



# MULTISECTORIAL ASSESSMENT REPORT KINGDOM OF JORDAN

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# LIST OF ACRONYMS

ACAPS: Assessment Capacities Projects  
DSD: Directorate of Social Development  
ECFR: European Council for Foreign Relations  
ECHO: European Commission Humanitarian Office  
FG: Focus Group  
GoJ: Government of Jordan  
HDI: Human Development Index  
MoSD: Ministry of Social Development  
PU-AMI: Première Urgence – Aide Médicale Internationale  
SDC: Swiss agency for Development and Cooperation  
UN: United Nations  
UNHCR: United Nation High Council for Refugees

# 1. INTERVENTION CONTEXT

## 1.1. HUMANITARIAN CONTEXT

### 1.1.1. *General Humanitarian context*

Jordan is the country hosting the second largest number of Syrian refugees, **with 567,111<sup>1</sup> refugees** in early December 2013, after Lebanon (838,189 refugees); the other countries hosting refugees are Turkey (540,350 refugees), Iraq (207,053 refugees) and Egypt (129,486 refugees). In Jordan, the first response to the needs of the refugees was carried out by the host communities alongside Jordan civil society and charity organizations. However, the constant influx of people put significant strains on the already weak economic situation of the Jordanian population in the areas of refuge. Even though Jordan has a long history of hosting refugee populations, the current Syrian influx overstretches the capacity of the country.

The number of Syrian refugees is actually increasing at a higher rate than what was plan for by the international community; the number of Syrian refugees by the end of the year was expected to be 360,000 in the January response plan prepared by the GoJ.

At a regional level, the exodus of Syrian refugees has dramatically accelerated in recent months, with over 1 million refugees arriving in the first five months of 2013 alone. More than half of registered refugees are children and three quarters of registered refugees are living with local communities. If current trends persist, it can be expected that over 3 million Syrians would have fled their country by the end of 2013. It is worth mentioning that new arrivals have been unusually low since May, despite continued fighting along the border.

### 1.1.1. *Other consequences*

The conflict in Syria has led to the disruption of trade between the two countries, namely the import of fresh produces from Syria which, in turn, has had a negative impact on food prices. The prices' rise has led to tensions with the large refugee community.

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<sup>1</sup> Inter-Agency Information Sharing Portal – December 4<sup>th</sup> 2013

The influx of large numbers of refugees has also led to an increase in housing prices; this trend is spreading towards Zarqaa Governorate and Amman as the Syrian people move towards the South of the country in search for more accessible and affordable living space.

The Jordanian Ministry of Planning estimated the cost of refugee accommodation to be \$851.1 million, or roughly 2 percent of the country's \$40 billion GDP. For 2013, the Government has estimated the cost of accommodating Syrian refugees at USD 851 million; including USD 380 million identified as immediate priorities.<sup>2</sup>

### *1.1.2. Affected populations*

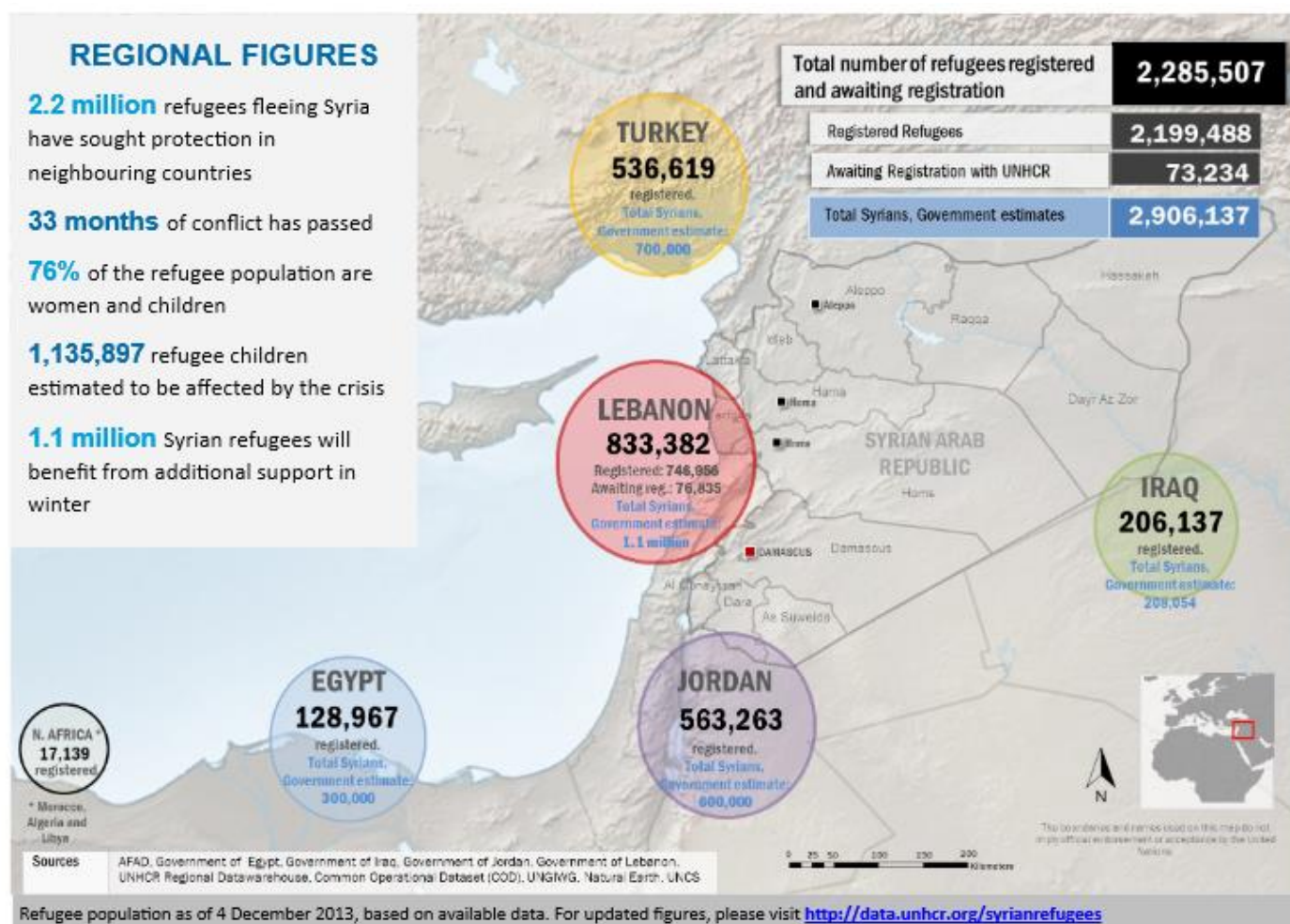
“All humanitarian agencies on the ground can identify groups of war-affected Syrians in urgent need of assistance that are being left to fend for themselves” says Hugh Fenton, Chair of the Syria International NGO Forum (SIRF) that represents 31 agencies in the region.

14 humanitarian organizations warned on Sept. 23<sup>rd</sup> 2013 that 2 million of Syrians who were forced to flee their homes because of the violent conflict engulfing their country are now facing food insufficiency and lack of shelter and lifesaving medical care; and that international donors failed to meet UN funding appeals.

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<sup>2</sup> UNHCR Syria Regional refugee Response – 5-11 Sep 2013





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There is no accurate data about the number of Syrians residing in Zaatari refugee camp. While the registration figures provide the official number of residents, thousands are estimated to have left the camp, both officially and unofficially for urban areas in Jordan, or to have returned to Syria<sup>4</sup>.

Large numbers of refugees, including women and children, arrive in neighboring countries injured, disabled, sick and traumatized by the loss of relatives, homes and the life they knew. **An estimated 70% of the refugees across the region are moving into villages, towns and cities, rather than in formal camps,** and are barely scraping by.<sup>5</sup>

While the refugees who came in 2011, or earlier on in 2012 were reportedly less impacted financially and psychologically; those arriving now are the poorest of the poor and are coming under emergency conditions with little to no personal property or currency. These latter have also been often traumatized and benefit from less support from the Jordanian communities.

<sup>3</sup> <http://reliefweb.int/report/lebanon/inter-agency-regional-response-syrian-refugees-egypt-iraq-jordan-lebanon-turkey-28-QAgency%20Regional%20Response%20-%20Syrian%20Refugees%2020131204.pdf>

<sup>4</sup> ACAPS – Regional Analysis Syria – 26 September 2013

<sup>5</sup> Press release is issued on behalf of the following agencies responding to the Syria Crisis: ACTED, Danish Refugee Council, Handicap International, International Rescue Committee, Intersos, Medair, Norwegian Refugee Council, Première Urgence - Aide Médicale Internationale (PU-AMI), Relief International, Save the Children, Solidarités International, Un pont per..., War Child, World Vision.

