

Programme Overview

These community area profiles have been developed in the framework of a programme led by IMPACT initiatives and ACTED, part of AGORA initiative, and supported by BPRM. This programme aims at developing a new methodology for area-based approach to data collection in out-of-camp refugee contexts and means to develop a complementary tool for (a) defining and understanding areas and (b) identifying best sources of information. This tool is meant to enable a better understanding of challenges and opportunities that out-of-camp refugee contexts brings to the aid sector. Mafrq in Jordan has been the first location where the methodology has been piloted and the following outputs provide an overview of findings at community area level.

Methodology

The methodology used for this pilot has two main components:

1. For area delineation and understanding: 29 Mapping Focus Group Discussions (MFGDs) and 8 interviews have been held with 170 community members (including female, male, Jordanians and Syrians) to delineate community areas.
2. For identification of sources of information: "best connected" Key Informants (KI) in each previously delineated areas have been identified through the Social Network Analysis theory. Household level data has been as well collected to test the robustness of the methodology.

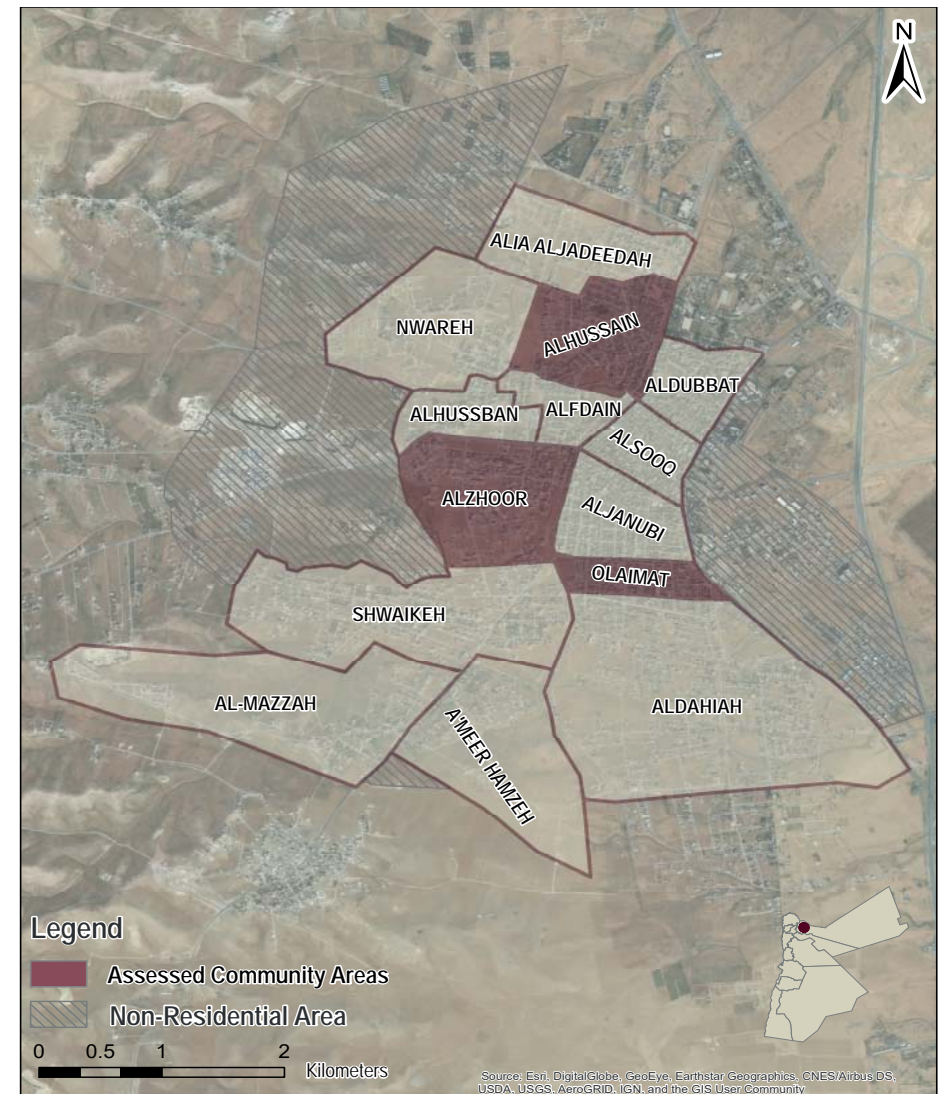
In the following three community area profiles, results from the MFGDs have been analysed in page 1, whereas in page 2, data collected at household level has been summarized and presented through its most relevant indicators.

