Research Terms of Reference
Azraq WASH KAP Assessment
JOR 1901a
Jordan

July 2019
Version 1

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	Jordan				
Type of Emergency	□	Natural disaster	X	Conflict	
Type of Crisis	□	Sudden onset	□	Slow onset	X Protracted
Mandating Body/ Agency	UNICEF				
Project Code	13iAIT				
Overall Research Timeframe *(from research design to final outputs / M&E)*	01/01/2019 to 31/12/2019				

Research Timeframe	1. Start data collection: 18/8/2019	5. Preliminary presentation: 22/9/2019
Add planned deadlines (for first cycle if more than 1)	2. Data collected: 29/8/2019	6. Outputs sent for validation: 22/9/2019
	3. Data analysed: 5/9/2019	7. Outputs published: 3/10/2019
	4. Data sent for validation: 8/9/2019	8. Final presentation: 6/10/2019

Number of assessments	X	Single assessment (one cycle)
	□	Multi assessment (more than one cycle)

Humanitarian milestones	**Milestone**		**Deadline**
*Specify **what** will the assessment inform and **when*** *e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;*	X	Donor plan/strategy	2019-2020
	□	Inter-cluster plan/strategy	_ _/_ _/_ _ _ _
	□	Cluster plan/strategy	_ _/_ _/_ _ _ _
	□	NGO platform plan/strategy	_ _/_ _/_ _ _ _
	X	Other (Specify): UNICEF's WASH Implementing Partners' (namely ACTED and ACF) plans in Azraq camp	2019-2020
	Audience type		**Dissemination**

Audience Type & Dissemination *Specify who will the assessment inform and how you will disseminate to inform the audience*	□ Strategic X Programmatic X Operational □ [Other, Specify]		□ General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) □ Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting X Presentation of findings (e.g. at HCT meeting; Cluster meeting) X Website Dissemination (Relief Web & REACH Resource Centre) □ [Other, Specify]
Detailed dissemination plan required	□	Yes	x	No
General Objective	To inform the (1) WASH services provided by humanitarian actors as well as (2) UNICEF'S efforts to increase water conservation, customer service satisfaction and accountability, in Azraq camp. To assess the current knowledge, attitude and practices of the camp residents towards the water, hygiene and sanitation.		

Specific Objective(s)	1. Assess:
	   a. The extent to which residents feel represented in terms of WASH services provision, particularly in relation to mechanisms of accountability like hotlines.
	2. Evaluate
	   a. Camp residents' current knowledge, attitudes and practices towards water, hygiene and sanitation
	3. Provide a thorough understanding of the camp residents' perceptions of (1) UNICEF's WASH implementing partners' effectiveness in delivering WASH related information and WASH services and (2) camp residents' relationships with UNICEF's WASH implementing partners' staff		

Research Questions	1. What is the current water, sanitation and hygiene knowledge, attitudes [1]and practices of Azraq camp residents? 2. How are UNICEF's efforts to strengthen customer satisfaction and accountability perceived by camp residents and what are the results of this strategy so far? a. Do residents have a clear understanding of complaint mechanisms and to what extent do they use these mechanisms? Are they satisfied with these mechanisms? 3. How effective are UNICEF's hygiene and water conservation related messages in increasing camp residents' knowledge and in informing their behaviour?		
Geographic Coverage	Azraq refugee camp		
Secondary data sources	Knowledge, Attitudes and Practices (KAP) survey in Azraq camp conducted by ACF, 2018 (for informing the tool and for data comparison purposes)		
Population(s) *Select all that apply*	□	IDPs in camp	□	IDPs in informal sites
	□	IDPs in host communities	□	IDPs [Other, Specify]
	X	Refugees in camp	□	Refugees in informal sites
	□	Refugees in host communities	□	Refugees [Other, Specify]
	□	Host communities	□	[Other, Specify]

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[1] Attitudes that are commonly held by the camp residents toward the WASH related services and facilities.

Stratification *Select type(s) and enter number of strata*	x	Geographical #:_ 1 Population size per strata is known? x Yes □ No	□	Group #: _ _ _ Population size per strata is known? □ Yes □ No	□	*[Other Specify]* #: _ _ Population size per strata is known? □ Yes □ No
Data collection tool(s)	X	Structured (Quantitative)	□	Semi-structured (Qualitative)		

	Sampling method		Data collection method			
Structured data collection tool # 1	□ Purposive X Probability / Simple random □ Probability / Stratified simple random □ Probability / Cluster sampling □ Probability / Stratified cluster sampling □ [Other, Specify]		□ Key informant interview (Target #):_ _ _ _ _ □ Group discussion (Target #):_ _ _ _ _ X Household interview (Target #):_ 372 □ Individual interview (Target #):_ _ _ _ _ □ Direct observations (Target #):_ _ _ _ _ □ [Other, Specify] (Target #):_ _ _ _ _			
Target level of precision if probability sampling	95% level of confidence		5+/- % margin of error			
Data management platform(s)	X	IMPACT	□	UNHCR		
	□	[Other, Specify]				
Expected output type(s)	□	Situation overview #: _ _	X	Report #: 1	□	Profile #: _ _
	□	Presentation (Preliminary findings) #: _ _	X	Presentation (Final) #: 1	X	Factsheet #: 1
	□	Interactive dashboard #_	□	Web map #: _ _	□	Map #: _ _
	□	Preliminary findings document #:				
Access	X	Public (available on REACH resource centre and other humanitarian platforms)				
	□	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)				
Visibility *Specify which logos should be on outputs*	UNICEF, REACH					

2. Rationale

2.1. Rationale

As of July 2019, 39,924 Syrian refugees were registered in Azraq camp, in Zarqa governorate.[1]

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[1] UNHCR Operational Portal 4th July 2019, Accessed in July 11

In total there are seven villages in Azraq camp, however only four are inhabited villages (villages 2, 3, 5 and 6). ACF, ACTED and World Vision are operating as key partners in the implementation of WASH activities in the camp, including delivery of treated water through a piped water network which connects the main public water tanks, pumping water through the water supply network to over 300 communal tap stands across the camp.[3] A grey water network exists in all four inhabited villages, connected at the household level to drain grey water from the kitchen to the septic tanks. Recycling practices have been established in Azraq camp; residents use different bins for organic and inorganic solid waste.

The KAP survey is a frequent study course, normally conducted once every year, which aims to inform the programming of the WASH services provided in the camp, by assessing the current knowledge, attitude and practices of the camp residents towards the water, hygiene and sanitation. Also, to inform UNICEF's efforts to increase water conservation, customer service satisfaction and accountability.

3. Methodology

2.1. Methodology overview

The study will be quantitative, with data collected through randomly selecting households to complete household level surveys in all the inhabited villages of the camp. The sampling of households will be weighted by population density across the camp, so as to ensure representability of all villages. Data will be collected by both REACH enumerators and trained Cash For Workers (CFWs).

2.2. Population of interest

The population of interest includes Syrian refugees living in Azraq camp, in all four inhabited villages across the camp. Wherever possible, the head of household will be interviewed. However, if the household head is not available, only household individuals over the age of 18 will be asked to participate in the survey.

