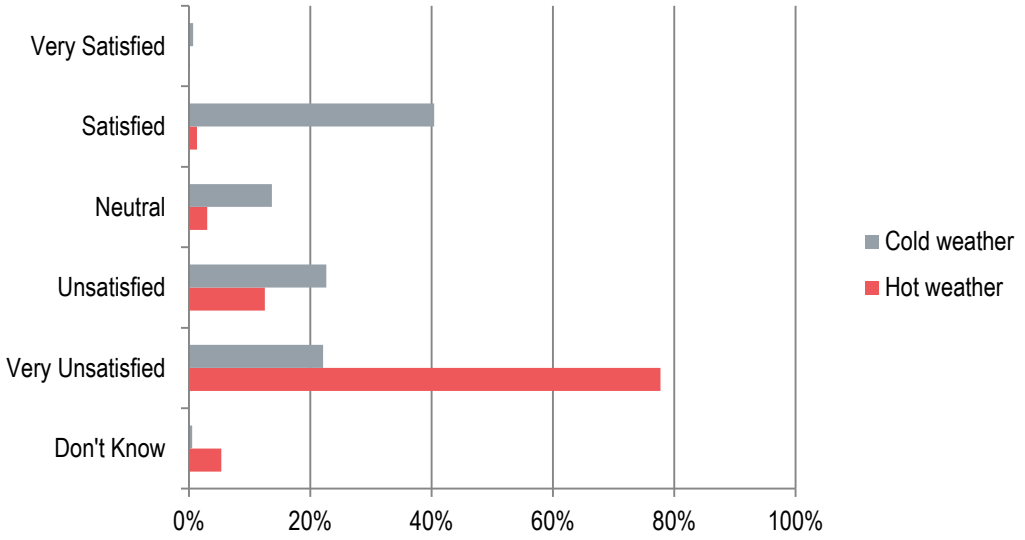
### Shelter temperature

Given the adverse weather conditions in Azraq camp - high temperatures during the summer months and a cold climate during the winter -, respondents were asked to indicate their levels of satisfaction regarding the temperature inside their shelter in periods of hot and cold weather.

It should be noted that a large proportion of assessed respondents (28%) had lived in Azraq camp for 6 months, so they would have experienced both summer and winter conditions in their shelter. However, the majority of

respondents had been in the camp for less than 6 months, and therefore may not have endured very high temperatures during the summer months.

**Figure 8: Satisfaction with the inside shelter temperature in hot/cold weather (all respondents)**




**An overwhelming majority of respondents (90.2%) indicated that they were either unsatisfied or very unsatisfied with the temperature inside their shelter in hot weather** (See Figure 8), with less than 2% of respondents reporting that they were satisfied or very satisfied.

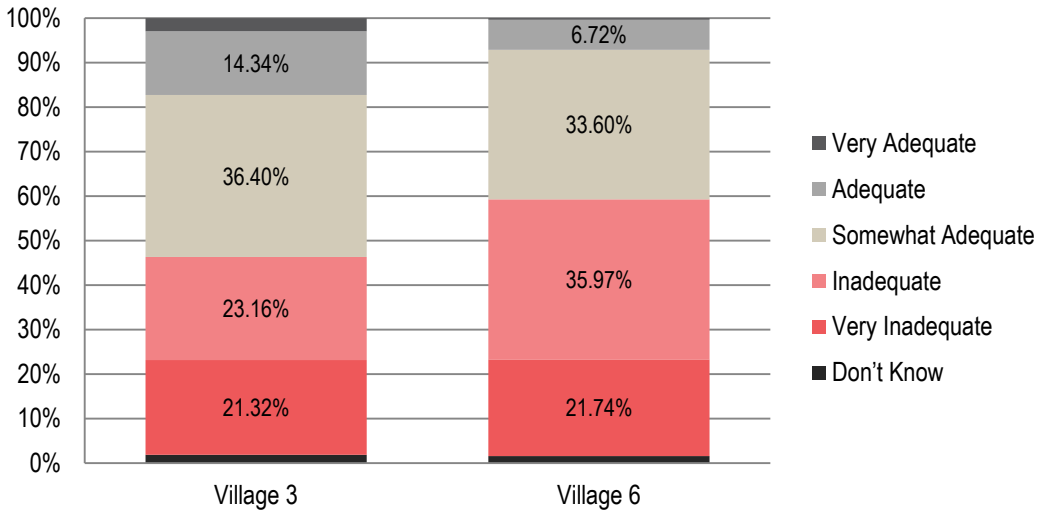
These results correspond to FGD findings, which reported a high rate of dissatisfaction with shelter temperature during hot weather. This is likely due to the hot desert climate in Zarqa governorate during the summer months, and the metal shelters conducting and retaining heat. In the FGDs, the two most common improvements that were suggested to tackle the heat during hot weather were enhanced insulation and electricity supply, given that this would facilitate the use of fans and refrigerators.