<http://reliefweb.int/report/syrian-arab-republic/desperate-syrians-struggle-survive-amid-inadequate-international-aid>

In September, the GoJ estimated there to be 1.2 million Syrians in Jordan, up from previous estimations of 600,000 in July. There are no clear reasons for the sudden increase, given continued obstacles for those entering Jordan.<sup>6</sup>

However, in September, the number of arrivals averaged 251 persons per day. In October, this rate has risen to approximately 315 persons per day.

### **Non-Syrian refugee Populations**

Over 5,000 Palestinian refugees living in Syria have fled to Jordan and have approached UNRWA for assistance. UNRWA continues to provide material and psychosocial support including shelter, health care, education and cash to address vulnerabilities.

The number of Iraqis registered with UNHCR in Jordan remains stable around 29,000.

The GoJ and UNDP have agreed to a coordination platform to support Jordanian host communities. In the same logic, the purpose of this assessment is to understand and to contribute to the integration process of Syrian refugee populations into host communities.

## **2. THE MULTISECTORIAL ASSESSMENT**

### **2.1. OBJECTIVES**

#### *2.1.1. General Objectives*

The Syrian refugees are increasingly considered to be the sole beneficiaries of international aid while the revenues of the locals and the assistance to the Iraqis are decreasing. These negative attitudes can easily provoke tensions especially in marginalized areas where Syrians are increasing in numbers.

Following its survey in December 2012 and the considerations above, PU-AMI decided to conduct an assessment in the area of East Amman and Rusayfah supported by the SDC.

**This assessment aims to contribute to the integration process of Syrian refugee populations via the identification of need-based assistance programs in favor of a displacement-affected community.**

#### *2.1.2. Specific Objectives*

It is judicious to state that the exact number of refugees in Zaatari Camp remains unknown because the UNHCR has not deleted the records of people who have left the camp or by a so-called “bail-out”, either because they have escaped from the camp and / or being bribed to leave the camp. The absence of reliable data on the population of the camp, located in a defined geographical area, highlights the considerable challenge of data production on the location of urban refugees. An attempt to identify the displacement-affected areas was conducted by CARE highlighting some specific areas only in Amman suburbs.

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<sup>6</sup> GoJ 2013/07/07, AFP 2013/09/12

The first specific objective is to have a better mapping of the 3 following districts in order to **identify assistance gaps in a pilot community, affected by the presence of displaced populations in:**

- Marka District (part of Amman Governorate)
- Rusayfah District (part of Zarqaa Governorate)
- Zarqaa District (part of Zarqaa Governorate)

The aim was to identify a specific marginalized host community affected by the consistent presence of refugees, where it was possible:

- To carry out relief assistance in favor of the refugees;
- To undertake livelihoods projects in favor of both refugees and host families;
- To build infrastructure and deliver community services in favor of the entire community population (residents and refugees);
- To facilitate the integration of the refugees within the host community.

Once the community is selected, the 2<sup>nd</sup> specific objective is **to draft need-based recommendations based on the roll out of a sound assessment in this pilot community.**

### *2.1.3. Eastern Amman and Zarqaa Governorate*

Data about host communities in Zarqaa governorate is not available and there are information gaps related to which areas are most impacted by the refugee influx.

PU-AMI carried out a field assessment in January<sup>7</sup> in East Amman and Russeyfah, following a thorough desk review and meetings with relevant stakeholders operating and assisting the Syrian refugees in Jordan. The targeted areas were selected with regards to a significant lack of aid agencies, compared to the refugee camps and the Governorates of Irbid and Mafrq. The results of the assessment indicated that around half of the refugees since their arrival had never received any assistance, of any shape, size or form and that the host community was also in need of support.

The strain of the continuing refugee influx on host communities and subsequent tensions is one of the main concerns in Jordan. In Lebanon, multiple assessments have been published, outlining the impact of the crisis on the Lebanese economy as well as the perception of the Lebanese host communities regarding the situation<sup>8</sup>. In Jordan, many local and International NGOs working outside the camps are either focusing on Northern governorates or inside Amman governorate. Hence, Zarqa governorate is welcoming according to the official data 47,034 Syrians individuals, i.e. **more than 10% of registered refugees** outside the camps. Besides, there is a lack of accurate data on secondary displacement of refugees in Jordan, looking for livelihood opportunities. More and more refugees are moving away from the Northern region towards South. Syrians in host communities have to get registered in the closest Police station, but for safety reason, most of them do not want to get officially registered: Some escaped Zataari camp and are scared to be persecuted; others are sentenced in Syria and are obviously not willing to be officially visible.

Lately, UNHCR stated that the backlog of Syrians awaiting registration has been cleared and that Syrians can now register upon first contact the same day at UNHCR registration center. But this

<sup>7</sup> Rapid field needs-assessment East Amman, Kingdom of Jordan – PU-AMI – Amman, January 2013

<sup>8</sup> Regional Analysis Syria- 26 September 2013



does take place only in Irbid and in Amman governorates. So far most of the Syrian refugees living in host communities in Zarqaa governorate have not benefited from these changes. Therefore, there is still a slow pace of renewal of status of refugees by the UNHCR, particularly in urban areas.



Figure 1 Map of the 3 districts

## 2.2. METHODOLOGY

PU-AMI assessment combined survey instruments and focus group discussions with a view to collect both quantitative and qualitative data. Data collection is being supported by local actors identified in the community: authorities, CBOs, community representatives. They provided most appropriate access and discussions within the different communities.

Combined in the overall SDC Assessment, these layers provide a comprehensive vulnerability analysis at community and households levels:

- Community/Household level factors such as access to services, community cohesion, safety and security
- Individual/Household vulnerability based on UNHCR specific needs codes and resilience

The layers also capture key aspects of vulnerability that enable:

- a better understanding of the overall context of the pilot community
- improving the targeting of assistance either geographically or to households/individuals

The assessment started with preparatory works, then a Community Field Screening in order to select the Pilot community; finally the in-depth assessment took place in this latter community.

### *2.2.1. Preliminary phase*

Before and during the assessment, bibliographic researches have been done demonstrating that very few accurate data were available on the 3 districts.

### *2.2.2. Sources and Meetings*



Figure 2 Syrian Men doing community mapping during a Focus Group

During the assessment, PU-AMI team met with:

- National Authorities: Ministry of Health, Ministry of Social Development, Department of Palestinian Affairs
- Local Authorities: Governor of Zarqaa, Directorates of Social Development, District and municipality authorities.
- Civil societies: CBOs, Jordanian NGOs
- Jordanians and Syrians households
- Working groups meetings and INGOs coordination meetings
- UNHCR

### *2.2.3. Community Field Screening*

The community Field Screening, as the initial step of the overall assessment aims at understanding the vulnerability at the geographical and community levels. PU-AMI as a member of various coordination meetings and working groups follows the 'Vulnerability Analysis Framework for Syrian Refugees in Jordan' developed by ACAPS and UNHCR, for assistance in Urban settings in Jordan.

Some areas have already been visited during the rapid assessment conducted by PU-AMI Emergency Desk in December 2012, and have been assessed as vulnerable and displacement-affected communities. In Amman governorate, CARE tried to identify the suburbs and impoverished areas around the capital such as Hai Nazal, Al Hashmi, Al Yasmeen and Marka.

Interviews with national and local authorities allowed PU-AMI to gather qualitative information about the CBOs and NGOs working in the areas.

Questionnaires have also been carried out to collect available information, mainly at community level (at this stage); and when possible to measure the impact of the refugees in the host community and the availability of services for all.

Accordingly, information has been collected from primary and secondary data:

- Demographic features and profile of the host community
- Available services and access per capita (schools, health facilities, support for the most vulnerable)
- Local CBOs, NGO and INGOs activities.
- Co-existence within the host community (relations between refugees and host community and among refugees);
- Job opportunities.

In order to be able to determine community level vulnerability, we had to collect key variables so as to provide a comprehensive picture of vulnerability. The variables to collect include physical, economic, social, and political components of vulnerability.

PU-AMI relies on the 'Vulnerability Analysis Framework for Syrian Refugees in Jordan'

The Community Field screening methodology included following database:

- Analysis of existing assessments,
- Various situation reports,
- UNHCR Inter-Agency Information Sharing Portal.