Please note that an "Area-based city profile" for Mafrq is available, with details on the borders and key features of the 14 community areas (including data collected through Key Informants interviews on livelihood) and that full datasets are available upon request.

Partners

In order to mutualise lessons learned and practices from the field pilot a national steering committee has been established at Jordan level, comprising members from the Jordanian authorities (MOPIC and MOI at district level), BPRM, UNHCR, World Bank, IRC, ACTED, DRC, Caritas and Handicap International. Steering committee members' involvement has been instrumental in ensuring that the piloting of the approach was relevant and contextualised to Mafrq and Jordan in general and that feedback and inputs at field level were incorporated into the methodology.

For more information please contact Luana de Souza: luana.desouza@impact-initiatives.org



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Community area profile: Al Hussain Neighbourhood

Mafraq City, Jordan

May 2017



Boundaries and features

Hayy Al Hussain is the second more densely populated area in Mafraq city after Hayy Al Fdein neighbourhood. Hayy Al Hussain is characterized by large economic and demographic disparities, which is reflected in MFGD results: depending on the community members participating in the discussions, the boundaries of this neighbourhood would vary.

The South of Hayy Al Hussain neighbourhood is simply referred to as “Hussain” or “Hussain – Alia al Qadima” and is characterized by a high population density and a generally lower standard of living than the northern part. The buildings are generally old and the renting prices reported to be very low. The syrian crisis has also put an additional pressure on the area.

Some participants in the MFGDs would include “Hussain **Alia Al Jadeedah**” in the neighbourhood. However, as this area located in the North West is marked by a higher standard of living, newer buildings and a lower population density - it has not been integrated into Hussain community area. For some inhabitants, the south west of Hayy Al Hussain southern area formally belongs to **Hay Al Fdein**. However, this area is more connected in terms of streets to Hayy Al Hussain than to Hayy Al Fdein and it shares some characteristics with Hayy Al Hussain. Therefore, it has been grouped with Hayy Al Hussain community area. The east boundary of the area are main streets, respectively named **Feras street** and **Railway street**.

Some networks were found between Jordanians. By contrast, Syrians seem not to have strong connections among Syrians. Networks between Jordanians and Syrians appear to be strong: this can be explained by the fact that the Jordanian communities living in Hayy Al Hussain are relatives of the same communities from Dara’a and Homs in Syria. In addition, the area is relatively poor with a high unemployment rate, has overcrowded services and government structures; therefore Syrians do have to rely more on Jordanian networks to get information and access to jobs.

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Community area profile: Al Hussain Neighbourhood

Mafrq City, Jordan

May 2017

Assessment sample

	#	%
Jordanian households assessed	187	56
Syrian households assessed	148	44
Household of other nationality assessed	0	0
Total	335	100

7.8% of the households surveyed reported that the first member of their households arrived in the neighbourhood in the past six months.



Household Income

Top three main reported sources of household income in the month preceding the survey:

Jordanians		Syrians
Regular work	46%	Humanitarian Assistance 66%
Pension	31%	Daily Work 23%
Self employment	9%	Borrowing from family 2%

Average monthly amount of money generated from their main source of income:

Jordanians	Syrians
373 JOD	174 JOD

Proportion of Syrian households receiving humanitarian aid in the past month, by type of assistance received:

Food	Cash	Non-food items	Education, vocational training
72%	49%	NFI 7%	0%

Most frequently reported adopted strategies by households to cope with challenges faced in maintaining livelihoods in past month¹:

	Jordanians	Syrians
Borrowing from family members	64%	78%
Not paying rent	6%	68%
Selling household asset	11%	30%
Receiving support from neighbours	20%	49%
Sharing cost with host family	17%	16%
Selling food vouchers	1%	30%

¹ Multiple choices could be selected.