On the contrary, more respondents were satisfied rather than dissatisfied with the temperature in their shelter during cold weather. **A total of 40.7% indicated that they were either satisfied or very satisfied with shelter temperature in cold weather.** This may be due to the assessment being conducted after a distribution of winterization non-food items (NFIs) within the camp earlier in December, including some blankets and gas heaters to help mitigate the impact of cold weather on the shelter temperature.

### Adequacy of Shelter for Children

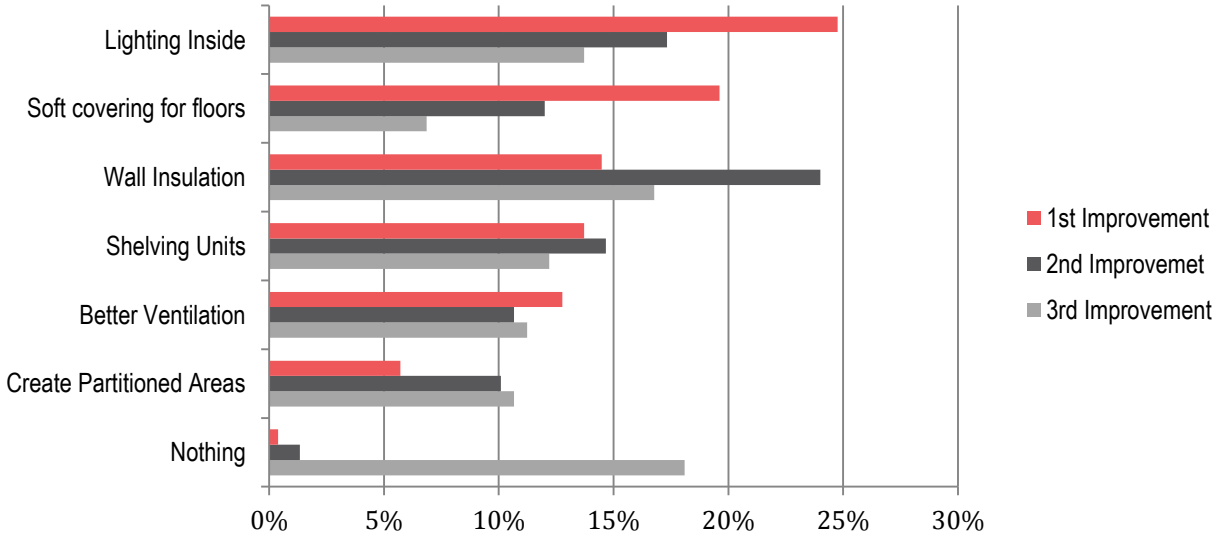
When questioned about the most important characteristics of shelter space in the first section above, some concerns were raised about child-safety. Indeed, throughout FGDs, both men and women mentioned that children faced a number of safety hazards inside shelters, such as exposure to cooking equipment, poor ventilation and sharp edges. For this reason, a question concerning the adequacy of shelter for children was included in the survey for respondents living with children in their household. Here, 'adequacy' implies the safety and suitability of the shelter for children.

**Figure 9: Perceived adequacy of the shelter for children**




Out of the respondents whose shelter housed children, 35.1% found the shelter to be somewhat adequate for children, while **50.8% reported the shelter to be inadequate or very inadequate for children** (See Figure 9).