Meetings have been held during the Field Screening Assessment with the Assistant of general Primary Health Directorate and the Secretary General of the Ministry of Social Development in order to introduce the methodology and make sure local authorities would be available on the field. Thanks to their supports, PU-AMI was able to meet with every Directorate of Social Development (DSD) in the 3 districts of Eastern Amman and with the Governor of Zarqaa Governorate as well as with the local districts authorities. It is substantial to remember that DSD are not permitted to deal directly with Syrian refugees.

PU-AMI has also had the opportunity to meet the Director General of the Department of Palestinian Affairs in regards to the camps located in Zarqaa Governorate.

These various meetings with national and local authorities along with review of existing assessments allowed PU-AMI to get a good mappings of public services and local and international aids available.

### *2.2.1. Community Assessment*

Interviews with all active CBOs (Community Based Organizations) in Al Hussein community have been carried out.

Local CBOs in Al Hussein were very supportive and provided their premises for PU-AMI Field Team to implement the Focus groups.

PU-AMI Field Teams have been trained in how to implement Focus groups, in each of them, there were one moderator who guided the debate and one observer who took notes and looked at attitudes and behaviors of the respondents.

Focus Groups gave information on how groups of people think or feel about a particular topic, and provide an insight into how community members interact with each other.

Focus groups have also been held:

- Female Syrian Focus Group
- Female Jordanian Focus Group
- Male Syrian Focus Group
- Male Jordanian Focus Group

During the Focus groups, community mapping exercises have been achieved by the participants. They have been asked to draw their community and to localize main roads, shops and public services (schools, health centers, etc)

**This In-depth assessment of a pilot community aimed at identifying the main reasons of tensions between Syrians and the community; and to propose on how to overtake those tensions.**

### *2.2.2. Composition of the team*

A 'PU-AMI Field Team' composed of one Assessment Coordinator, one Field Coordinator and three officers (two male and one female) conducted a field monitoring in Marka, Rusayfah and Zarqaa districts; in order to identify a low-income area of 500 to 1,000 households affected by a consistent presence of displaced populations (Syrians, Iraqis). A Data Entry officer was compiling the data in the Data base.

Due to the nature of the Syrian crisis, PU-AMI team members have been trained to the Humanitarian Approach and the Do No Harm principles. Besides, prior to the 'field work', the team has been trained about the SDC Assessment objectives, the methodologies used (Face to face interviews, Focus groups), their benefits as well as their constraints and the possible bias.

The 'Field Team' has been fully involved in the design of the questionnaires, special attention has been paid to the English/ Arabic translations, and also more specifically to the nuances of the Syrian Arabic. One 'PU-AMI' Team member, from Syrian origin helped for the languages particularities.

### *2.2.3. Area of exploration*

The general lines of this assessment were:

- To assess marginalized areas where the assistance to the refugees is comparatively low;
- To assess conditions and needs of both refugees and Jordanian host communities, men and women, in order to facilitate their integration;
- To analyze results and elaborate recommendations for humanitarian and long-term assistance within the host community;
- To elaborate an integrated approach at the community level;

PU-AMI is willing to target forgotten or marginalized refugee communities in big urban areas.

As stated above, many local and international actors concentrate their effort in Northern governorates where the majority of Syrian refugees are located. Thus, for instance, 75%<sup>9</sup> of health centers and hospitals have been assessed in Northern Governorates of Jordan. However, many registered refugees have left Zaatari through a 'bailout' system by individual Jordanians as well as through other unofficial channels, and reached southern to find livelihoods opportunities and cheaper rents.

As a consequence, Zarqaa governorate currently hosts more than 10% of total registered Syrian refugees outside the camps. However, as met during the assessment many Syrian refugees who

<sup>9</sup> Inter-Agency Information Sharing Portal



escaped Zaatari camp did not register through the local Police nor did they benefit from UNHCR support anymore (although still registered), as they are afraid to be tracked.

Following the last PU-AMI assessment recommendations<sup>10</sup>, and the preparatory work carried out before the implementation of this assessment (see above part about sources and meeting); the 3 districts of Marka, Rusayfah and Zarqaa have been identified and assessed.

## 2.1. LIMITS

Due to the nature of the crisis, some Syrian households have been hesitant to share information. Therefore, the whole assessment questionnaires have been clearly framed as a humanitarian assessment, and avoided any political connotations. Questionnaires have been designed with the Jordanian Field Team, in a way that did not elicit politically sensitive answers. Besides, as stated earlier, PU-AMI Field Team has been trained in the humanitarian code of conduct.

On the other hand, identifying vulnerable groups, including unregistered refugees has sometimes been complex and there is no accepted methodology to identify and sample these, often invisible, families. Besides, it is necessary to spend a lot of time among communities to deeply understand their functioning, the role of local authorities and civil society, their interactions, as well as the mechanisms of solidarity at the local level.

Thus, identifying the most vulnerable refugees and Jordanians in an already impoverished urban settings has been challenging. PU-AMI worked with key informants and local organizations (CBOs) to have the best reach out possible and to better identified the most vulnerable populations.

The qualitative data collected during Focus Groups will show what is 'socially accepted', versus what is actually happening. Some respondents may also have had difficulties to express a different opinion in a group.

Without an official authorization from the Ministry of Health, PU-AMI teams were not allowed to enter the health facilities and to interview staff members.

# 3. COMMUNITY FIELD SCREENING

## 3.1. FINDINGS

### 3.1.1. Marka district

Marka district has a population of 616,190 inhabitants and 128,540<sup>11</sup> registered Syrian refugees. It is a very urbanized and overpopulated area.

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<sup>10</sup> MULTI-SECTORIAL NEEDS ASSESSMENT IN HOST COMMUNITIES AFFECTED BY THE PRESENCE OF SYRIAN REFUGEES, PU-AMI, Jan. 2013

<sup>11</sup> Syrian Regional Refugee Response – Inter-agency Information Sharing Portal



According to the Head of Society/CBO of the Directorate of Social Development (DSD), there are many officially registered CBOs working in the district as well as INGOs, such as Habitat for Humanity, Care, Save the Children and Relief International.

The DSD of Marka district supports the most vulnerable Jordanian families through the National Fund Aid. In Marka district, a total of 5,000 Jordanian families benefit from this fund.

Following our meetings with some local CBOs and some Syrian and Jordanian families, it appears that some areas in the outskirts of Marka have been built by the government for vulnerable Jordanian families (eg. Iskan Marka). Many Syrian families chose these areas, and other already impoverished areas in the district, such as Hay Al-Mazar'e **to access cheaper rents**.

This particular district benefits from its proximity to Amman in terms of job opportunities and public services (Governmental health facilities, transportation systems). Many INGOs and local CBOs which are allowed to work in Amman Governorate have therefore included Marka District in their scope of intervention.

In addition to officials, Syrian households as well as local CBOs have been interviewed in various areas of Marka District: Al Tatweer, Al Hadari, Hay Al-Mazar'e, Iskan Marka, Hay Hamzeh, representing a total of 48 households.

### **Al tatweer Al hathari - Iskan marka**

Iskan marka is an area built by the government for poor Jordanian families originally; this area is located in the outskirts of Marka. The community is quite organized but overcrowded; some construction works are still on-going. Two schools and one health center are located in this specific area.

According to local authorities, the population in Al-tatweer al hadari is about 30,000 inhabitants. Approximately, 2,000 Syrian refugees settled in this community according to some Jordanian shopkeepers. Egyptians are also quite numerous in this community.

### **Hay Al-Mazar'e**

It is a demotic area with medium level of concentration of inhabitants. The local market is operational. It is close to several health facilities and schools; and it is very close to Marka airport. The people living in that area are very diverse: Egyptians, Syrians, Palestinians and foreigners (some international students in the Aviation Academy). There are about 200 Syrian refugee families, one of them even quote "There are so many Syrians in this area, we are more than the Jordanians residing here".

Rent ranges in that area are from 120-150 JOD per month.

All respondents are living in a rental flat, a large majority feeling safe living in the area.

Health facilities are accessible within 10 minutes, maximum 30 minutes from the place of residence and the main reason for not having access to healthcare is financial, as 25% of the Syrian respondents not registered with UNHCR had to pay during their last consultation.

Water and soaps are available in all households.

The first priority of the Syrian respondents is cash, mainly to pay rent which; is coherent with one of their top household concern: Lack of money. These answers are in coherence with previous assessments<sup>12</sup>.

50% of the Syrian respondents have a regular income, which is above the average number: in the last ACTED report, 78% of Syrians were dependent on irregular income sources. This may be

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<sup>12</sup> e.g. *Executive summary of the Integrated Assessment in Host Communities*, Oxfam, March 2013

explained by the proximity of Amman city as well as the various activity zones in the surroundings. The average worker daily salary is 6.5 JOD for Syrian, here also, a bit higher than the average reported income.