Education

91% of Jordanians school-aged children (aged 6 to 17) were reported attending formal school vs 66% of their Syrian peers.

Top three challenges reported by households in accessing education services in the last year¹:

	Jordanians	Syrians
Distance to school	29%	28%
Financial constraints	10%	23%
Insufficient quality of available services	21%	13%

Most reported perceived changes in education services provision by households in the past five years:

	Increased	No change	Don't know	Decreased
Overcrowding	62%	20%	13%	5%
Lack of teacher	44%	26%	20%	10%
Tensions between students	50%	21%	21%	7%



Health

Top three reported use of medical services in the last six months¹:

Jordanians		Syrians
1. Public hospital	74%	1. NGO/ UN Health clinic 90%
2. Military civil defense hospital	33%	2. Public hospital 37%
3. Pharmacy	30%	3. Pharmacy 31%

Number of household members per household, who currently have health insurance:

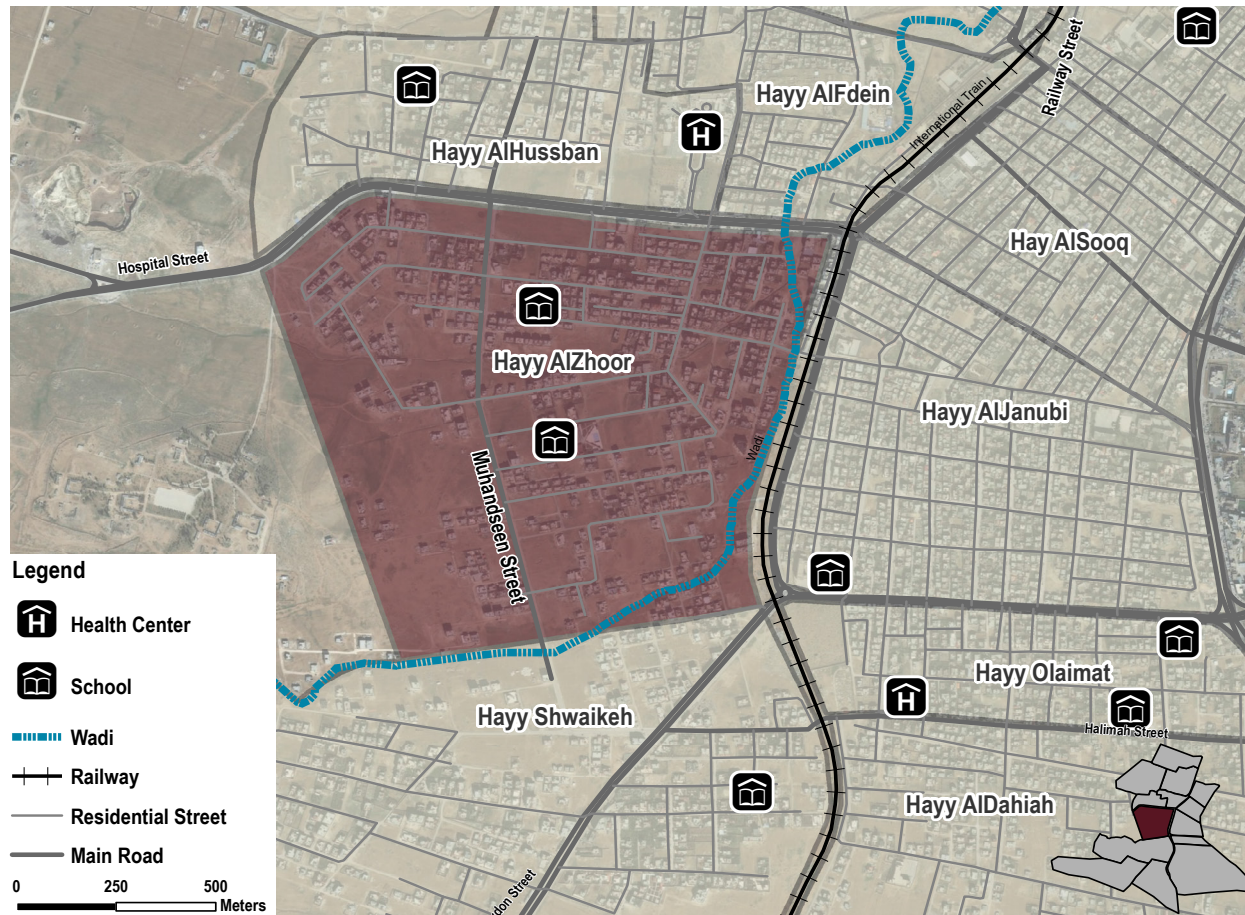
	All	None	Some
Jordanians	67%	15%	17%
Syrians	8%	91%	1%