2.3. Secondary data review

The questionnaire used for the KAP survey 2018 by ACF will serve as a foundation for the questionnaire of the KAP survey 2019.[4]

2.4.1. Primary Data Collection

At an initial stage, the questionnaire of the 2018 KAP survey conducted by ACF will be used to design the first draft of the 2019 questionnaire in order to enable data tracking and comparisons. Representatives from UNICEF and the WASH working group will review the survey tool to ensure that the 2019 KAP survey can effectively inform UNICEF and WASH IPs' current plans/strategies.

Sampling strategy

As of July 2019, UNHCR operational portal shows that 39,924 individuals are living in Azraq camp and there are currently 8,950 inhabited shelters. Based on this figure, a random sample of 372 households will provide results that are generalizable to the population within the camp with a 95% level of confidence and a 5% margin of error. An additional buffer of 5% will be added to allow the discarding of incomplete cases and errors while still attaining the planned confidence level and confidence interval. The number of houses selected per village will be proportional to the number of inhabited households in each village, to ensure the representativeness of the sample.

The KAP survey will rely on a random sampling approach developed by REACH to identify the survey respondents. This approach will employ randomized spatial sampling which takes household density data in the camp and uses R scripts to randomly select household points weighted by this density data (data sourced from the last population census conducted by REACH). During the data collection, data collectors will navigate to the generated GPS point, by using the OSM mobile application, preloaded with an GPX file, contain the GPS coordinates of each randomly generated point, and conduct an interview with an adult member within the closest household to the point. Where this household is empty, unresponsive, or

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[3] <u>Azraq Camp factsheet, UNHCR, April 2019</u>

[4] Received from UNICEF WASH department via email. July 11

refuses to participate in the survey, data collectors will have to replace the initial GPS point with another one taken from the 10% additional buffer points will be been generated while the preparing the initial sample, provided for that purpose.

Wherever possible, the head of household will be interviewed. In case where the head of household is not available and there is more than one adult within the household, the data collectors will introduce the assessment and then ask household members who they think among themselves would be best able to provide information given the nature of the assessment. While the sampling will not be disaggregated by gender, it is expected that a large enough sample of both male and female respondents will be captured in the survey to allow for findings to be representative of the male and female population of the camp, albeit at a lower level of confidence. Questions will also be included to identify respondents with a disability, again with a lower level of confidence.

Data collection method

The REACH assessment team (including 1 senior field manager and 1 project assistant) will administer the KAP survey with the support of 5 cash for work (CFW)[5] staff from the camp residents. Given the sensitivity of some of the questions that are included in the KAP survey questionnaire, female data collectors will conduct interviews with female respondents and male data collectors with male respondents. Prior to the beginning of the data collection, one day will be dedicated to the training on the questionnaire and interview conduction, and another day will be dedicated for both (1) the training of the data collectors on how to collect data using KOBO (an Android-based mobile application) as well as communications and interview techniques, and (2) the pilot of the tool, in order to test the form in the field prior to final use and to ensure that data collectors are fully familiar with it. Data collected during the course of the survey will be stored directly on IMPACT's secure internal server.

2.5. Data Processing & Analysis

To ensure the quality of the data collected, the following checks will be implemented:

- Daily cleaning will be done at the end of each day to address errors, if any, and outliers in data entry.
- Regular spot checks will be conducted by the REACH Senior Field Manager during data collection, so to ensure data collectors are properly administering survey questionnaire.
- Data cleaning logs and the respective raw will be kept allowing all steps of the process to be replicated

Once all data has been collected and cleaned, data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS. The final report will include the disaggregation of KAP survey variables by population subgroups (household size and disability within the household), geographical distribution, and data/findings comparisons with the past years. A list of the main indicators that will guide the analysis have been outlined in Annex 6: Data Analysis Plan.

4. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer	Assessment Officer	Country Coordinator, HQ Research Design Unit, Senior Field Manager, UNICEF focal point (WASH expert) and	HQ Data Unit, HQ Reporting Unit

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[5] The cash for work (CFW) scheme in Azraq camp has been utilized to provide incentives and capacity development to refugees who volunteer for various organizations in the camp, which the process of hiring CFWs goes through CARE.

			WASH IPs M&E Managers	
Supervising data collection	Senior Field Manager	Senior Field Manager	Assessment Officer	Country Coordinator
Data processing (checking, cleaning)	Assessment Officer	Assessment Officer	Database Officer, Senior Field Manager, HQ Data Unit	Country Coordinator
Data analysis	Assessment Officer	Country Coordinator	Country Coordinator, HQ Data Unit	
Output production	Assessment Officer	Country Coordinator	Country Coordinator, HQ Reporting Unit	
Dissemination	Assessment Officer	Country Coordinator	UNICEF focal point, (WASH expert) and WASH IPs' M&E Managers	WASH Partner focal points
Monitoring & Evaluation	Assessment Officer	Country Coordinator	HQ Research Design Unit	
Lessons learned	Assessment Officer	Country Coordinator	Senior Field Manager	HQ Research Design Unit

Research questions	IN #	Data collection method	Indicator group / sector	Indicator / Variable	Questionnaire Question	Instructions	Questionnaire Responses
	A.1	HH Interview	Key characteristics	Enumerator ID	Enumerator ID	Enter name	
	A.1.1	HH Interview	Key characteristics	Introduction	Hello, my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan, to provide them with accurate information about the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment in partnership with UNICEF so as to assess the water, sanitation and hygiene knowledge, attitudes and practices of Azraq camps' residents and highlight the satisfaction of the refugees in the camp as regards to WASH services. The data will be collected in an anonymous way and your name will not be associated with it. At the end of the survey we will also be asking if we can see your WASH infrastructure to verify that you have been provided what you need.	Read	
NA (introductory information and demographics)	A.2	HH Interview	Key characteristics	Willing to be interviewed	Are you willing to take part in this interview?	Select one	Yes; No
	A.3	HH Interview	Key characteristics	village	What is the number of the village you live in?	Enter number	Admin list (of Villages)
	A.4	HH Interview	Key characteristics	Block number	What is the number of the block you live in?	Enter number	Admin list (blocks)
	A.5	HH Interview	Key characteristics	Household number	Do you know the house number?	Select one	Yes; No

A.6	*HH Interview*	*Key characteristics*	*Household number*	*What is your household number/*	*Enter number*	
A.7	*HH Interview*	*Key characteristics*	*Respondent gender*	*Gender of respondent*	*Select one*	*Male; Female*
A.8	*HH Interview*	*Key characteristics*	*Respondent age*	*How old are you?*	*Enter number*	
A.9	*HH Interview*	*Key characteristics*	*Is head of household?*	*Is the respondent the head of household?*	*Select one*	*Yes; No*
A.10	*HH Interview*	*Key characteristics*	*Gender of head of household*	*What is the gender of the head of household?*	*Select one*	*Male; Female*
A.11	*HH Interview*	*Key characteristics*	*Age of head of household*	*What is the age of HH?*	*Enter number*	
A.12	*HH Interview*	*Key characteristics*	*Number of residents age 1 –5*	*Without head of HH and respondent, how many people in the following age brackets live in this household*	*Enter number*	
A.13	*HH Interview*	*Key characteristics*	*Number of residents age 6 –18*	*Number of residents age 6 –18*	*Enter number*	
A.14	*HH Interview*	*Key characteristics*	*Number of residents age 19 – 59*	*Number of residents age 19 – 59*	*Enter number*	
A.15	*HH Interview*	*Key characteristics*	*Number of residents age 60+*	*Number of residents age 60+*	*Enter number*	
A.16	*HH Interview*	*Key characteristics*	*Willing to comment on household's health and ability to do everyday tasks*	*We would like to ask you a few questions concerning your household's health and ability to do everyday tasks. Would you be willing to answer these questions?*	*Select one*	*Yes; No*
A.17	*HH Interview*	*Key characteristics*	*family health concerns*	*Do you and/ or any other member of your household have any health concerns which impacts your/their ability to do everyday tasks?*	*Select one*	*Yes me personally; Yes, another member of my household; No; Prefer not to answer*
A.18	*HH Interview*	*Key characteristics*	*type of health concerns*	*What kind of health concerns do you face?*	*Select any or all*	*Difficulties seeing even when wearing glasses; Difficulties hearing even when using hearing aid; Difficulties walking or climbing stairs; Difficulties remembering or concentrating; Difficulties washing all over or dressing; Difficulties communicating even in native language; Other*