- 75% of the families interviewed in Marka were registered with the UNHCR
- 87% of the families feel secure staying in Marka
- 87% of the families said the local market is operational
- The average rent is 133 JOD for poor accommodation and living conditions.
- Most of respondents said there is proper garbage removal

### *3.1.2. Rusayfah district*

Rusayfah district, which comprises about 333,890 inhabitants, is made up of various communities introduced to PU-AMI by the directorate of Social Development, as well as the District authorities, the Department of Palestinian Affairs (DPA) and local CBOs.

The Circassians were the first communities to settle in Rusayfah in the beginning of the 20<sup>th</sup> century. Nowadays, some CBOs are still very active toward this specific community. In 1967, many Palestinians refugees arrived in camps around the city of Ar Rusayfah. Nowadays, Hitten camp (officially called Marka camp but located in Rusayfah district) also known as Schneller Camp hosts 70,000 inhabitants according to the DPA, among them 25% are from Gaza and do not have any Jordanian ID number. These latter cannot access the subsidized Public Health Care system. UNRWA, Care and Save the Children have activities inside this camp.

There are 72 CBOs officially registered with the DSD working for the various communities in the district. The DSD highlighted the cases of many Jordanian families who used to live in Syria and cannot qualify neither with UNHCR nor with the DSD, and which are not supported by any CBOs. PU-AMI teams visited several communities, met with Syrian and Jordanian families and active CBOs in the following communities Jabal Shamali, Jabal Jonubi, Al-Hussein, Al-Aratfeh, Al-Basateen, Hay Al-Rashid.

#### **Al Jabal al Janoobi**

Originally made up of Palestinian refugees, this area is located in the southern part of Ar Rusayfah city. It includes Al Hussein and Hitten camp (under DPA and UNWRA support) community, and is one of the poorest areas according to the district authorities. Syrian families are numerous as they started to come here 2 years ago to get the cheapest rents as well as being not far from Amman urban areas and job opportunities.

Major concerns are garbage, sewage and buildings with poor infrastructure.

Furthermore shared electricity and water meters by the tenants of the building cause many concerns to the community members as well as water availability.

Interviewed shopkeepers described the influx of Syrian Refugees as an added burden to the local community, where poverty and lack of work have been everywhere, even before the Syrian crisis. More and more inhabitants are working in Amman, as Rusayfah district represents a hub between the 2 major cities of Amman and Zarqaa. Ar Rusayfah is a place to live with low rents, and Amman and Zarqa places with numerous and better job opportunities.

As for numbers of Syrian refugees located in the area, figures are vague; the estimation according to shop keepers and CBOs is around 600 families in Al Janoobi, with 200 Syrian families in Al Hussein at least.

Seven schools already existed in Al Janoobi, but most of the Syrian families do not know how to register their children in schools. Some Syrians children have been bullied, and the feeling that they will go back to Syria soon, added to Jordanian rules and regulations prevented school-age children to attend school.

In Al Janoobi, mostly mosques and a couple of active CBOs help the local community and Syrians. Some CBOs volunteers said that "the local community, in some cases, needs further help than Syrian refugees".

The local Jordanian stated that large numbers of Syrians are willing to work with fewer wages, therefore depriving the local community of steady jobs; while at the same time filling their schools and increasing the rent and grocery prices in the area.

### **Al Jabal Al Shamali:**

Al Jabal Al shamali community is located in the North of Ar Rusayfah municipality. It is described by the interviewees as "a much better place to live than Al Janoobi, with fewer Syrian refugees". There are many shops and lively commercial streets in the area. Al shamali is a larger area compared to Al Janoobi. Jordanian families with higher income have left Al Janoobi and live in Al shamali and in Awajan, which is a very close community strongly connected to Shamali.

Shop keepers in the area have not noticed much Syrians when asked if they noted any new customers visiting their shops. However, they said that prices of most of the items rose in the past 6 months, explaining that the prices increase is due to a lack of imported working material from Syria.

Although Jabal El Shamali is better organized than Al Janoobi (wider streets and recent buildings) garbage removal remains an issue in the area. Garbage is stacked in the streets. Most respondents said there is no proper arrangement of garbage removal.

Water supply is limited: once a week, twice a week sometimes as an usual schedule. There are eight schools in Al Jabal Al Shamali.

### **Al Rasheed:**

Al Rasheed is an area in the outskirts of Ar Rusayfah, with a low population density. Shopkeepers and principals of a school interviewed in that area described Hay al Rasheed as an industrial area. The area is somehow more isolated than most of Rusayfah communities. There are very few Syrian households.

Syrian refugees did not choose this community when it comes to choose a place to live in this district. The geographic position of Al Rasheed prevents any further expansion. The area consists in 4 to 5 hills surrounded by the river Sail al-Zarqaa.

### **Al Basateen:**

Al Basateen area is Ar Rusayfa's agricultural location situated near Sail Al Zarqaa between al Shamali and Al Janoobi, this land is used to grow vegetables which are then sold to the central markets of Al Zarqaa and Amman. There are 12,430 inhabitants.

The river Sail Al Zaqaa is polluted with all the waste coming from the factories surrounding the city. However, Sail Al Zaqaa provides water supply to irrigate planted crops in the winter, while in the summer, the farmers have to purchase water from a nearby spring.

There are no Syrian workers in Al Basateen community:

According to the local farmers "Most of the Syrians refuse this type of work, since it is not their land, it's owned by Jordanians"

Some workers said that "Egyptian labor force is more skilled compared to other workers in the area"

- Garbage is the main issue in the area, where lack of working forces, and lack of awareness existed. 68% of the total respondents in Rusayfah said there is no proper arrangement for garbage.
- High density of population. 88% of the respondents said that the concentration of people in Rusayfah is high.
- Water has a limited and inconsistent schedule according to 69% of respondents in Rusayfah.
- Isolation of the Syrian population: most of the Syrian families stayed at home most of the time, no or limited interactions between the Jordanian and Syrians.

### *3.1.3. Zaqaa district*

This district includes Zaqaa city, capital of Zaqaa Governorate where PU-AMI Team has met the governor as well as the head of the DSD. This latter mentioned that there are 47 active CBOs registered and some of them received support from International NGOs (e.g. the housewives Associations implemented projects with UNICEF, received funds from Save the Children, etc)

#### **Al-Sukhneh:**

This specific community has a very calm environment, not over populated with a functional market. The houses are sturdy. Farms that produce products sold in Zaqaa market are located in Al Sukhneh.

Although rents are not as expensive as in the center of the city, Syrian refugees chose not to live there, maybe due to its remote location far from the main roads and job opportunities.

#### **Al Ghuweirah ( Moraba'a al balqa'a)**

Al Ghuweirah is a community with a bad reputation compared to other areas in Al Zaqaa in terms of safety issues.

For the 2<sup>nd</sup> biggest city of Jordan, rents are quite low in this community (average 157 JOD), making it a place targeted by Syrian refugees who are around 500 families according to local CBOs.

All the Syrian families that PU-AMI has interviewed in this community were registered with the UNHCR, and received assistance in forms of food aid and health care. Besides, 75% of the respondents mentioned that there are NGOs working in this area.

There is a trend in al Zaqaa for some general practitioners to provide medical health for free or for a simple fee.

All respondent feel secure staying in this area, they all said that there is proper arrangement for garbage removal.

It is relevant to indicate that WFP Food coupons are distributed from Zarqaa city for the districts of Zarqaa and Rusayfah. Communities outside Zarqaa have therefore to take transportation to reach the distribution point. The designated mall (Sameh mall) is also located in Zarqaa.

### 3.2. PILOT COMMUNITY SELECTION

Further to the meetings with local authorities, CBOs, NGOs, Syrian and Jordanians households in various communities of the 3 districts. PU-AMI has chosen the district of Rusayfah, the area of Jabal Al Janoobi and the community of Al Hussein in particular as a pilot community.

- This community was already quite impoverished before the Syrian crisis;
- Although it is not the community with the largest number of Syrian households, it is this already vulnerable community that has been the most affected by their presence;
- Tensions starting to rise between Syrian and Jordanian individuals and community members do express safety concerns;
- No Health Facility in this specific community;
- Security problems and isolation of Syrian families (Syrian females in particular).

## 4. IN-DEPTH ASSESSMENT

**4 Focus groups have been implemented with a total of 24 women and 12 men.** Five CBOs and seven school employees in Al Hussein have been interviewed. Besides, a total of ten households in the community have been interviewed with questionnaires. Therefore, the total respondents represent a total of 377 individuals out of 13,500 inhabitants in the community. The results of this in-depth community assessment in Al Hussein have therefore a confidence level of 95%<sup>13</sup> with a confidence interval of 5<sup>14</sup>.