88% of Syrian households reported using humanitarian assistance to cover entirely or partly their healthcare expenses.

Community area profile: Zhoor Neighbourhood

Mafraq City, Jordan

May 2017



Boundaries and features

What community members refer to as “Zhoor” is an area located in the West of Mafraq. Interestingly, the official Hayy Al Zhoor neighbourhood is a different area sparsely populated located east of Mafraq, where around 200 people are settled, alongside governmental directorates and institutional buildings.

The **railroad** and **wadi** (ditch) used by the municipality to draw the neighbourhood's official borders are as well key landmarks for the residents. The main streets, the railway and the wadi were indeed reported by the MFGDs participants as the main obstacles preventing them from building relationships with their neighbours in **Hayy Al Janubi** neighbourhood, even if inhabitants from Hayy Al Zhoor do commute regularly out of their community area, so as to access services and work opportunities.

MFGDs yielded different results based on who participated in defining Hayy Al Zhoor neighbourhood boundaries. According to the inhabitants of the “core” of the area, **“Muhandseen” Street**, built ten years ago, would delineated the west boundary of the area, before the empty city side. However, participants living at the west side of this street, an area that is not much populated, would still feel they belong to Hayy Al Zhoor neighbourhood.

Hayy Al Zhoor is defined by a low level of social interaction and social cohesion between inhabitants and rather high of living standards. Residents in Hayy Al Zhoor enjoy a comfortable living standard, which is similar to those in the west of Hay Al Janoubi (some residents of the western Janubi periphery even expressed a sense of belonging to the Hayy Al Zhoor neighbourhood).

As a majority of MFGD's participants claimed that the area from the north of Hayy Al Zhoor to the South of **Hay Al Hussban** was part of Hayy Al Zhoor – even if older generations claimed it is officially still part of Hay al Husban – it was included in the Hayy Al Zhoor community area.

Preliminary findings of networks show that Syrians settled in Hayy Al Zhoor do not share very strong social networks among them. However, strong networks between Jordanians and Syrians appeared in this neighbourhood. It seems that Syrians consult Jordanian community members on basic services and assistance provision, as well as other administrative issues (Mol card access, work permits or rent contract). This strong social interaction can also be explained by the generosity of the Jordanian community of Hayy Al Zhoor towards Syrian refugees as they benefit from rent-free accommodation options and in-kind product donations.

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Community area profile: Zhoor Neighbourhood

Mafraq City, Jordan

May 2017

Assessment sample

	#	%
Jordanian households assessed	111	54
Syrian households assessed	94	45
Household of other nationality assessed	1	1
Total	206	100

8% of the households surveyed reported that the first member of their households arrived in the neighbourhood in the past six months.



Household Income

Top three main reported sources of household income in the month preceding the survey:

Jordanians		Syrians
Regular work	51%	Humanitarian Assistance 65%
Pension	31%	Daily Work 24%
Self employment	9%	Borrowing from family 3%

Average monthly amount of money generated from their main source of income:

Jordanians	Syrians
450 JOD	174 JOD

Proportion of Syrian households receiving humanitarian aid in the past month, by type of assistance received:

Food	Cash	Non-food items	Education, vocational training
74%	40%	NFI 4%	1%

Most frequently reported adopted strategies by households to cope with challenges faced in maintaining livelihoods in past month¹:

	Jordanians	Syrians
Borrowing from family members	44%	78%
Not paying rent	11%	53%
Selling household asset	2%	36%
Receiving support from neighbours	8%	33%
Sharing cost with host family	1%	22%
Selling food vouchers	0%	11%

¹ Multiple choices could be selected.