	B.1	HH Interview	Water practices	Water container	What type of water containers do you have?	Select one	☐ Jerrycan ☐ Bucket ☐ Empty bottles ☐ Basin ☐ Other (Specify)
	B.1	HH Interview	Water practices	Satisfaction on Water container	How satisfied are you with the water containers that you have?	Select one	☐ Very satisfied ☐ somewhat satisfied ☐ neutral ☐ somewhat unsatisfied ☐ very unsatisfied.
	B.1.1	HH Interview	Water practices	Satisfaction on Water container	(If somewhat unsatisfied or Very Unsatisfied for) Why?	Text	
	B.1.2	HH Interview	Water practices	Storing drinking water	How do your household store the drinking water container?	Select one	☐ Jerrycan ☐ Bucket ☐ Empty bottles ☐ Basin ☐ Other (Specify)
	B.1.3	HH Interview	Water practices	Water containers safety	is the water container covered or opened?	(Observation) Select one	☐ (Observed)Open ☐ (Observed) Covered ☐ (Observed)Open ☐ (Unobserved) Covered
1. What is the current water, sanitation and hygiene knowledge, attitudes and practices of Azraq camp residents?	B.1.4	HH Interview	Water practices	Source of water container	(If they do have water containers) where did you get them from?	Select one	☐ I bought myself ☐ Provided by NGO ☐ Provided by neighbors ☐ Reusing a container. ☐ Others, specify
	B.1.5	HH Interview	Water practices	Water containers capacity	What is the total capacity (In litres) of the water container/s do you have in your household?	Enter number	
	B.1.6	HH Interview	Water practices	Water containers safety, cleaning transportation container	When was last time the water container used for transportation cleaned?	Select one	☐ Never ☐ Today or yesterday ☐ Less than one week ago ☐ Several weeks ago ☐ Other (specify ☐ Don't remember
	B.1.7	HH Interview	Water practices	Water containers safety, cleaning	When was last time the water container used for storage was cleaned?	Select one	☐ Never ☐ Today or yesterday ☐ Less than one week ago

			storing container			☐ More than one week ago (but less than one month ago) ☐ Other (specify) ☐ Don't remember
B.1.8	HH Interview	Water practices	How to clean water containers	What do you use to clean the water container?	Select many	☐ Rinse with water only ☐ Sand and water ☐ Soap/other detergents ☐ Salt and water ☐ Replace it when it gets dirty ☐ Other (specify ☐ Don't know
B.2	HH Interview	Source of Water	Source of drinking water	What is the main source of water for drinking?	Select one	☐ Communal Water Points ☐ Purchased water/bottled water ☐ Other (Specify)
B.2.1	HH Interview	Source of Water	Source of children under 5 years old drinking water	what is the main source of drinking water for children under 6 years old?	Select one	☐ Communal Water Points ☐ Purchased water/bottled water ☐ Other (Specify)
B.2.2	HH Interview	Source of Water	Source of cooking water	What is the main source of water for cooking?	Select one	☐ Communal Water Points ☐ Purchased water/bottled water ☐ Other (Specify)
B.2.3	HH Interview	Source of Water	Source of water for washing	What is the main source of water for washing?	Select one	☐ Communal Water Points ☐ Purchased water/bottled water ☐ Other (Specify)
B.3	HH Interview	Water knowledge	Water refilling/running hours	Are you aware of the water running cycle for your Village/Block (i.e. When does the water run through the water points/tap stands?)	Select one	Yes No
B.3.1	HH Interview	Water practices	Water refilling frequency	how often do you refill your household water storage?	Select one	☐ Once every two days ☐ Once every day ☐ More than once every day ☐ Other
B.3.2	HH Interview	Water knowledge	Water collection/refilling person	who among your household members usually	Select one	☐ Men ☐ Women

				collects water for the household?		☐ *Young Girls* ☐ *Young Boys* ☐ *Other (Specify)*
B.3.2	*HH Interview*	*Water knowledge*	*Duration to reach the water point*	*How much time (in minutes) does it take to fetch water round trip?*	*select one*	☐ *Less than 15 minutes* ☐ *15 to 30 minutes* ☐ *Half hour to 1 hour* ☐ *1 to 2 hours* ☐ *More than 2 hours*
B.3.3	*HH Interview*	*Water knowledge*	*waiting at the water point*	*How long (in minutes) is the waiting time in the queue to collect water?*	*Select one*	☐ *No waiting time* ☐ *Less than 15 minutes* ☐ *15 to 30 minutes* ☐ *Half hour to 1 hour* ☐ *1 to 2 hours* ☐ *More than 2 hours*
B.4	*HH Interview*	*Water knowledge*	*How to transport water to the house*	*Do you usually carry the filled water containers from the water points to the house or use wheeled equipment?*	*Select one*	☐ *Carry it* ☐ *Use wheeled equipment owned by the household* ☐ *Use borrowed wheeled equipment* ☐ *Other (Specify)*
B.5.1	*HH Interview*	*Water Practices*	*Storing drinking water before drinking*	*Do you store and wait for some time before you drink the water from tap stands?*	*Select one*	☐ *Yes* ☐ *No*
B.5.2	*HH Interview*	*Water Practices*	*Duration Storing drinking water before drinking*	*how long do you store water before drinking it?*	*Select one*	☐ *Few hours* ☐ *Less than 1 day* ☐ *Between 1 and 2 days* ☐ *Other (Specify)*
B.5.3	*HH Interview*	*Water Practices*	*Storing drinking water before drinking*	*What are your main reasons to store and wait for some time before drinking the water?*	*Select one*	☐ *To let chlorine evaporate* ☐ *To let residuals settle* ☐ *To let the taste of water change* ☐ *Other, please specify*
B.5.4	*HH Interview*	*Water Practices*	*Getting water from the drinking water storage*	*How do you usually withdraw (get) drinking water from the container/storage?*	*Select one*	☐ *Tilt & pour into a cup/mug* ☐ *Using a bottle* ☐ *Using a water scooper exclusively* ☐ *Dip hand with any available mug/glass* ☐ *Other, please specify*