### 4.1. FINDINGS

#### **Rusayfah District and the Municipality of Ar Rusayfah:**

The city of Ar Rusayfah is located on the road connecting Amman and Al Zarqaa, 15 km to the north east of Amman, at an altitude of 655 m. According to the directorate of the general statistics, the population of Ar Rusayfah is around 333,000 inhabitants which include a lot of residential neighborhoods distributed along the River Sail Al Zarqaa valley.

The district of Rusayfah has been affected by several refugees' influx, leading to the expansion of its borders; the communities have also converted from an agricultural to a modern industrial society. The specific location of Ar Rusayfah between the two largest populated areas in Jordan

<sup>13</sup> The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level

<sup>14</sup> The **confidence interval** (also called margin of error) is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4.5 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 42.5% (47-4.5) and 51.5% (47+4.5) would have picked that answer.



which are Al Zaqaa and Amman, and the low prices of lands also contributed to attract the poor and middle classes to live here.

There are several communities in Ar Rusayfah: Old downtown, Jabal Janoobi (Al Hussein and Hitten camp), Aljabal Al shamali, Al rashid, prince Feisal mountain, Almesherfe, Al Aratfe, Prince Ali mountain, Oujan, Prince Talal housing Urban development, Jerebai, Um Jarara, Alshahid, Abu Saia, Alameria, Adzharia and Altai. Some communities appeared as a result of continuous immigrations to the area.

Rusayfah is bordered by Amman-Al Zaqaa highway which links Amman to Ar Rusayfah and extends on the west to the borders of Hitten camp. Rusayfah is located directly on the main road network which connects many cities of the Kingdom. Various transport lines (buses) pass through it. The Al Hejaz railway line that passes through the Valley of Seil Al Zaqaa was established in the past to connect Al Hejaz in Saudi Arabia through Damascus then to Istanbul.

The district is located within a warm hilled climate, where the summer is hot and dry and the winter is moderate with little rain. The average yearly rain fall in the area of Civil Amman Airport, close to Rusayfah, and is about 275mm according to the national weather directorate. As for the average maximum temperature in the summer season it reaches up to 31.8c° and drops to a minimum temperature in the winter down to 2.2c°.

### **Al Hussein community:**

Al Hussein community stretches between Al Ratfah in the east and Msherfh in the west. From Abu Saij in the South and the Northern Mountain Railroad in the North, it is about 3.21 km<sup>2</sup>.



Figure 3 Community of Al Hussein, inside Rusayfah



According to CBOs, there are currently about **13,500 inhabitants in Al Hussein, 2,080 households** whom at least 200 Syrian households according to the community members. The population density has always been very high and has again increased with the influx of Syrian refugees looking for affordable rents

The average household size is 6.5 individuals in the area among Jordanians and Syrian households.

The current Al Hussein community is a result of 2 migrations, the first one in 1967 and the second during the Gulf war in 1991. Al Hussein is described as a 'slum' by local authorities, as it arose without any urban planning on a hill side.

Unlike Ar Rusayfa city center, Al-Hussein suffers of lack of buses or public transports coming into the area, as the main Amman-Zarqaa Highway is far. Members of Al Hussein community must spend money in taxis and have to wait several hours to find taxi drivers willing to come in this specific area. This is mainly due to road conditions as well as security matters, as explained later on.

#### 4.1.1. Community mapping

Maps drawn by the focus groups members have the same borders, meaning that all community members are aware of the setup of Al Hussein community. They all described the new police station on the main street as the north border point.

Jordanian men focus group members have also pointed the new police station under construction in the North of Al Hussein as the northern border, adding that the piece of land where the police station is on construction used to be the only empty space that was used by Al Hussein community to spend their free time.

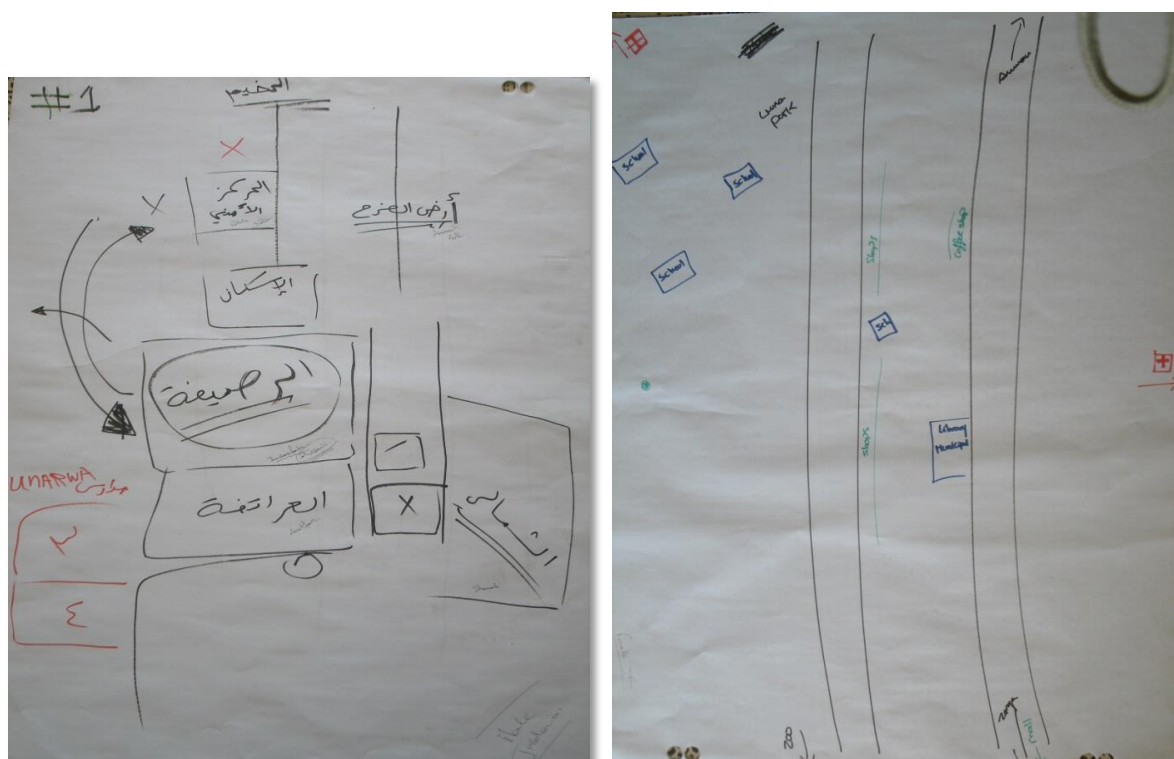


Figure 4 Examples of maps drawn by participants in the Focus group discussions

#### 4.1.2. Health

- Health services are heavily subsidized by the Government, with more than 9% of the public budget allocated to the health sector.
- The MoH projects that the capacity of health staff (number of doctors, nurses, dentists and pharmacists per population sample) in December 2013 will be degraded by approximately 15% by the refugee influx compared to June 2012. The bed capacity of Jordan's public hospitals is expected to decrease by 11%.<sup>15</sup>
- According to the WHO, the average cost per visit at primary health care centers is JD 4.5 (US\$ 6.4).
- Displaced Syrian populations who are not registered with UNHCR or who are awaiting renewal of their status have no access to free public health services; they then have to pay for private healthcare or go without it. This can be a specific problem for households with vulnerable individuals who often need to seek care, such as the pregnant women, elderly or disabled people.

All respondents highlighted that there is no health facility in the community of Al Hussein. Community members have to go to Prince Faisal Hospital, which is the nearest health facility. Hence, 60% of the respondents said that it takes up to 30 minutes to access this hospital, 20% said it takes beyond 30 minutes. Prince Faisal Hospital have always been mentioned and drawn in the community mapping exercises during the Focus groups. The main reasons for the households not to access this health facility are transportation problems (28% of the respondents) and quality of health care (28% of the respondents).

Sector	Hospital Name	Number of beds	Annual Bed Occupancy	Average patient stay per day
Public	Prince Faisal	151	83%	2.6
Private	Alrazi Aljadid	30	9%	No information

Table 1: Hospitals in Rusayfah District<sup>16</sup>



Besides, authorities stated that there is a lack of specialized medical personnel and some of the necessary equipment, especially in the children's section of the Prince Faisal Hospital are old or need maintenance.

Majority of interviewees mentioned that there are evident vectors of disease in Al Hussein such as rodents, rats. Female respondents worry as many children play in the streets.