**Figure 10: Primary, secondary and tertiary requirements to improve the shelter adequacy for children**

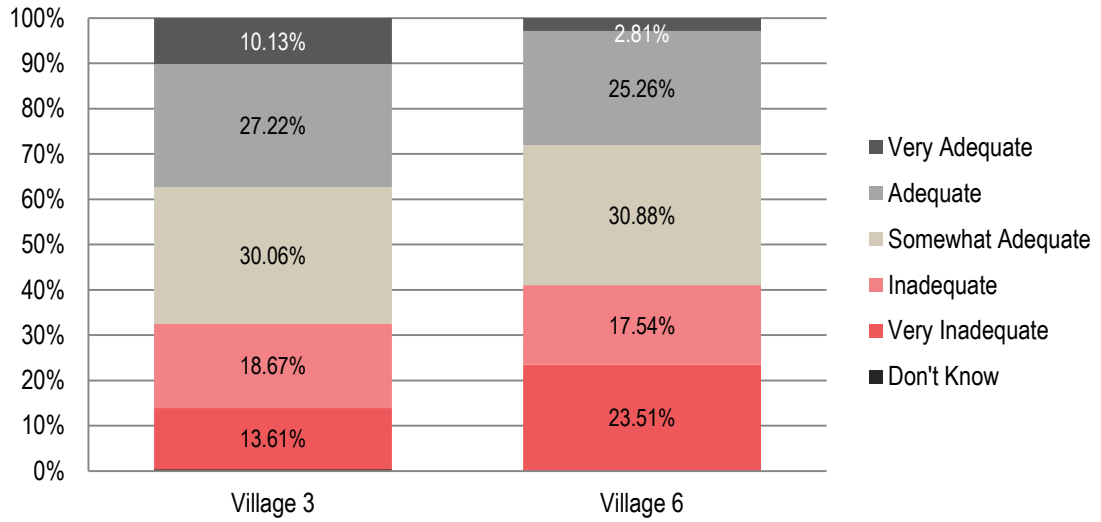



**Almost a quarter of participants (24.8%) who had children living inside their shelter considered lighting inside to be the first most important improvement to increase the adequacy of the shelter for children.** It was explained during FGDs that lighting is considered very important for child safety. Additionally, spending long hours in the dark was said to instil fear among children. **A further 19.6% cited soft covering for floors as the primary improvement for children.** For the second most important improvement, 24% cited wall insulation (See Figure 10). FGD participants reported that the sharp corners on the shelter's structure were a hazard to the safety of children and therefore needed to be covered with a soft material or wall insulation.

## Shelter Privacy

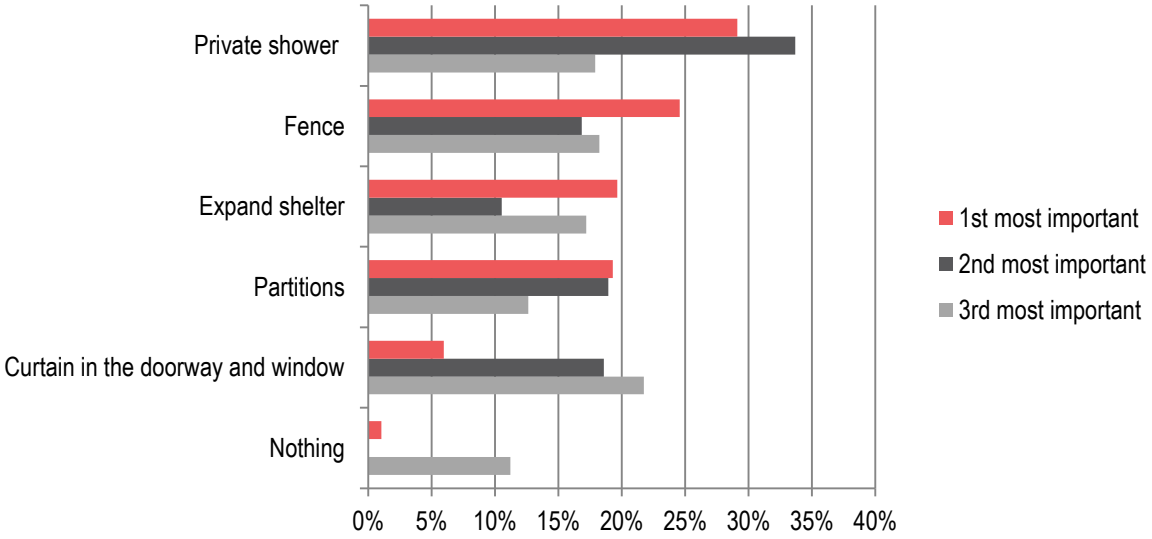
Privacy, cited earlier as the second most important characteristic a shelter should possess, was a particularly pertinent issue arising in FGDs, especially for women who often cited a lack of privacy both within and outside of the shelter. Male FGD participants were also sensitive to this need. For this reason, some specific questions about the adequacy of shelter privacy were included in the survey.