B.6	*HH Interview*	*Water Practices*	*Water cut*	*During the past 2 weeks, have you faced a water cut in the water points for a full day or more?*	*Select one*	☐ *Yes* ☐ *No* ☐ *Don't know*	
B.6.1	*HH Interview*	*Water Practices*	*Water cut duration*	*for how many days?*	*Enter Number*		
B.6.2	*HH Interview*	*Water Practices*	*Coping with water cut*	*how did you cope with that situation?*	*Select many*	☐ *Relied on stored water at the shelter* ☐ *Approached neighbors asking for water* ☐ *Bought bottled water from the market/mall* ☐ *Walked to another village to collect water from the water points*	
B.7	*HH interview*	*Water knowledge*	*Water quality satisfaction*	*How satisfied are you with the water quality?*	*Select one*	*Very satisfied* *Satisfied* *Acceptable* *Dissatisfied* *Very dissatisfied*	
B.7.1	*HH interview*	*Water knowledge*	*Reasons for dissatisfaction*	*If dissatisfied or very dissatisfied, why?*	*Select all that apply*	☐ *Bad taste* ☐ *Bad smell* ☐ *Poor quality/high chlorine level* ☐ *Water turbidity* ☐ *Other please specify*	
B.7.2	*HH Interview*	*Water Knowledge*	*Water quantity satisfaction*	*How satisfied are you with the amount of water you receive?*	*Select one*	☐ *Very satisfied* ☐ *Satisfied* ☐ *Neutral* ☐ *Dissatisfied* ☐ *Very dissatisfied*	
B.8	*HH interview*	*Water knowledge*	*Water quantity per person*	*How much water (in liters) is each person in Azraq supposed to receive per day? (Do not read answers!)*	*Select one*	☐ *Below 35 liters* ☐ *35 liters* ☐ *More than 35 liters* ☐ *I don't know*	
B.8.1	*HH Interview*	*Water Knowledge*	*Water quantity satisfaction*	*How satisfied are you with the amount of water you receive?*	*Select one*	☐ *Very satisfied* ☐ *Satisfied* ☐ *Neutral* ☐ *Dissatisfied* ☐ *Very dissatisfied*	
B..8.2	*HH Interview*	*Water Knowledge*	*Perception on the Actual amount of water*	*Do you think people are indeed receiving 35 liters at the camp?*	*Select one*	☐ *Yes, everyone* ☐ *Some are, and some are not* ☐ *No*	

						☐ *I don't know*
B.8.3	*HH Interview*	*Water Knowledge*	*Perception on the Actual amount of water*	*How often do you think they received this much water?*	*Select one*	☐ *Always* ☐ *Often* ☐ *Sometimes* ☐ *Rarely*
B.8.4	*HH Interview*	*Water Knowledge*	*Reasons for not receiving the amount of water*	*If sometimes, or rarely, why?*	*Select many*	☐ *WASH service is not reliable* ☐ *Illegal connections to the water points prevents others of getting water* ☐ *The water running duration through the water points is not enough* ☐ *The water pumping is weak through the water points* ☐ *Leaking of the water points/taps* ☐ *The water points are overcrowded always* ☐ *Other please specify*
B.8.5	*HH Interview*	*Water practices*	*Ensure getting the enough amount of water*	*What do you do to ensure that 35 liters per person per day is enough to meet your needs?*	*Select one*	☐ *I limit water usage* ☐ *I do my laundry less often* ☐ *I do laundry only if there is water running* ☐ *I purchase more water* ☐ *I reuse water* ☐ *HHs members try to limit the number of showers they are taking* ☐ *I don't do anything* ☐ *Other please specify*
B.8.6	*HH Interview*	*Water Knowledge*	*Ensure getting the enough amount of water*	*What could be done/system could be set up to ensure that the amount of water that is currently provided to you is enough to meet your basic HH needs?*	*Select many*	☐ *Ensure the maintenance of water points (e.g. that there is no leakage, all the taps are functional)* ☐ *Install rainwater harvesting tanks* ☐ *Provision of better water containers* ☐ *Reuse/recycle water* ☐ *Control the illegal connections attached to the water points*

						☐ No system could enable the amount of water that is currently provided to my household to be enough to meet our needs ☐ I don't know ☐ Other please specify
B.9.5	HH Interview	Water Knowledge	reasons of leakages	From your experience living in Azraq, what could be the cause of a leakage in the water points?	Select many	☐ Overuse ☐ Poor maintenance ☐ Illegal tapping/connections ☐ I don't know ☐ Other please specify
B.10	HH Interview	Water Knowledge	consequences of leakages	According to you, what could be the consequence of a leakage in the water points?	Select one	☐ Health concerns ☐ Drop in the quantity of water provided to HHs ☐ Requirement to undertake maintenance work ☐ I don't know ☐ Wasting water ☐ other please specify
B.10.1	HH Interview	Water Knowledge	Perception of illegal connection	Do you think illegal connections to the water points are a problem?	Select one	☐ Yes, a big problem ☐ Yes, somewhat of a problem ☐ No, not a problem
B.10.2	HH Interview	Water Knowledge	Why is illegal connection is a problem	If yes, why do you believe it is a problem?	Select many	☐ Health concerns ☐ Drop in the quantity of water provided to HHs ☐ Necessity to undertake maintenance work ☐ Other households won't get enough water due to the crowding. ☐ Create issues and clashes between the community members ☐ Wasting water ☐ I don't know ☐ Other please specify
B.10.3	HH Interview	Water Knowledge	Types of illegal connection	What types of illegal connections to the water points have you seen?	Select many	☐ hoses connected from the taps to the HHs ☐ Water pumps ☐ Extra storage

						☐	*Other (please specify)*
B.11	*HH Interview*	*Water Knowledge*	*Knowing if Jordan is a water scarce country*	*According to you, is Jordan a water scarce country?*	*Select one*	☐ *Yes* ☐ *No* ☐ *I don't know*	
B.12	*HH Interview*	*Water Knowledge*	*Water conservation practices*	*According to you, what are water conservation practices?*	*Select many*	☐ *Close taps after filling your container* ☐ *Do not waste/overuse water when showering* ☐ *Use pots to hold water to wash hands in* ☐ *Reuse water*	
B.13	*HH Interview*	*waste practices*	*Perception*	*How would you describe your environment in terms of litter*	*Select one*	☐ *very clean* ☐ *mostly clean* ☐ *dirty* ☐ *very dirty*	
B.14	*HH Interview*	*waste practices*	*Garbage disposal*	*In your shelter, how do you usually dispose of garbage? (select many)*	*Select one*	☐ *No garbage produced* ☐ *Store it in bins inside the households* ☐ *Put it directly into the garbage barrels* ☐ *Throw it out close to shelter* ☐ *Throw it out far from shelter* ☐ *Throw it in community dump bins* ☐ *Bury it* ☐ *Burn it* ☐ *Other(specify)* ☐ *Don't know*	
B.15	*HH Interview*	*waste practices*	*Garbage segregation in the household*	*Do you separate garbage at shelter level?*	*Select one*	☐ *Yes always* ☐ *Yes sometimes* ☐ *Never*	
B.15. 1	*HH Interview*	*waste practices*	*Garbage segregation in the plot*	*Do you separate garbage at plot level?*	*Select one*	☐ *Yes, all households* ☐ *Yes, some households* ☐ *Never*	
B.15. 2	*HH Interview*	*waste practices*	*segregation forms*	*If yes, what types of materials do you separate?*	*Select many*	☐ *Biodegradable* ☐ *Recyclable* ☐ *Bread* ☐ *Diapers and sanitary pads.* ☐ *Others, specify* ☐ *I don't know*	