Education

97% of Jordanians school-aged children (aged 6 to 17) were reported attending formal school vs 65% of their Syrian peers.

Top three challenges reported by households in accessing education services in the last year¹:

	Jordanians	Syrians
Distance to school	24%	30%
Financial constraints	3%	18%
Insufficient quality of available services	22%	16%

Most reported perceived changes in education services provision by households in the past five years:

	Increased	No change	Don't know	Decreased
Overcrowding	62%	18%	17%	3%
Lack of teacher	36%	28%	23%	13%
Lack of quality of teaching	51%	13%	22%	14%



Health

Top three reported use of medical services in the last six months¹:

Jordanians		Syrians
1. Public hospital	48%	1. NGO/ UN Health clinic 78%
2. Pharmacy	45%	2. Pharmacy 47%
3. Military civil defense hospital	43%	3. Private hospital 17%

Number of household members per household, who currently have health insurance:

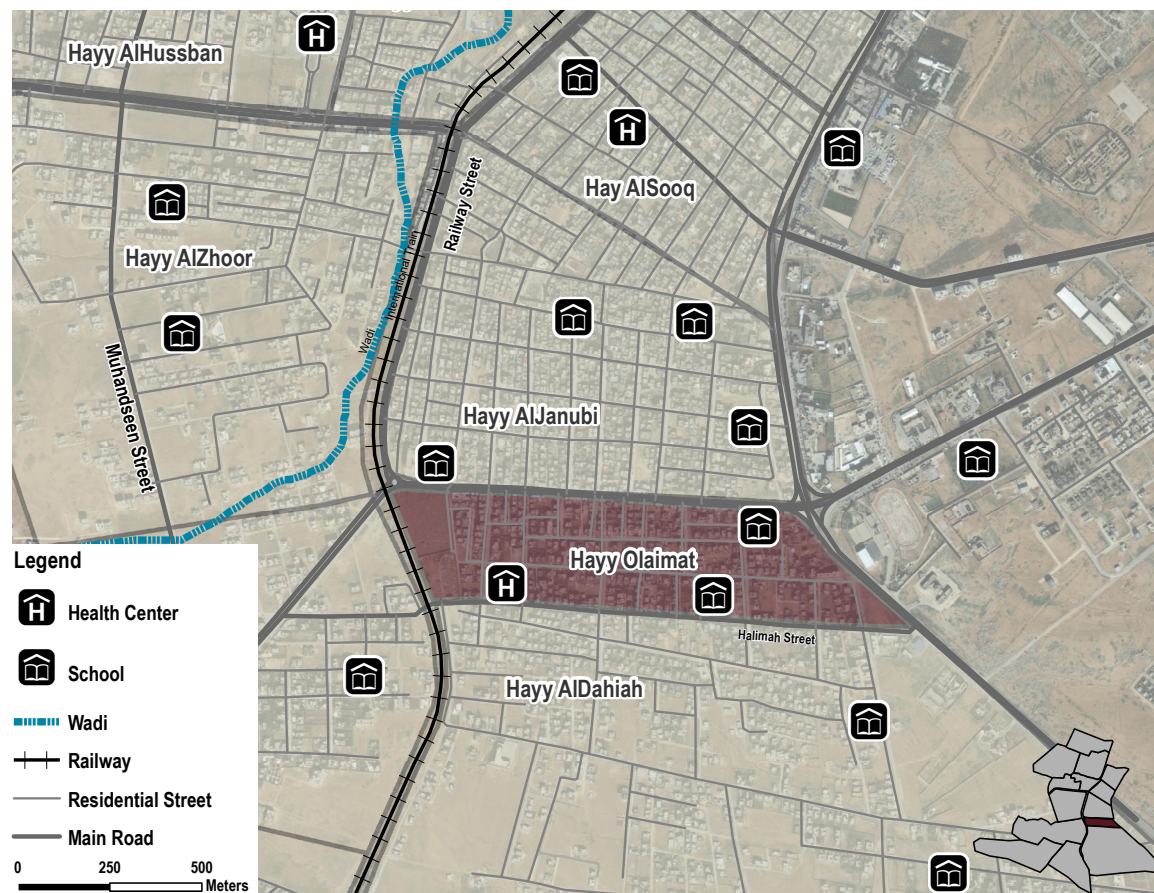
	All	None	Some
Jordanians	62%	23%	15%
Syrians	21%	79%	