Figure 5 Streets in Al Hussein

<sup>15</sup> Lancet 2013/07/03

<sup>16</sup> Rusayfah Directorate of Social Development, Faysal Alkhalayle

Majority of respondents (male and female) said that women have the same access to health facilities than men. However, several Syrian households stated they have been mistreated, not welcomed properly and often teased by Jordanian medical personnel.

75% of Syrian respondents replied that they did not pay during their last visits, while only 25% of Jordanian respondents did not. One of the reasons may be that Jordanian had to pay for secondary health care, while Syrians focused mainly on primary health care.

#### **4.1.3. Livelihood**

- Lack of access to livelihood opportunities. According to the Jordanian Labour law, Syrian refugees without a work permit are not allowed to work in Jordan.
- Refugees are working for very low wages or no wages at all in order to reimburse a debt.
- According to an ACTED assessment, the average monthly income among Jordanians is JD 193 (USD 273) compared to JD 156 (USD 220) among Syrians. 57% of Jordanians have a regular income while 78% of Syrians depend on irregular income sources. 21% of households lacked an income yielded by family members.
- Syrians are highly dependent on external assistance. The main sources of income among Syrians are: WFP vouchers, unskilled labour, loans, NGO assistance and UNHCR cash grants .
- Households have started to engage in negative coping strategies such as restricting their diet, in order to be able to continue paying the rent.

Ar Rusayfah used to be famous for its abundance of water and fertile agricultural land as well as large number of orchards. The district was a tourist attraction visited by people from the region and the residents of the cities of Amman and Zarqaa.

The situation has now changed with the emergence of Phosphate Mines Company, mining and the establishment of other factories (eg. Henkel, Pepsi). Manpower has shifted to industry and left agriculture.

Phosphate Company of Ar Rusayfah started its production in 1934 and was followed by the establishment of several other industries in the 60s, nowadays there are thirteen different industries in the district from the dairy companies, to plastics, chemical and painting industries. However, many inhabitants of Al Hussein as well as local authorities mentioned that most of the employees in the industrial zones are from Bangladesh, India and Sri Lanka and not from the local communities.

75% of Syrian respondents in Al Hussein said they do not have any regular income, while majority of the Jordanian respondents have a regular income. As described in previous assessments (CARE, ACTED) and by UNHCR, Syrian refugees have no legal entitlement to work. Getting a work permit is reportedly both time-consuming and costly (some respondents said 400 JOD). Nevertheless, most male refugees have been able to find informal work.

All Syrian respondents stated that main job opportunities in the area are 'Daily works', in construction field and in restaurants.

When asked how they would qualify the living conditions in Al-Hussein, compared to other parts of Rusayfah, most of the respondents answered that grocery prices are higher in Al Hussein since there are fewer shops than in Zarqaa or in other parts of Ar Rusayfah (Jabal Shamali for instance)

All Syrians households complained about the distribution of WFP/UNHCR Food coupons. They all have to go to Zarqaa city, take a bus to get there where they sometimes spend the whole day. Then they must go back to Zarqa to spend the coupon in a specific mall, and come back to Al Hussein with their bags by taxi.



All this transportation expenses can rise up to 15 JOD for one individual for a coupon value of 84 JOD. Transport expenses take place twice as food coupons are distributed twice a month. More than a third of the coupon value is therefore spent on transportation.

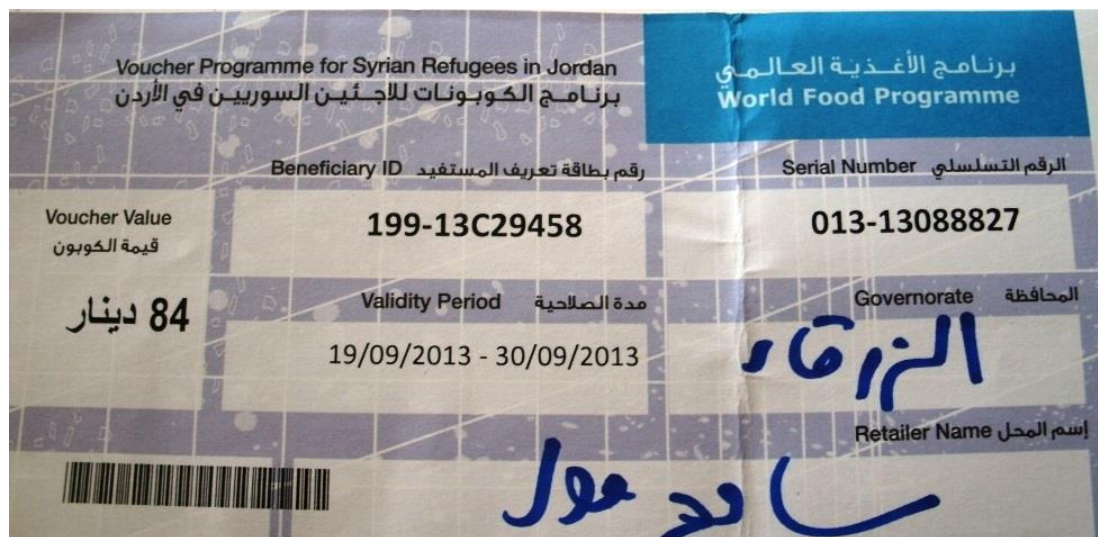


Figure 6 WFP Food coupon

100% of respondents said that their incomes are not sufficient to cover the households' needs.

The average income among Jordanians respondent is 6.1 JOD per day, i.e. 183 JOD per month in Al Hussein, which is coherent with the results from other assessments (ACTED mentioned 193 JOD as the average income last August) However, Syrians answered that their average income was 93 JOD in Al Hussein, which is lower than other data mentioned in previous assessment. This may be explained by the tendency to maximize their vulnerability and also by the fact that there is a lot of competition in the area for jobs, not only between Syrians and Jordanians but also amongst Syrians.

One third of the total respondents said that during the past month there have been times when they did not have enough money to buy food or cover other essential expenditures (i.e. health, fuel, cooking, etc.). They had to sell small equipment (some said fans, some women had to sell their gold)



Figure 7 Kitchen inside a Flat in El Hussein



#### *4.1.4. Shelter/Access to housing*

- In order to pay lower rents, vulnerable refugee households often live in apartments which are overcrowded, in poor condition or with limited access to appliances and sanitation.
- As savings brought by refugees from Syria are diminishing, the ability to pay the rent is a central concern for most of the refugee households.
- There are rises in the price of the rented accommodation due to increased demand resulting from the refugee influx, which has a negative impact on the local population which has to spend more on rent. This contributes to arouse tensions between host and Syrian communities.
- Fear of losing rented accommodation, lack of formal contracts and overcharging are common.

Most Syrians and Jordanians are renting 3-rooms flats in El Hussein. The vast majority has a bathroom and a kitchen within their accommodation. An overall 1-2 room is the most common arrangement. The majority of buildings in the area are in very bad construction quality (old electric systems shared between several flats)

Households visited (Syrian or Jordanian) are very sparsely furnished. Foam sofa cushions, insufficient blankets are generally available. Hence, there is a lack of Food hygiene in the flats: food items and dishes are not covered as there are no cupboards in the kitchen.

The average rent assessed amongst respondents is **73.3 JOD for Jordanians and 97.5 JOD for Syrians**. As from various assessment, average rental costs range from 100 to 120 JOD. The cheap rents are one of the main reasons why Syrian families settled in Al Hussein. Some of them used to be in Zaatari, other first moved in Amman and then came to Al Hussein. Syrians pay more for rent compared to Jordanians, as the demand for flat has become higher than the offer in one hand, and on the other hand some Jordanian tenants think that Syrian refugees benefit from a lot of aids from UNHCR and international NGOs, and try to benefit from this support. This has also been noticed in several assessments carried out by other INGOs in the northern governorates.

The coordinator of Kolona Al Urdon ('We're all Jordan' Organization) stated in a publication<sup>17</sup> that Syrians coming to Zarqaa governorate had mostly affected the real-estate sector. Rents have increased of 50% since the start of the crisis. The most affected by this were the Jordanians, who are having a hard time finding a good place to live.

Rents are often excessive compared to the reported income, as identified across various assessments, including PU-AMI's. Rents have consistently been identified as the primary need amongst Syrian refugees.