B.15.3	HH Interview	waste practices	Challenges in segregation	Do you face any challenge when you separate?	Select one	☐ Yes ☐ No
B.15.4	HH Interview	waste practices	Challenges in segregation	What challenges do you face when separating materials?	Select many	☐ there are no recycling barrels in my plot ☐ The recycling service is not reliable ☐ I face challenge understanding the sorting system ☐ The garbage collection frequency isn't enough to remain the recycling ☐ Other
B.16	HH Interview	waste practices	Garbage bins	What type of containers/bins do you use to collect garbage inside your house? (select many)	Select one	☐ Metallic bins ☐ Plastic bins ☐ Plastic bag ☐ Oil drum ☐ other, specify
B.16.1	HH Interview	waste practices	number of garbage bins	If at least one of the above containers is mentioned, how many of them do you have?	Select one	☐ One ☐ Two ☐ More than two Other, specify
B.16.2	HH Interview	waste practices	Source of garbage bins	If they do have some of the above-mentioned containers, where did you get them from?	Select one	☐ I bought myself ☐ Provided by NGO ☐ Provided by neighbors ☐ illegally taken from the street ☐ Others, specify
B.16.3	HH Interview	waste practices	Community garbage dump	Do you have a community garbage dump site in the camp?	Select one	☐ Yes ☐ No
B.16.4	HH Interview	waste practices	Type of dump	If yes, what type of dump site is it?	Select one	☐ Community bins in designated area ☐ Designated open space ☐ Pair of bins for the garbage segregation ☐ There isn't a specific area to gather the waste, people throw it any place ☐ Other, please specify

B.16.5	HH Interview	Solid waste services received	Collection frequency	How frequent is garbage from a community dump site emptied?	Select one	☐ Everyday ☐ Every two days ☐ Weekly ☐ Others, specify ☐ I don't know
B.17	HH Interview	Knowledge	Consequences of garbage	Do you believe that the presence of garbage has caused disease(s) in your household?	Select one	☐ Yes ☐ No ☐ I don't know
B.17.1	HH Interview	Knowledge	Diseases caused by garbage	If Yes, what disease(s) has it caused in your opinion?	Select many	☐ Diarrhea ☐ Respiratory diseases ☐ Skin diseases ☐ Typhoid ☐ Other (specify) ☐ Don't know
B.17.2	HH Interview	waste practices	Wrong garbage disposal consequences	What will happen if solid waste is not properly (i.e. timely, thrown in designated bins etc.) disposed?	Select many	☐ Health risks/Disease spread increase ☐ Adverse environmental impact ☐ Bad smell ☐ Increase of insects ☐ Other
B.18	HH Interview	waste practices	Prevent insects, rates and flies	How do you prevent the presence of insects/rats/flies in your household?	Select many	☐ Do not leave food scraps out ☐ I spray insect repellent ☐ I set up protection nets on my windows and /or doors ☐ Do not dry bread where pests can access it ☐ Put food in metal containers ☐ Hang food containers ☐ Keep the caravan or kitchen very clean ☐ Ensure that solid waste is properly disposed ☐ Not keeping pets ☐ There is nothing that can prevent them ☐ I don't want to answer ☐ Nothing

						☐	*Other*
B.18.1	*HH Interview*	*waste practices*	*How to deal with insects, rats and flies*	*What do you do if you face the presence of insects/rats/flies in your household?*	*Select many*	☐ *Put out poison* ☐ *I spray insect repellent* ☐ *I set up a trap to catch them* ☐ *There is nothing that can prevent them* ☐ *Nothing* ☐ *I don't want to answer*	
B.19	*HH Interview*	*hygiene practice*	*Received Hygiene messages*	*Have you received any health/hygiene messages for the last 3 months from community volunteers?*	*Select one*	☐ *Yes* ☐ *No*	
B.19.1	*HH Interview*	*hygiene practice*	*Which hygiene messages*	*If YES, can you tell me what messages you have received?*	*Select many*	☐ *Bury faeces or dispose it safely* ☐ *Cover food* ☐ *Prepare food hygienically* ☐ *Wash hands with water & soap* ☐ *Clean & cover water containers* ☐ *Use your water efficiently,* ☐ *Protect the water and sanitation facilities from vandalism* ☐ *I don't know* ☐ *Other, specify*	
B.19.2	*HH Interview*	*hygiene practice*	*Hygiene messages clear*	*Do you feel that the messages you received from community volunteers were clear, understandable, and useful to you?*	*Select one*	☐ *Clear,* ☐ *Understandable,* ☐ *Useful,* ☐ *None of the above* ☐ *Don't know*	
B.19.3	*HH Interview*	*hygiene practice*	*Applying the hygiene messages*	*Did you try out any of the recommendations from the messages?*	*Select one*	☐ *Yes* ☐ *No*	
B.19.4	*HH Interview*	*recommendation*	*Applying which hygiene messages*	*If yes, Which recommendation did you try out among the message you heard?*	*Select one*	☐ *Bury faeces or dispose it safely* ☐ *Cover food* ☐ *Prepare food hygienically*	

							☐ *Wash hands with water & soap* ☐ *Clean & cover water containers* ☐ *Use your water efficiently,* ☐ *Protect the water and sanitation facilities from vandalism* ☐ *I don't know* ☐ *Other, specify*
	B.20	*HH Interview*	*hygiene practice*	*Cooked food*	*When you buy pre-prepared (cooked) food from the market, how do you make sure that it is safe to eat?*	*Select many*	☐ *I keep it in the fridge* ☐ *I consume it before 6 hours* ☐ *I keep it in a closed container* ☐ *I keep it out of direct sunlight* ☐ *I do not buy cooked food from the market* ☐ *I don't do anything* ☐ *I don't know* ☐ *Other*
	B.21	*HH Interview*	*hygiene practice*	*Diarrhea response*	*Were there any cases of recurrent diarrhea between children under five (pre-school age children) in the past 3 months?*	*Select one*	☐ *Yes* ☐ *No*
	B.21.1	*HH Interview*	*hygiene practice*	*Diarrhea response*	*If somebody in your household had diarrhea (which is 3 or more loose watery stools in the last 24 hours), what would be the first three things that you would do?*	*Select many*	☐ *Go to the clinic* ☐ *Drink safe fluids* ☐ *Use oral rehydration solution from the pharmacy/hospital* ☐ *Make sugar salt solution at home* ☐ *Stop eating* ☐ *Eating starches* ☐ *I don't know* ☐ *I don't want to answer* ☐ *Other*
	B.21.2	*HH Interview*	*hygiene practice*	*Prevent diarrhea*	*How can people prevent themselves and their children from getting diarrhea? Please*	*Select many*	☐ *Wash hands before eating* ☐ *Eat safe food* ☐ *Wash food before cooking*

