

WASH Infrastructure & Services Assessment

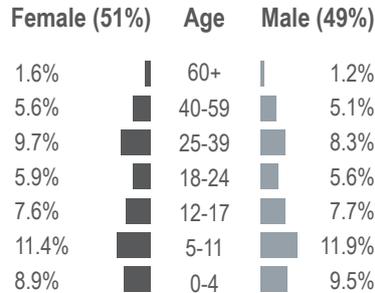
Zaatari Camp, March 2017

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.

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



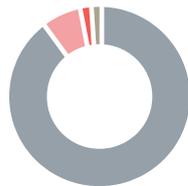
# of households (HHs)	12,410
# of individuals	68,221
% of HHs that live in caravans	99%
% of female-headed HHs	41%
% of HHs that own a washing machine	79%

Households with private toilets

98% of households have at least one private toilet, with a total of 12,508 private toilets recorded across 12,410 households.

Wastewater disposal method:³

Phase 1 concrete tank	90%
Tank and pour on street	7%
Pour on street only	2%
Other	1%



Households without toilets (2% of camp / 197 households):

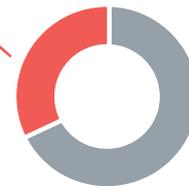
Use family/friend's	69%
Use neighbours'	27%
Other	4%



Primary drinking water source

68% Free water trucking

32% Purchase bottled water



Of the 32% of households purchasing drinking water, 95% feel the quality of trucked water is not good enough to drink.

Solid waste disposal⁵

Garbage bin	97%
NGO collection	45%



Private toilet suitability

Private toilets by individual suitability criteria:

Criteria	✓	✗
Septic tank or network connection	99%	1%
Impermeable flooring	99%	1%
Handwashing facility	76%	24%
Handwashing water drainage ⁴	90%	10%
Permanent walls or curtains	70%	30%

53% of toilets meet all five criteria, indicating that the toilet is suitable by UNICEF standards. 47% of toilets are therefore not suitable.

Repair & maintenance

9% of households wished to report a WASH issue in the prior three months. Of these, 79% actually reported the issue. Among them:

72% Reported desludging related issues

69% Reported through WASH hotline

Perceived adequacy of response to issue:

Very adequate	11%
Adequate	32%
Somewhat adequate	14%
Inadequate	28%
Very inadequate	15%

Of the 43% who found the response inadequate or very inadequate, 63% 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 (99.4%).

⁴ Percentage is reflective of those households with a handwashing facility (76%).

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