**Figure 11: Perceptions of the adequacy of the shelter for providing privacy**



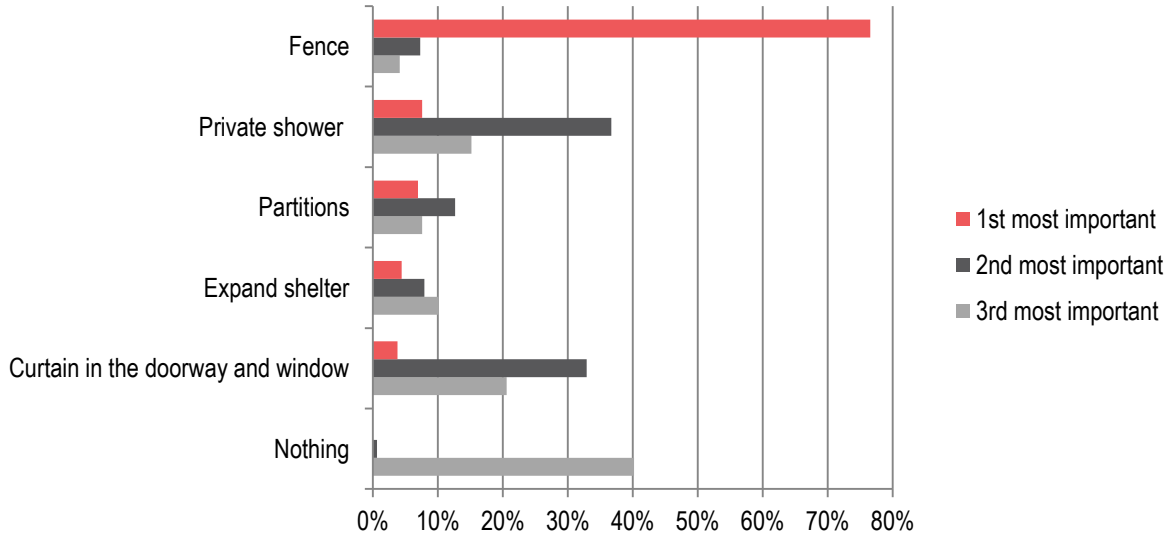

Perceptions of the shelters' adequacy for privacy do not differ substantially between villages. The most frequent response in both villages was that the shelter had a somewhat adequate provision of privacy (30.9% for Village 6, 30.1% for Village 3). However, there were higher levels of dissatisfaction regarding the shelters' adequacy for privacy in Village 6 than in Village 3: **41% of respondents in Village 6 described the shelter as providing very inadequate or inadequate privacy, while only 32.3% in Village 3** (See Figure 11).

**Figure 12: Primary, secondary and tertiary required changes to improve shelter privacy (Village 6)**




**For Village 6, the installation of a private shower was cited with the most frequently as being the most important change to improve the shelter's level of privacy (29.12%). This was closely followed by the construction of a fence around the shelter (24.6%)** (See Figure 12). Direct observations provide evidence that some camp residents have already constructed makeshift fences and partitions around shelters, and have used a wide range of materials to cordon off showers - such as tarpaulin - in order to provide greater privacy for household members. The most commonly cited second most important change for improving the shelter's level of privacy was again a private shower, indicating that a large proportion of the Village 6 population considers this as a key change to increasing the privacy of the shelters.

**Figure 13: Primary, secondary and tertiary required changes to improve shelter privacy (Village 3)**




**For Village 3, a majority of respondents (76.6%) cited a fence as the primary need to improve the shelter's privacy.** As the second most important need to improve privacy, 36.7% cited a private shower while 32.9% cited curtains in the doorway and window (See Figure 13).