				list at least three ways, if you can.		☐ *Cover food from flies* ☐ *Cook food correctly* ☐ *Wash hands before breastfeeding + feeding babies and children* ☐ *Wash hands after going to the toilet* ☐ *Ensure drinking water is clean* ☐ *I don't know* ☐ *I don't want to answer* ☐ *Other*
B.21.3	*HH Interview*	*hygiene practice*	*Prevent head lice*	*How can people prevent themselves and their children from getting head lice?*	*Select many*	☐ *Avoid congested areas* ☐ *Take affected family member to hospital* ☐ *Apply anti-lice lotion* ☐ *Use a lice comb* ☐ *Keeping the caravan clean* ☐ *Maintaining Personal Hygiene* ☐ *I don't know* ☐ *Other*
B.22	*HH Interview*	*hygiene practice*	*Hand washing for adults*	*Name 3 occasions, when you are expected to wash your hands?*	*Select many*	☐ *Before preparing food* ☐ *Before eating* ☐ *Before Breastfeeding/feeding your children* ☐ *After using latrine* ☐ *After coughing and sneezing* ☐ *After taking care of pets or farm animals* ☐ *Other* ☐ *I don't know*
B.22.1	*HH Interview*	*hygiene practice*	*Existence of soup*	*is there a soap at the handwashing sink/place in the household?*	*(Observation)*	☐ *Yes* ☐ *No*
B.22.2	*HH Interview*	*hygiene practice*	*Washing hand with soup or not*	*What do you usually use to wash your hands in your household?*	*Select one*	☐ *Soap (this includes liquid soap and sanitizers)* ☐ *Water only*

						☐ Other
B.22.3	HH Interview	hygiene practice	Why not soup	Why don't you use soap?	Select one	☐ I don't see the use of it ☐ I cannot afford it ☐ Other
B.23	HH Interview	hygiene practice	Children wash hands	Name 3 occasions, when your children (5 years old or below) wash their hands? (Don't read the answers)	Select many	☐ Before eating ☐ After using latrine ☐ After coughing and sneezing ☐ After taking care of pets or farm animals ☐ After playing outdoor ☐ Other ☐ I don't know
B.24	HH Interview	hygiene practice	Children brush teeth	How often do your children (5 years old or below) brush their teeth?	Select one	☐ More than two times every day every day ☐ Two times every day ☐ 1 time every day ☐ Less than 1 time every day ☐ Never
B.25	HH Interview	hygiene practice	What to use in bathing	What do you usually use to bathe in your household?	Select one	☐ Soap (this includes liquid soap and sanitizers) ☐ Water only ☐ Other
B.25.1	HH Interview	hygiene practice	Why not soup	Why don't you use soap?	Select one	☐ I don't see the use of it ☐ I cannot afford it ☐ Other
B.26	HH Interview	hygiene practice	Feminine products	Which feminine hygiene products do you use during your period?	Select one	☐ Sanitary towels ☐ Reusable cloth ☐ Tissue ☐ I don't use anything ☐ I don't know ☐ I don't want to answer
B.26.1	HH Interview	hygiene practice	Feminine products disposal	Once used, how do you dispose of your feminine hygiene products?	Select one	☐ Regular household waste ☐ Toilet ☐ Main garbage bin outside of HH

						☐ Wash and re-use ☐ Enclosed in separate bag/material before disposal in HH waste ☐ I don't know ☐ I don't want to answer ☐ Other
B.26.2	HH Interview	hygiene practice	Feminine products disposal	Would you prefer disposing of your feminine hygiene products in another way, other than the one you currently practice?	Select one	☐ Yes ☐ No ☐ I don't want to answer
B.26.3	HH Interview	hygiene practice	Feminine products disposal	If yes, how?	Select one	☐ Regular household waste ☐ Toilet ☐ Main garbage bin ☐ Wash and re-use ☐ I don't know ☐ I don't want to answer ☐ Other
B.27	HH Interview	hygiene practice	Hygiene information needed	Is there any hygiene related information that you would like to know about?	Select many	☐ Importance of personal hygiene ☐ Importance handwashing using soap during Key times ☐ Diseases caused by poor WASH practices ☐ Practices to ensure water safety at the HH level (role of chlorine in water disinfection, water tank maintenance, proper use of water filtration units). ☐ Importance of proper solid waste disposal ☐ Importance of material recycling ☐ Feminine hygiene care ☐ No ☐ I don't want to answer ☐ I don't know ☐ Other
B.28	HH Interview	Knowledge		What are ways to prevent against diarrhea? Try to	Select many	☐ Wash hands before eating ☐ Eat safe food

				think of at least three.		☐	*Wash food before cooking*
						☐	*Cover food from flies*
						☐	*Cook food correctly*
						☐	*Wash hands before breastfeeding + feeding babies and children*
						☐	*Wash hands after going to the toilet*
						☐	*Ensure that drinking water is clean*
						☐	*I don't know*
						☐	*I don't want to answer*
						☐	*Other*
						☐	
B.29	*HH Interview*	*Knowledge*	*personal or food hygiene messages*	*What personal or food hygiene messages have you learned about through community mobilizers in the last three months?*	*Select many*	☐	*Water network and facilities safety*
						☐	*Solid waste management*
						☐	*Water conservation*
						☐	*Hand washing*
						☐	*Food safety*
						☐	*Diarrhoea prevention and risk exposure*
						☐	*Pest control*
						☐	*Scabies and lice*
						☐	*Other hygiene related messages*
						☐	*Water reuse*
						☐	*Community ownership*
						☐	*I don't know*
						☐	*I don't want to answer*
						☐	*Other*
						☐	
B.30	*HH Interview*	*Sanitation facilities*	*WASH block functionality*	Are the WASH blocks in your plot functional?	*Select one*	☐	Yes
						☐	No
B.31	*HH Interview*	*Sanitation Practices*	*Using WASH Blocks*	Does every HH member use the WASH Blocks' latrines		☐	Yes
						☐	No
B.31. 1	*HH Interview*	*Sanitation Practices*	*Using WASH Blocks*	Which members don't use the WASH blocks?	*Select many*	☐	Adult male
						☐	Adult Female
						☐	Members with disability
						☐	Children
						☐	Other (Specify)
B.31. 2	*HH Interview*	*Sanitation Practices*	*Why not using WASH blocks*	If no, what is the major reason	*Select many*	☐	Don't feel safe
						☐	Don't feel privacy
						☐	The WASH Blocks' latrines are not

						☐ comfortable for people with disabilities ☐ Other (specify)
	B.31.3	HH Interview	Sanitation Practices	*when don't feel safe or privacy*	(If "Don't feel safe" or "don't feel privacy") During what time of day do you typically feel unsafe?	*Select one*	☐ The day only ☐ The night only ☐ Both day and night
	B.31.4	HH Interview	Sanitation Practices	*Why don't feel safe*	If you do not feel safe, why?	*Select many*	☐ Holes in the wall/doors/windows ☐ Outside ☐ No light ☐ far from the house ☐ Rodents/snake/spider ☐ Other (Specify)
	B.31.5	HH Interview	Sanitation Practices	*Why don't feel safe*	If you do not feel privacy, why?	*Select many*	☐ Anyone can see you ☐ No door ☐ No lock ☐ Holes in the wall/doors/windows ☐ other (specify)
	B.31.6	HH Interview	Sanitation Practices	alternatives latrine they use	If some HH member(s) do not use the WASH Blocks' latrines, where are the alternatives they use located?	*Select one*	☐ Inside the shelter ☐ Outside in open area ☐ Other (specify)
	B.31.7	HH Interview	Sanitation Practices	Latrines used by <5 children	(If children < 5 in the HH) Where do children under the age of five defecate? (select many)	*Select many*	☐ Use the toilet ☐ Use washable diapers ☐ Use disposable diapers ☐ Go in house /yard ☐ Go outside the premises ☐ Other (specify)_____ ☐ Don't know ☐
	B.31.8	HH Interview	Sanitation Practices	children's faeces disposal	Where do you dispose your children's faeces?	*Select one*	☐ latrine ☐ at the trash container in the plot ☐ bury it ☐ behind the shelter ☐ Washed away into the grey water pipe ☐ Other (specify)_____ ☐ Don't know