80% of Syrian households reported using humanitarian assistance to cover entirely or partly their healthcare expenses.

Community area profile: Olaimat Neighbourhood

Mafraq City, Jordan

May 2017



Boundaries and features

This community area is named after the “tribe” (community) that historically used to own the land there: the Olaimat. This community still lives in this area, but some of its members are as well settled across Hayy Al Janubi in the North. The boundaries of Hayy Olaimat are materialized by three main streets: **Halimah Street, 20th Street** and **Railway Street**. This neighbourhood is one of the few that has the same name and boundaries than the official “Olaimat neighbourhood”.

Many of the inhabitants of this area work in the military service or are retired from this sector. The area is mostly a residential area, with a low population density and characterized by the absence of public spaces, leading its inhabitants to regularly commute outside the neighbourhood to access employment markets and services.

Significant socio-economic differences within the population of this area have been identified. The standard of living generally goes from high in the West to low in the East. Disparities could as well be found in the “tribal” character of the neighbourhood: some communities live clustered together while others are spread over the entire neighbourhood.

Our initial findings show that there are few but unconnected networks in this community. This could be explained by the fact that Oleimat community area has subdivisions in livelihood income and divisions between communities, leading to a rather loose social .

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Community area profile: Olaimat Neighbourhood

Mafrqa City, Jordan

May 2017

Assessment sample

	#	%
Jordanian households assessed	106	53
Syrian households assessed	93	47
Household of other nationality assessed	0	0
Total	199	100

7% of the households surveyed reported that the first member of their households arrived in the neighbourhood in the past six months.



Household Income

Top three main reported sources of household income in the month preceding the survey:

Jordanians		Syrians
Regular work	51%	Humanitarian Assistance 60%
Pension	29%	Daily Work 27%
Self employment	7%	Borrowing from family 2%

Average monthly amount of money generated from their main source of income:

Jordanians	Syrians
363 JOD	192 JOD

Proportion of Syrian households receiving humanitarian aid in the past month, by type of assistance received:

Food	Cash	Non-food items	Education, vocational training
64%	37%	NFI 20%	0%

Most frequently reported adopted strategies by households to cope with challenges faced in maintaining livelihoods in past month¹:

	Jordanians	Syrians
Borrowing from family members	62%	69%
Not paying rent	7%	35%
Selling household asset	10%	30%
Receiving support from neighbours	9%	48%
Sharing cost with host family	5%	29%
Selling food vouchers	1%	35%

¹ Multiple choices could be selected.



Education

93% of Jordanians school-aged children (aged 6 to 17) were reported attending formal school vs 64% of their Syrian peers.

Top three challenges reported by households in accessing education services in the last year¹:

	Jordanians	Syrians
Distance to school	20%	29%
Financial constraints	6%	34%
Insufficient quality of available services	30%	17%

Most reported perceived changes in education services provision by households in the past five years:

	Increased	No change	Don't know	Decreased
Overcrowding	57%	16%	15%	12%
Lack of teacher	32%	22%	19%	27%
Lack of quality of teaching	37%	21%	24%	19%



Health

Top three reported use of medical services in the last six months¹:

Jordanians	Syrians
1. Public hospital 58%	1. NGO/ UN Health clinic 83%
2. Private hospital 47%	2. Pharmacy 33%
3. Military civil defense hospital 32%	3. Public hospital 19%

Number of household members per household, who currently have health insurance:

	All	None	Some
Jordanians	78%	16%	6%
Syrians	9%	91%	

89% of Syrian households reported using humanitarian assistance to cover entirely or partly their healthcare expenses.