Therefore, these results indicate a clear difference between villages in terms of how shelter's privacy could be best improved. **However, both villages reported that the installation of a shower would be an important change for privacy, since many FGD participants consider seeing women going to and from the shower as something inappropriate.** Some female participants reported that this lack of privacy substantially lowered the frequency with which they showered, and that it caused further hygiene problems.

In some FGD groups, it was reported that women feel restricted in their movements and actions within and around the shelter, due to the possibility of being seen through door entrances. This may be hindering their ability to use public shower facilities in the camp.

## Shelter Priorities for Persons with Disabilities

Handicap International provided REACH with data on persons with physical disabilities living in Azraq camp in order to facilitate the identification of disabled candidates for the shelter assessment. REACH then conducted individual, face-to-face interviews with both male and female disabled persons in both Villages 3 and 6. Disabled participants were asked about shelter accessibility, shelter improvement priorities, and their household's capacity to make shelter changes. The most commonly cited shelter improvements are outlined below.

### Shorten the distance to water points

This shelter improvement was repeatedly raised as an improvement, as assessed disabled persons reported that they had difficulty in walking the distance to the water points and in carrying water back to the shelter, due to their physical disabilities. Transferring water represented a burden which could be mitigated by water taps closer to the shelter. Some of the assessed disabled people needed extra assistance to collect and carry water for their household.

### Improve flooring or put down cement flooring inside shelter

This was a commonly cited shelter improvement since persons with physical disabilities have difficulties in moving around the shelter, due to uneven or uncomfortable flooring. In some cases, it was reported that uneven flooring had caused the disabled household member to trip over or stumble.

**Lay tarmac/asphalt outside shelter**

A large proportion of the assessed disabled persons found it challenging to walk on the uneven surface outside the shelter due to the presence of sharp stones and gravel. Some disabled persons felt that they were more exposed to injury due to the rough surface and stated that putting down tarmac, concrete or asphalt outside the shelter would mitigate this risk. It was also reported by a number of disabled persons that this improvement would facilitate access to WASH centres.

## CONCLUSION

Key findings included in this report highlighted a number of shelter concerns reported by the inhabitants of Azraq camp, identifying a wide range of shelter improvements reported by camp residents, which would increase the adequacy of existing shelters and improve comfort. This assessment identified the highest ranked shelter improvements required by respondents both inside and outside their shelter. It also identified demands for improvements that would enhance living conditions for children and disabled persons.

REACH found that **safety and security** were the most important qualities that a shelter should possess, according to both male and female respondents. This corresponded to the top ranked shelter improvements and common concerns voiced in FGDs.

A perceived **lack of adequate privacy** both in and around shelters was another cross-cutting concern that was revealed in survey findings and frequently voiced in FGDs by both male and female participants. Overall, both qualitative and quantitative findings reflected that residents were keen to have private facilities installed inside or next to their shelter, for ease of access and enhanced privacy. In particular, a perceived lack of privacy for female residents is likely to be affecting the quality of life as well as the level of access to WASH facilities for women and girls living in the camp.

**Electricity supply** was cited as the first most important improvement required inside the shelter, which was supported by anecdotal evidence from FGDs during which various reasons were identified, including but not limited to: electric lighting for greater safety and security, use of electronic devices and a source of entertainment. A lack of electricity supply is likely to be contributing to a sense of isolation from the outside world among camp residents, a heightened sense of insecurity and boredom, as well as the inability to use practical electronic devices - which would make daily household chores easier to carry out.

Findings from both FGDs and survey results highlighted a common desire among respondents for **separate or extended spaces** for shelters to be used for different household functions, which were also reported to enhance shelter safety. Internal shelter space in the camp is currently used for multiple purposes - including cooking, sleeping and leisure. Therefore, an outside kitchen was the most commonly cited primary need for the outside of the shelter for both villages. This was supported by FGD findings, whereby kitchen fumes within the shelter and concerns about fire safety were among the cited reasons for wanting an outdoor kitchen facility.

Overall, households considered their **ability to make shelter improvements themselves** as reasonably strong. This suggests that, if provided with the appropriate tools and materials, some households may have sufficient capacity to carry out their own shelter refurbishments without additional assistance in the future. One limit associated with this finding was revealed in the FGDs, during which it was commonly expressed that the household's capacity to make shelter improvements was contingent upon two criteria: on the one hand, the level of technical skill possessed by household members; on the other hand, household demographics, as young men considered to have the strongest ability to make shelter changes.