In Al Hussein, Syrian families met have not contracted debts yet, whereas Jordanians households have debts (with shopkeepers)

**Lack of money and high costs of goods and services are the top households concerns for respectively 33% and 28.5% of the respondents.**

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<sup>17</sup> <http://honazarqa.com/?p=350>

#### 4.1.5. WASH

All respondents said they always purchase water gallons from local shops. Although, quality of water has not been assessed, all Syrian and Jordanian respondents perceive the tap water as not drinkable. Some Jordanian households used to have water filters but they cannot afford the replacement of the filters anymore.

PU-AMI Teams were not able to control quality of water, as this should be done through certified laboratories with legal authorization from the authorities.

Industrial activities led to pollution of the river Sail Al Zarqaa water and the decrease of water availability in the wells, particularly in Bassaten community.

Air pollution (dust resulted from the phosphate mining and crawl physical factors) affected dramatically the soils and brought drought to the district.

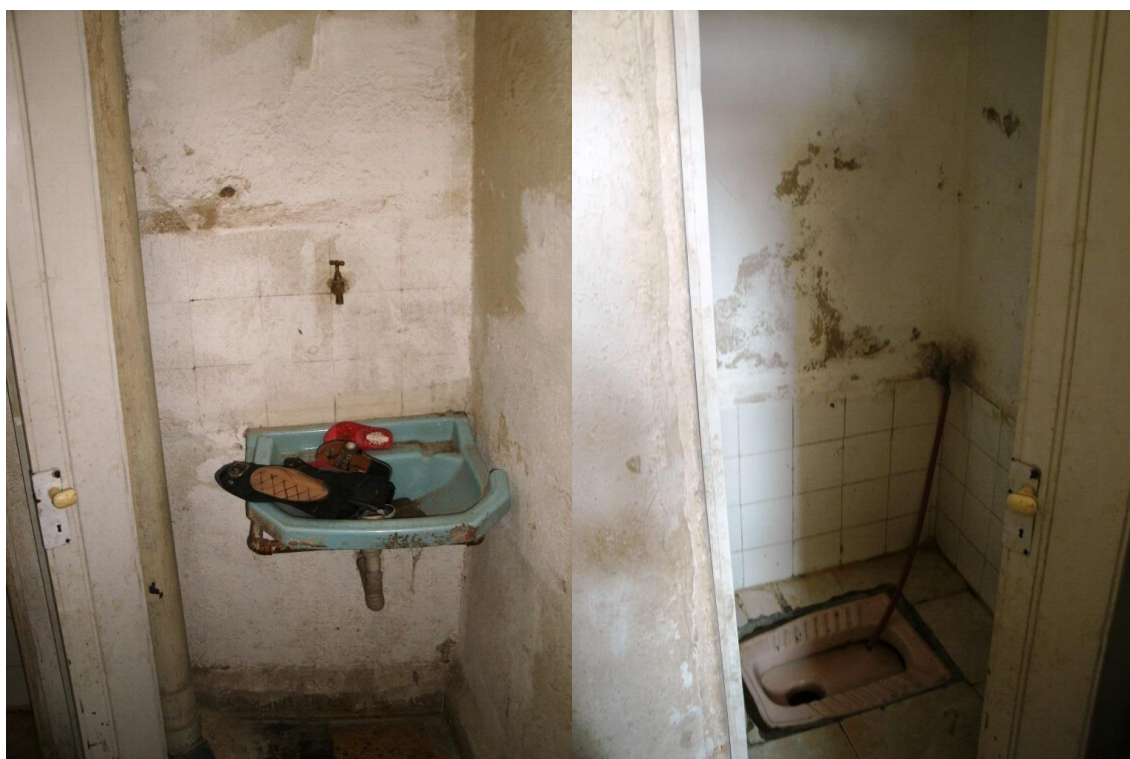


Figure 8 Latrine Inside a flat in El Hussein



Figure 9 Sink inside a Flat

There is also an issue with water availability. The water supply is weak according to community members and local authorities. Water tanks are filled once a week, some families stated that they did not get any water for 2 weeks last August. It would be interesting to follow the Dici project and see how water availability may improve in the coming months.

Although soaps are available in every visited Jordanian and Syrian households, lack of furniture, storage capacities and problem of garbage removal bring sanitation problems. Garbage are dumped near entrance gates of buildings, there is no garbage containers.

#### *4.1.6. Education*

- The GoJ allowed Syrian pupils to register in Public schools for free. However, many schools do not have enough space to host the new pupils.
- According to PU-AMI last assessment 45.5 % of school-age children do not attend school, while more than half of the assessed households are composed of school-age children.
- The reasons for not going to school are: exceeding the deadline, lack of financial and / or material resources, children not accepted to schools due to lack of capacity.
- Subsequently, more than one third of school-age children have fallen behind in their schooling, whereas remedial courses are available for only 25% of school-age children

Six schools and two UNRWA schools are located in the community of Al Hussein, enrolling 2,276 males and 2,836 female pupils thanks to 80 male teachers and 150 female teachers. All schools have proper access to water and have bathrooms available for pupils and teachers. Principals said that some children are not attending school, not only Syrians but also children from Gaza with no documentations (ID numbers)

Interestingly, during community mapping exercises, Syrian focus group members drew only four schools in the community whereas Jordanian members drew the exact six plus two schools actually active in the community.

The main concerns for principals and teachers are the parents who do not follow up with their children and no playing grounds in the schools or in the community for children.

According to UNHCR, only 29% of Syrian children have registered for schools in camps and host communities, however data has not been released on actual attendance. Schools have not started afternoon classes for Syrian children in Al Hussein, but they may start soon as many classes have already reached 50 pupils and cannot go above. There is no CBO in Al Hussein community which provides support for Syrian children to get registered in local schools. Local CBOs are not allowed to deal directly with Syrian refugees. During last PU-AMI assessment, semi- structured interviews with school-age children have confirmed the alarming level of violence among children in the target area. Besides, high level of violence in school is confirmed by various actors: UNHCR, CARE, and UPP.

#### *4.1.7. Community services and actors working in Al Hussein*

There is an accumulation of garbage and no proper coordination with municipality to solve this issue, which leads to the spread of rodents, snakes and rats in the area.

The community also suffers from a lack of children's playgrounds and parks; there is no youth club where the young people can spend their free time. Children play in the streets near the waste. Although there are schools in Al Hussein community, female respondents highlighted that there is no public library inside the community.

There are six active, officially registered CBOs in Al Hussein:

- Working Women Society (WWS)
- Yamoun Charity
- Wisdom Charity
- Bazaar CBO
- Circassian Charity Association
- Beersheva Charity

WWS has implemented a project with CARE for Women empowerment. The Bazaar CBO is the official implementer of Tkiyet um Ali Food ration distribution.

The Circassian CBO provides 'free health care days', although without an official MoU with the Ministry of Health or referral system to Faisal Hospital. As understood from the Circassian CBO itself, it is rather a way for volunteer doctors to advertise for their private clinic.

It is also judicious to state that many CBOs target their own community or specific population (i.e. orphans, women, Circassians) and are not legally permitted to target Syrian households.

PU-AMI Field Teams have been told by some households that CARE and Save the Children have carried out some interviews in the area, but they do not have any activities in this particular community.

#### **4.1.8. SECURITY**

According to local authorities and CBOs, lack of public services, unemployment and poverty in Al Hussein community led to the spread of alcohol abuse and drugs. Besides, PU-AMI Field Team has been told that many taxi drivers do not want to drive to Ar Rusayfah and in Al Hussein community particularly.

In Al Hussein, unemployment as well as isolation of the households' members may lead to domestic violence.

