

## Camp-Wide NFI Kit Distribution

Total camp population: 79,335\*

From 10-18 April 2016, REACH, in collaboration with UNHCR, NRC, and Save the Children Jordan, conducted a joint Post Distribution Monitoring (PDM) assessment in Zaatari camp. The PDM assessed four distributions meeting families' winterization and shelter maintenance needs during the 1st quarter of 2016. Three distributions consisted of cash assistance, and one of NFIs. Within the cash assistance distributions, two were camp-wide, and one was targeted specifically to vulnerable families in the camp. The primary objective of the PDM was to identify whether cash and in-kind assistance distributions adequately met the needs of families in Zaatari camp. Distributions were assessed in terms of: recipients' barriers to assistance; their usage of and satisfaction with the quality and/or quantity of items distributed; and ways in which the distribution process can be improved.

Findings from the assessment will inform future distributions from UNHCR and camp partners, to ensure evidence-based targeting and that assistance meets the needs of families living in the camp. All respondents were a family member above 18 years, and when possible the head of family was interviewed. A representative sample of 375 families was drawn from the targeted population; findings are generalizable to the camp level with a 94% confidence level and a 5% margin of error.

The present factsheet provides key findings from the distribution of NFI kits distributed to all families in the camp; including blankets, assorted clothing, and privacy partitions. The NFI kits were funded by SNC, UNHCR, JEN, and Oxfam and distributed by NRC.

\*Source: UNHCR Information Sharing Portal, June 2016

### Respondent Demographics

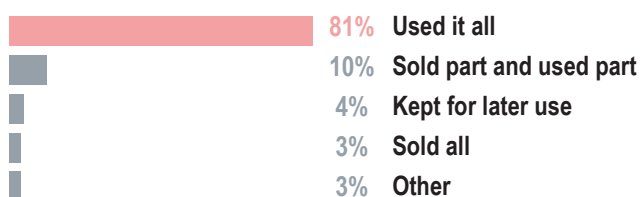
#### 375 Respondents

For the assessment a total of 375 respondents who received NFI Kits were selected randomly from a list of households in the camp, provided by UNHCR Site Planning.

<b>Sex of Head of Family:</b>	<b>Family Size:</b>
80% Male	26% 3 or less
20% Female	48% 4-6
	26% 7 or more

### Use of NFI Kits

Proportion of respondents who reported using the NFI kits, by overall usage:



Of the respondents that "Used it all", 91% rated the quality of the items as "Fair" to "Very Good" (Overall - 90%).

### Problems During Distribution Process

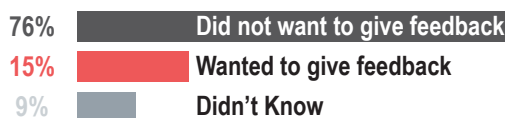
Proportion of respondents that reported experiencing security problems during the distribution process:



Of the 10% of respondents who reported experiencing security problems, 72% reported experiencing overcrowding, most frequently in the queue (60%).

### Submission of Feedback about Distribution

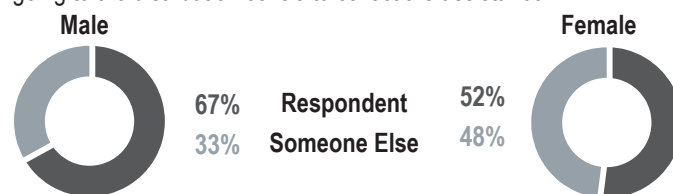
Proportion of respondents who reported wanting to give feedback about the distribution:



Of the respondents that reported wanting to give feedback, 44% were unaware of the appropriate feedback channels.

### Collection of Assistance

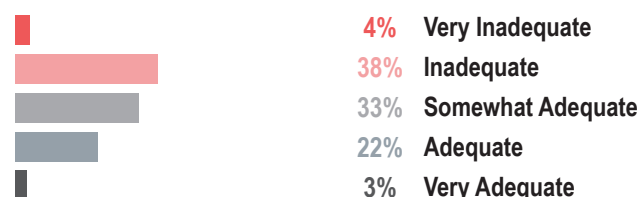
Proportions of male and female respondents who reported physically going to the distribution centre to collect the assistance:



Overall, the use of a designated alternative collector was 1%, compared to the 6-7% of families in the camp registered as having an AC.

### Adequacy of Quantity

Respondents' rating of cash assistance, by adequacy of quantity:



Of the respondents that rated the quantity of assistance as very inadequate or inadequate, 83% reported the amount as insufficient for the family size.

### Improvements for Distribution Process

Proportion of respondents who reported that improvements could be made to the distribution process:



Respondents most frequently cite shorter waiting times (38%) and greater proximity of distribution centres (30%) as means of improvement.

### Awareness of Feedback Mechanisms

Proportion of respondents who reported being aware of available channels for feedback and complaints:



Only 29% of respondents reported being aware of available feedback mechanisms, highlighting the need to raise awareness and encourage feedback