Of those **families with children** living in the shelter, a high proportion of respondents (50.8%) reported that their shelter was inadequate or very inadequate for children, highlighting this as a key shelter-related concern. The most frequently cited improvement for inside the shelter was lighting, followed by soft covering for the floor. FGDs also indicated the existence of a number of safety concerns for children inside the shelter, including rodents, dust and dangerous items stored on the floor. These findings indicate that a number of small changes could be made to ensure that shelters are more child-friendly.

Individual interviews conducted with **disabled** persons also highlighted a need to adapt shelters according to their stated requirements, therefore turning the shelter into a safer place for them to live in.

## KEY RECOMMENDATIONS

- The provision of **outside kitchens** and an **electricity supply** inside the shelter should be prioritised as primary improvements to increase the safety and security of shelter residents. Residents consistently expressed that cooking inside the shelter is a major health and safety issue due to cooking equipment creating fumes and representing a general fire hazard. In addition, a lack of lighting was said to create hazards when moving around the house, whilst instilling fear in children. Safety and security were seen by residents in both camps as the most important quality that a shelter should possess.
- Humanitarian actors should consider how **privacy** could be enhanced, in particular through the installation of fences surrounding the shelters, as well as private showers, curtains, and partitions inside the shelter. Privacy was considered to be the second most important quality that a shelter should possess, and its absence was widely cited as a limitation on women's mobility, hygienic practices, and ability to host or attend social events. Considering the delicate nature of privacy-related improvements as well as the fact that a majority of respondents rated their ability to install outside fences and inside showers as strong or very strong, humanitarian actors should explore the option of providing residents with the right materials, therefore they could perform privacy-related improvements themselves.
- From a hygiene and health perspective, **extending the current water network to the household level** could reduce the physical toll suffered by residents in carrying large amounts of water between the tap stand and shelter. In addition, **packing tarmac/gravel outside the shelter** was commonly cited as a primary need by residents in order to reduce the risk of water, dust, and pests from entering the residence.
- Humanitarian actors should **explore shelter improvements that alleviate high temperatures** inside shelters during hot weather conditions. Residents in both villages cited the installation of more wall insulation in shelters as a solution to harsh both cold and hot weather conditions.
- It is recommended that humanitarian actors in the camp **complete the installation of outside illumination and internal cement flooring for all shelters across Village 6**. These improvements have been finalized in Village 3, but were commonly cited as primary shelter needs in Village 6.
- Shelter programming should **take into account how child safety and security could be enhanced**. Moreover, camp residents expressed a desire for shelters to be more child-friendly. As a way to resolve these concerns, they most often cited the installation of electric lighting inside the shelter, laying soft covering for floors, and putting in additional wall insulation.
- Humanitarian actors should also **enhance shelters for persons with physical** disabilities in the camp, to make shelters safer and more easily accessible to them. Improved access to tap-stands and adequate flooring were commonly cited needs by disabled persons.

## ANNEX 1: FOCUS GROUP DISCUSSION GUIDE AND QUESTION ROUTE

**Facilitator's welcome, introduction and instructions to participants**

**Welcome** and thank you for volunteering to take part in this focus group. You have been asked to participate as your point of view is important. I appreciate your time.

**Introduction:** This discussion is designed to assess your current thoughts and feelings about possible improvements to the shelters in the camp.

**Please note that this meeting does not mean these changes will be implemented. This discussion is only meant to explore your feelings and opinions on shelter improvements.**

The discussion will take no more than two hours. After each 30 minutes we will have a quick break and refreshments. The bathroom is *give direction.* May I tape the discussion to facilitate its recollection? (if yes, switch on the recorder)

**Anonymity:** I would like to assure you that the discussion will be anonymous. The other focus group participants and I would appreciate it if you would refrain from discussing the comments of other group members outside the focus group. If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.

**Ground rules**

- The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished.
- There are no right or wrong answers
- You do not have to speak in any particular order
- When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
- You do not have to agree with the views of other people in the group
- Does anyone have any questions? (answers).
- OK, let's begin

**Questioning Route**

- **Opening Question:**
  Q1: Can you tell us your name and the area of the camp you live in?
- **Introductory Question:**
  Q2: If you think back to when you arrived in the camp, what was your first impression of the new house?
- **Transition Questions:**
  Q3: Based on your time spent in the camp, what has been particularly challenging about living in these houses?
  Q4: Have you made any changes in-or outside the house to make it more comfortable?
- **Key Questions:**
  - *Think back to the challenges that were mentioned earlier on.*

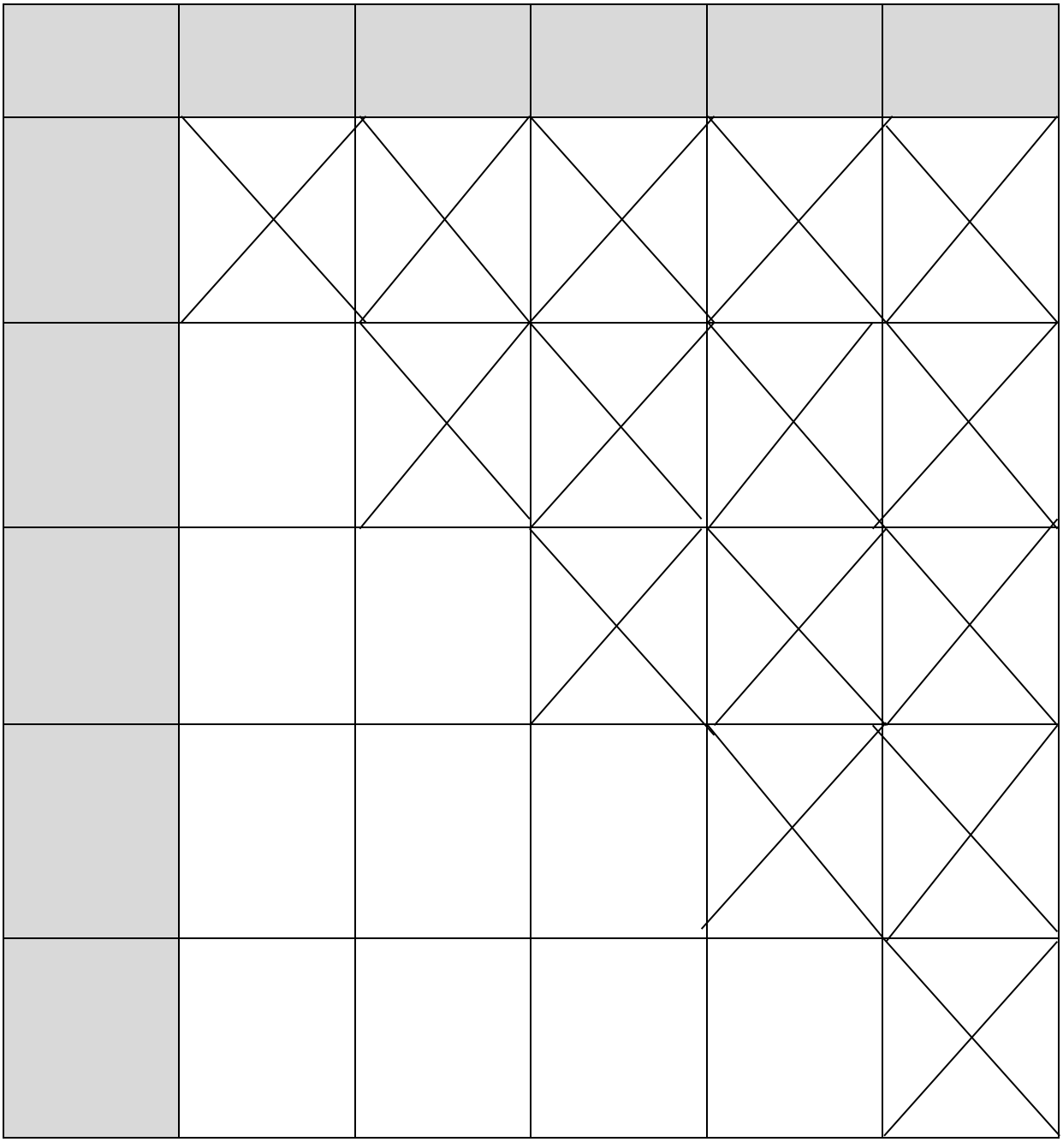
  Q5 : What improvements need to be made inside your house? Why? Can you describe these improvements in detail?
  Q6 : What improvements need to be made to the outside of the house, or the area outside of the house (within a 3 meter radius)? Why? Can you describe these improvements in detail?
  Q7 : Which of these changes could you make yourself if you were given the right materials? What would these materials be?

Q8 : If a construction company could come to help you, then what type of improvements would you like them to make?

- **Ending Questions:**
  Q9: Of all the changes to the house that were mentioned by the group today, can you rank the three most important suggestions? Why? Use preference matrix for this exercise. (Matrix included below)
  Q10: Is there anything else about your house that you feel we should have talked about, but didn't?

**Conclusion**

- Thank you for participating. This has been a very successful discussion
- Your opinions will be a valuable asset to the study
- We hope you have found the discussion interesting
- I would like to remind you that any comments featured in this report will be anonymous
- Before you leave, please hand in your completed personal details questionnaire



## ANNEX 2: SHELTER SURVEY

### REACH/UNHCR Thematic Survey Questionnaire – Azraq Camp

**Demographics**

1) Which village does the respondent live in?
   - Village 3
   - Village 6

2) Which block does the respondent live on? (drop down list)

3) How many months has the respondent been living in Azraq camp? (constraint – if less than one month go to different household)
   _____ months

4) What is the respondent's sex?
   - Female
   - Male

5) What is the respondent's age? (Enter in completed years) _____ years

6) What sex is the head of household?
   - Female
   - Male

7) How many individuals live in this shelter?
   _____ individuals

8) How is the household disaggregated?

| | | | | | | |
|---|---|---|---|---|---|---|
| Male | 0-4 | 5-11 | 12-17 | 18-24 | 25-59 | 60+ |
| Female | 0-4 | 5-11 | 12-17 | 18-24 | 25-59 | 60+ |

**Key Questions**

**1) What are the most important qualities that a shelter should have? (Rank top three) :**

- Shelter should be safe & secure
- Shelter should provide adequate privacy
- Shelter should provide a healthy and hygienic living space
- Shelter should provide a space for leisure activities
- Other (Please specify): _____

**2) What are the three most important changes that need to be made to improve the *inside* of your shelter? (Rank top three):**

- More shelter insulation
- Filling in holes and cracks
- Electricity supply
- Private shower
- Improved quality of flooring
- Put down cement flooring
- More storage space
- Additional window
- Water taps within shelter
- Other (Please specify) _____
- Nothing

**3) What are the three most important changes that need to be made to improve the *outside* of your shelter? (Rank top three):**

- Outside kitchen
- Improved appearance of shelter
- Private outside shower
- Electric lighting
- Put down tarmac / gravel around shelter
- Porch / veranda
- Fence around the shelter
- Water drainage
- Other (please specify) _____
- Nothing

**4) How would you rate the ability of your household members to make shelter improvements themselves? (Looped to Q.2 & Q.3)**

- Very strong
- Strong
- Moderate
- Weak
- Very weak

**5) How satisfied are you with the temperature inside your shelter in *hot* weather?**

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

**6) How satisfied are you with the temperature inside your shelter in *cold* weather?**

- Very satisfied
- Satisfied
- Neutral

- Unsatisfied
- Very Unsatisfied

**7) How adequate would you say your shelter is for children?**

- Very adequate
- Adequate
- Somewhat adequate
- Inadequate
- Very inadequate

**8) What could be done to make your shelter more child-friendly (Rank top three)?**

- Soft covering for floors
- Put up shelving units
- Cover sharp edges
- Install lighting inside shelter
- Better ventilation
- Install wall insulation
- Create partitioned areas
- Other (Please specify) ____
- Nothing

**9) Does your shelter and its immediate surroundings (3m) provide you with adequate privacy?**

- Very adequate
- Adequate
- Somewhat adequate
- Inadequate
- Very inadequate

**10) (If 'Somewhat adequate' or 'Inadequate' options selected) Which changes to the shelter would you prioritize in order to increase levels of privacy (Rank top three)?**

- Fence surrounding the shelter
- Partitions within the shelter
- Private shower next to/within shelter
- Curtains in the doorway/windows
- Extended space in the shelter
- Other (Please specify) _____
- Nothing