## 5. NEEDS ANALYSIS AND RECOMMENDATIONS

AL HUSSEIN COMMUNITY			
Sector	Main Indicators	Issues	Recommendations
Health	<p><u>Sphere:</u></p> <ul style="list-style-type: none"> <li>- 1 basic health unit/10,000 population (basic health units are primary healthcare facilities where general health services are offered)</li> <li>- 10 beds/10,000 people</li> </ul>	<p>Syrian refugees with an expired UNHCR number, although with a renewal appointment, do not have access to free of charges Health Care.</p> <p>Appointment for renewal can take up to 6 months.</p> <p>No basic health unit in Al Hussein community (13,500 inhabitants)</p> <p>Migration from neighboring countries is a strain on the social welfare sector.</p> <p>Insufficient number of professional and support staff to respond to overwhelming demand Designated governmental health facility in Rusayfah district for registered Syrian refugees is quite difficult to access.<sup>18</sup></p> <p>2.8 for Jordanians, while 51.2 measles per million for Syrians.</p> <p>5 TB case per year per 100,000 for Jordanians, compared to 13 for Syrian</p>	<p>Health support in this area (meeting with Health actors, and Ministry of Health to be held)</p>

<sup>18</sup> [http://www.who.int/countryfocus/cooperation\\_strategy/ccs\\_jor\\_en.pdf](http://www.who.int/countryfocus/cooperation_strategy/ccs_jor_en.pdf)- WHO



<p style="text-align: center;"><b>Livelihoods</b></p>	<ul style="list-style-type: none"> <li>- Access to employment</li> <li>- Unemployment rate</li> <li>- Poverty line</li> <li>- Income of the households</li> </ul>	<p>Syrian workers are ready to accept considerably lower wages than Jordanians, decreasing market standards and creating tensions for access to employment within the host communities.</p> <p>Unemployment rate in 2012, in Jordan, is 12.2% of the active population (10.4 for men and 19.9% for women)</p> <p>Officials in the kingdom say unemployed Jordanians face tough competition from Syrians for jobs.</p> <p>10% of Syrian households reported having at least one family member in employment. The policy of retaining identity documents prevents refugees applying for a work permit. It leaves some refugees potentially at risk of exploitation, for example labour exploitation, as it prevents them from being able to work legally.</p> <p>The National Poverty Alleviation Strategy (2002) indicates that up to a third of Jordanians live below the poverty line. The official figure for income poverty stands at 14.2% and the national poverty line is JOD 392 (US\$ 554) per capita per year. In rural and urban areas, 18.7% and 12.9% of the population, respectively, live below the poverty line.<sup>19</sup></p> <p>Syrian refugees are not legally allowed to work.</p>	<p>Cash assistance proved to be effective to provide vulnerable families the means to acquire their immediate needs, but it should be integrated by livelihoods projects in a situation of protracted displacement. .</p> <p>The Jordanian host-community has been affected by rise in cost of living and the increase in unemployment, Accordingly, interventions aiming at creating livelihoods opportunities for Jordanians and Syrians at the same time, could lessen tensions between the two communities. .</p>
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<sup>19</sup> The Hashemite Kingdom of Jordan/ World Bank. Jordan Poverty Assessment. Main Report, Volume 2. December 2004

Shelter / Access to Housing	<ul style="list-style-type: none"> <li>- Access to accommodation</li> <li>- General conditions of the accommodation</li> <li>- Kitchen and sanitary facilities conditions</li> <li>- Protection against climate constraints</li> </ul>	<p>High pressure from landlords.  Syrians are living in poor quality housing.  Rentals are higher than market prices (Syrian pay more than Jordanians)  Syrian refugees struggle to pay their rents.  Constant threat of eviction.</p>	<p>Minor rehabilitation should be implemented in the community. DSD has already established a list of vulnerable Jordanian households; PU-AMI could work with members of Al Hussein community as well with local authorities, through the Construction Rehabilitation Unit of the Ministry of Social Development to improve the living standards in some of the oldest buildings, where Jordanian and Syrian households live.</p> <p>Cash assistance should be provided to support vulnerable Jordanian and Syrian families to meet their essential needs, including contributing to rental costs.</p>
WASH	<ul style="list-style-type: none"> <li>- Access to local network system, toilets and basic hygiene items</li> </ul>	<p>Jordan is ranked among the five most water-poor countries in the world.  The available water from the existing renewable sources per person per year is projected to fall from 159 centimeters in 2003 to about 90 centimeters by 2025.  Water scarcity is exacerbated by pollution of water sources caused by inadequate and inefficient management of domestic wastewater, uncontrolled disposal of industrial waste, leakage from solid waste landfills and seepage from excessive use of fertilizers and pesticides.</p> <p>Intermittent supply and inadequate distribution systems are major problems.  Acute water scarcity is aggravated by relatively high population growth.</p>	<p>According to the water stress expressed by the community and local authorities, a focus should be brought on water management and conservation strategy. Water Education can also be introduced to schools. This is also part of the priorities of the Ministry of Water: <i>"Increase public awareness of their role in Water scarcity challenges and the importance of conserving our limited water resource"</i> <i>"To educate the public through various means about the value of water for them and the well-being of the country for the sustainability of life, and for the economic and social Development"</i></p> <p>Many Syrian families complain about the Food coupon that can only be used for food, they have either to sell it or to have some coping mechanisms to buy hygiene and baby products. Distribution of Hygiene kits or specific vouchers to people with needs, particularly households with babies would be relevant.</p>

Education	<ul style="list-style-type: none"> <li>- Local capacities to welcome the flow of children refugees</li> <li>- Number of teachers per students</li> <li>- Capacity of the households to provide necessary items to children (books, etc)</li> </ul>	<p>UNICEF received school bags and consignment which will be distributed in host community schools. UNICEF supply and logistics team has finalized the custom clearance of 50 prefabricated classrooms that will be placed in different schools in Jordan to accommodate for the increased number of students in these schools. 2<sup>nd</sup> shift in Jordanian school should be implemented quickly in Rusayfah district.</p>	<p>Monitor the implementation of second shifts and prefabricated classrooms.</p>
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Community services	<ul style="list-style-type: none"> <li>- Access to Public services</li> <li>- Public transportation</li> </ul>	<p>Refugees do not know what public services they can access.</p> <p>Local authorities and Jordanian civil society (Directorate of Social Development, CBOs) are not legally allowed to support Syrian refugees.</p>	<p>Most of refugees are isolated and do not share any activity with the host community.</p> <p>There are needs to build and strengthen the capacity of local CBOs. Few CBOs have had partnerships with International NGOs. And the very few ones received all the funds. Many INGOs kept on working with the same CBOs. There are opportunities to work with smaller CBOs in building their capacities, providing them with tools to improve their impact.</p> <p>Working with the municipality to provide trucks and garbage containers and implement garbage removal (through cash for work?) in Al Hussein community and to provide community members with training in CBOs and in schools about sanitation and proper garbage removal.</p> <p>These 2 latter recommendations would foster capacity building for communities and municipalities, as part of the Decentralization process. The objective is to allow these structures to face their assignments as defined by the Decentralization and Local Development in Jordan. Part of the decentralization process initiated in 2009. Its objective is to “increase the institutional capacity of municipalities and governments by enhancing their coordination and participatory role with NGOs in managing local resources and developing general policies”.</p> <p>Organize community briefing sessions about services available in the community not only for Syrians but for all the community members. Specifically for Syrians, support in their administrative work for school registration and registration procedures should be implemented.</p>
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			<p>Support authorities to establish bus transport lines to connect the community and provide the population with the opportunity to easily access other communities as well as having access to markets, Prince Faisal governmental hospital and Zarqaa city.</p> <p>Study the accuracy and feasibility of transport voucher.</p>
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<p>Protection (including peace building /social cohesion)</p>	<ul style="list-style-type: none"> <li>- Discrimination by host Communities</li> <li>- Access to basic services</li> <li>- Freedom of movement</li> </ul>	<p>There are no surveys about GBV in Al Hussein Community. Registered Syrian refugees have free access only to Primary health care, no psychosocial counseling.</p> <p>Flats in the community are small and in bad condition, therefore having guests who are usually strong cultural practices in Jordan and Syria are not seen in Al Hussein. Female may feel ashamed to welcome guests in such bad living conditions. CBOs are not always opened and target some specific target groups (orphans, Circassians etc).</p> <p>Syrian children are bullied out.</p> <p>It is common also for children in host communities to work, with almost 15 per cent of all households surveyed by UN Women citing child labour as their primary source of income.<sup>20</sup></p> <p>Local authorities (directorate of social development) and CBOs are not legally entitled to treat with Syrian refugees.</p> <p>The policy of retaining identity documents prevents refugees registering marriages or births or applying for a work permit. It leaves some refugees potentially at risk of exploitation, for example labour exploitation, as it prevents them from being able to work legally.</p> <p>Syrian women are perceived as 'perfect' wives in the middle-east, respondents mentioned there are rivalries among some Jordanian and Egyptian males to marry young Syrian girls.</p>	<p>Create interaction between Jordanian and Syrian family members through the establishment of a community center. A community center open to all community members would enable all community members to gather and to interact as well as a tool for strengthening people-led development</p> <p>Establishing park and recreational areas where community members can gather and children can practice sport. Using Sport as a tool to strengthen social ties and networks in this isolated community can be relevant.</p> <p>Psychosocial component will be included in PU AMI Health assessment.</p> <p>Analysis traditional solidarity mechanisms to add transversal resilience component in NGOs projects</p>
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<sup>20</sup> UN Women, *Gender-based violence and child protection among Syrian refugees in Jordan, with a focus on early marriage*, July 2013 (<http://www.unwomen.org/~media/Headquarters/Attachments/Sections/Library/Publications/2013/7/Report-web%20pdf.pdf>).