B.32	*HH Interview*	*Sanitation Knowledge*	*WASH blocks cleaning responsibility*	According to your knowledge, who is responsible of cleaning the WASH blocks in your plot?	*Select one*	☐ WASH committee ☐ WASH NGOs ☐ Plot residents ☐ Other Specify
B.32.1	*HH Interview*	*Sanitation facilities*	*If latrines are clean*	*Normally, how clean are the latrines?*	*Select one*	☐ very clean ☐ clean ☐ moderately clean ☐ unclean ☐ Other, specify
B.32.2	*HH Interview*	*Sanitation Practices*	*How to clean latrines*	How do you usually clean the latrines?	*Select one*	☐ water only ☐ water with soap ☐ water with chemical material ☐ don't clean ☐ I don't know ☐
B.32.3	*HH Interview*	*Sanitation Practices*	*Latrines cleaning frequency*	How many times in a day do you clean them?	*Select one*	☐ Less than once ☐ once ☐ twice ☐ three ☐ four times ☐ I don't know ☐ Other, specify ☐
B.33	*HH Interview*	*Sanitation knowledge*	Suggestion to improve latrines cleanness	Do you have any suggestion to improve the cleanness of the latrines?	*Select one*	☐ yes ☐ no If Yes, Specify
B.34	*HH Interview*	*Sanitation Practices*	*Using WASH blocks showers*	Does every HH member use the WASH Blocks' shower facility (including children)?	*Select one*	☐ yes ☐ no
B.34.1	*HH Interview*	*Sanitation Practices*	*Which members don't use showers*	If no, which family members do not use the shower?	*Select many*	☐ Children ☐ Women ☐ Men ☐ People with disability ☐ Other (specify) _____ ☐ Don't know ☐ All ☐
B.34.2	*HH Interview*	*Sanitation Practices*	*Why not using WASH blocks shower*	If no, why they don't use the showers?	*Select many*	☐ don't feel safe ☐ don't feel privacy ☐ the showers are not comfortable for people with disabilities

						☐	no water inside the shower facility
						☐	the showers are not clean
						☐	other (specify)
	B.34.3	HH Interview	Sanitation Practices	Why don't feel safe	If you do not feel safe, why?	Select many	☐ Holes in the wall/doors/windows ☐ Outside ☐ No light ☐ far from the house ☐ Rodents/snake/spider ☐ other (specify)
	B.34.4	HH Interview	Sanitation Practices	Why don't feel privacy	If you do Not feel privacy, why?	Select many	☐ Anyone can see you ☐ No door ☐ No locker ☐ Holes in the wall/doors/windows ☐ other (specify)
	B.34.5	HH Interview	Sanitation Practices	alternatives shower they use	If some HH member(s) do not use the WASH Blocks' showers, where are located the alternatives they use?	Select one	☐ Inside the shelter ☐ Outside in open area ☐ Other (specify)
	B.35	HH Interview	Sanitation Practices	Private latrine and shower	Do you have a private shower/Latrine facility inside your shelter?	Select one	☐ latrine and shower ☐ Shower only ☐ Latrine only ☐ *None*
	B.35.1	HH Interview	Sanitation Practices	shower connected to drainage	If shower, is your shower drainage connected to the grey water network?	Select one	☐ Yes ☐ No
	B.35.2	HH Interview	Sanitation Practices	Kitchen connected to drainage	Is your kitchen wastewater drainage connected to the greywater network?	Select one	☐ Yes ☐ No
	B.36	HH Interview	Sanitation Practices	Desludging issues	Have you faced any desludging issues, with the septic tanks connected to the WASH blocks?	Select one	☐ Yes ☐ No
2. How are UNICEF's efforts to strengthen customer satisfaction and accountability perceived by	C.1	HH Interview	General customer satisfaction	do you feel respected by UNICEF/partners staff	Do you feel well respected and treated by UNICEF, their partners' or contractor's staff?	Select one	☐ *Yes* ☐ *No* ☐ *Not applicable*
	C.1.1	HH Interview	General customer satisfaction	do you feel respected by	Why not?	Select many	☐ *There are no CFW opportunity/projects*

				UNICEF/partners staff			☐ There are no ads for jobs/projects ☐ IBV hiring system and rules (SoPs) are not respected. Other, please specify
	C.2	HH Interview	complaint mechanisms satisfaction	Listened to you	Do you feel agency (UNICEF/contracted partners) is willing, open, and interested in listening to you?	Select one	☐ Yes No
	C.2.1	HH Interview	complaint mechanisms satisfaction	Checked if not open for complaints	If no, why not?	Select many	☐ I already had a bad experience with the agency ☐ I know someone who already had a bad experience with the agency ☐ I already submitted a complaint/giving feedback with no answer ☐ I already submitted a complaint/giving feedback and got an answer but no follow up ☐ I don't know Other
2.a. Do residents have a clear understanding of complaint mechanisms and to what extent do they use these mechanisms? Are they satisfied with these mechanisms?	D.1	HH Interview	complaint mechanisms	seen leakages	Have you ever seen any leakages in the water points?	Select one	☐ Yes ☐ No
	D.1.1	HH Interview	Water practices	Response to the leakages	If yes, what did you do about the leakage in the water point?	Select one	☐ Called the WASH hotline ☐ Contacted NGO ☐ I assume that someone else will report it ☐ ☐ Fixed it myself ☐ Nothing ☐ other please specify
	D.1.2	HH Interview	Hotline usage	Hotline Response	If called WASH hotline, how long did it take for them to respond?	Select one	☐ Call was not answered ☐ More than 24 hours to answer my call or call back ☐ Call was answered immediately to lodge complaint ☐ Other

D.2	*HH Interview*	*Hotline satisfaction*	*Satisfaction of the hotline response*	*If called WASH hotline, how satisfied were you with the response you received?*	*Select one*	☐ *Very satisfied* ☐ *Satisfied* ☐ *Dissatisfied* ☐ *Very dissatisfied*
D.2.1	*HH Interview*	*Hotline satisfaction*	*Reason of dissatisfaction*	*If dissatisfied or very dissatisfied, why?*	*Select many*	☐ *I did not receive an answer/solution to the problem* ☐ *I did not like the answer/solution I received* ☐ *It takes a long time to take any action on the complaints (more than 48 hours)* ☐ *Other*
D.3	*HH Interview*	*complaint mechanisms*	*Complaint on water supply*	*If you had a complaint about water supply, who would you contact?*		☐ *UNICEF* ☐ *ACF* ☐ *UNHCR* ☐ *Community focal point* ☐ *Private contractors* ☐ *I don't know* *other (specify)*
D.4	*HH Interview*	*complaint mechanisms*	*Complaint on water quality*	*If you come across water contamination or poor water quality, what would be your first action?*	*Select one*	☐ *Contact WASH complaints hotline* ☐ *Contact any other complaint number* ☐ *Inform camp coordination* ☐ *Complaint box* ☐ *Inform community mobilization teams* ☐ *I don't know* ☐ *Nothing* ☐ *I don't know how to determine contamination or poor water quality*
D.4.1	*HH Interview*	*complaint mechanisms*	*Which mechanism*	*What mechanism would you use to get in touch with them?*	*Select many*	☐ *WASH complaints hotline* ☐ *Other complaint number* ☐ *In person* ☐ *Complaint box* ☐ *I don't know* ☐ *other please specify*

	D.4.2	HH Interview	complaint mechanisms satisfaction	complaint mechanisms satisfaction	Are you satisfied with these complaint mechanisms?	Select one	☐ Yes, very satisfied ☐ Somewhat satisfied ☐ Unsure ☐ Somewhat unsatisfied ☐ Very unsatisfied
	D.4.3	HH Interview	complaint mechanisms satisfaction	Checked dissatisfaction	If unsatisfied why?	Select many	☐ I submitted a complaint/gave feedback and received no answer ☐ I submitted a complaint/gave feedback and got an answer but no follow up ☐ The process of getting an answer took too long ☐ Other
	D.5		complaint mechanisms	desludging service Complaints	Who would/do you contact if you had a problem with the desludging service?		☐ I would call the WASH (UNICEF) hotline number ☐ I would call the hotline for NGO ☐ I would go to the community center I would speak to someone directly ☐ I assumed that someone else will report it ☐ I don't know ☐ I don't want to answer ☐ Other (specify)
	D.6	HH Interview	complaint mechanisms	Other mechanisms	Are there any other methods which you would like to see available for complaining and/or feeding back in the future?	Select many	☐ Feedback at community center ☐ Feedback box ☐ At the office ☐ SMS ☐ What's app ☐ Other No
3. How effective are UNICEF's hygiene and water conservation related messages in increasing camp residents' knowledge	E.1	HH Interview	Community mobilization knowledge	Received information	Have you received any information from the community mobilization team in the last 3 months?	Select one	☐ Yes ☐ No ☐ I don't know ☐ I don't want to answer
	E.1.1	HH Interview	Community mobilization knowledge	Kind of information received	What kind of activities/messages have you already been provided in the last 3 months by	Select many	☐ Water points safety ☐ grey water network ☐ Solid waste management ☐ Water conservation

and in informing their behavior				*the community mobilization team?*		☐ *Hand washing* ☐ *Food safety* ☐ *Diarrhea prevention and risk exposure* ☐ *Pest control* ☐ *Scabies and lice* ☐ *Other hygiene related messages* ☐ *Water reuse* ☐ *Community ownership* ☐ *I don't know* ☐ *I don't want to answer* ☐ *Other*
E.1.2	*HH Interview*	*Community mobilization access*	*Information needed*	*What other activities/messages would you like to be provided by the community mobilization team?*	*Select many*	☐ *Water points safety* ☐ *grey water network* ☐ *Solid waste management* ☐ *Water conservation* ☐ *Water reuse* ☐ *Water distribution* ☐ *Hand washing* ☐ *Food safety* ☐ *Diarrhea prevention and risk exposure* ☐ *Pest control* ☐ *Scabies and lice* ☐ *Other hygiene related messages* ☐ *None* ☐ *I don't know* ☐ *I don't want to answer* ☐ *Other*
E.2	*HH Interview*	*Community mobilization access*	*Access community center*	*Do you ever go to NGO's community center?*	*Select one*	☐ *Yes* ☐ *No*
E.2.1	*HH Interview*	*Community mobilization access*	*Access frequency*	*How frequently do you go to NGO's community center?*	*Select one*	☐ *Several times a week* ☐ *Weekly* ☐ *Bi-weekly* ☐ *Monthly* ☐ *Less frequently than every month*
E.2.2	*HH Interview*	*Community mobilization access*	*The use of the community center*	*What do you use the community center for?*	*Select many*	☐ *Community sessions* ☐ *Issuing complaints* ☐ *Registrations* ☐ *Getting information*

						☐ *Celebration of global days* ☐ *Other*
E.2.3	*HH Interview*	*Community mobilization access*	*Why not accessing community center*	*If you do not go, why?*	*Select many*	☐ *I am not feeling safe there* ☐ *I don't feel safe going there* ☐ *I don't see the use of it/I am not interested in it* ☐ *There is no access for differently abled people* ☐ *Without any reason* ☐ *We have not been invited to the community center before* ☐ *Other*
E.3	*HH Interview*	*Early Childhood Development*	early childhood development services	Which of the following of the early childhood development services do your children attend?	*Select many*	☐ Day care ☐ KG1 ☐ KG2 ☐ Nurseries
E.3.1	*HH Interview*	*Early Childhood Development*	participating in any parenting support program	Do parents and caretakers of children under 5 (pre-school age children) participate in any parenting support program?	*Select one*	☐ Yes ☐ No
E.3.2	*HH Interview*	*Early Childhood Development*	*Which parenting programs*	which program are you participating in?	*Select many*	☐ 0-3 child development program ☐ parent-child ☐ Better Parenting Program ☐ Other (Specify) ☐
E.3.3	*HH Interview*	*parenting programs*	*Where are the parenting programs being attended*	Where do you participate in these programs?	*Select one*	☐ Makani Centre ☐ Another NGO (Specify)
E.3.4	*HH Interview*	*parenting programs*		If at Makani Centre, Which one	*Enter center number*	
E.4	*HH Interview*	*Makani education*	*Access Makani center*	*Do you go to a Makani center after school?*	*For Children*	☐ *Yes, sometimes* ☐ *Yes, almost always* ☐ *No*

E.4.1	HH Interview	Makani education	Which center	If yes, which Makani center? (enter number)	Enter Center number	
E.5	HH Interview	water conservation	Benefits of water reuse	Can you name three benefits of water reuse?	Select many	☐ *Ensuring that the water allocated per person is enough to meet needs* ☐ *Reused water can be used to flush toilets* ☐ *Reused water can be used to water plants* ☐ *Preserving the environment* ☐ *Preserving Jordan's water as it is a water scarce country*

6. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of WASH knowledge, attitude and practices (KAP) survey in Azraq camp from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of WASH knowledge, attitude and practices (KAP) survey in Azraq camp from Relief Web	Country request to HQ		X Yes
		# of downloads of WASH knowledge, attitude and practices (KAP) survey in Azraq camp from Country level platforms	Country team		X Yes
		# of page clicks on WASH knowledge, attitude and practices (KAP) survey in Azraq camp product from REACH global newsletter	Country request to HQ		X Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		No

		# of visits to x webmap/x dashboard	Country request to HQ		No
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	TBD with UNICEF
		# references in single agency documents			
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback *and* Usage_Survey template	Usage and feedback survey to be conducted in August 2019, after the release of key findings
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)*	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	X No
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes