



1. Background:

Located in Irbid governorate, King Abdullah Park (KAP) was first opened in 2012. Currently the camp houses 346 refugees living in 129 households. ACTED has been providing WASH services in the camp since its creation. The camp holds 16 WASH centres, 8 for women and 8 for men, providing basic sanitation facilities to residents. The camp was closed in September 2016 and re-opened in November.

All current residents used to reside in Cyber City Refugee camp and were re-settled in November. Since the move to KAP, many residents have complained to ACTED about the WASH centres. In December, ACTED received 7 complaints and in January the complaints increased to 12. Many of the complaints had to do with electricity issues and general maintenance. In order to better understand camp residents use and satisfaction with the WASH centres, ACTED conducted a rapid needs assessment in KAP on February 2.

2. Methodology:

ACTED conducted a mixed quantitative and qualitative assessment through an individual questionnaire asked to a random sample of residents in the camp. The questionnaires focused on gathering information on the general WASH practices of camp residents, such as showering and toilet use habits, and general satisfaction with WASH facilities. For a number of questions, qualitative follow up questions were asked to provide a deeper understanding of respondents original answers.

The sample size for the questionnaire was calculated to a 95% confidence level and 10% margin of error, for the 129 households in the camp.

3. Findings:

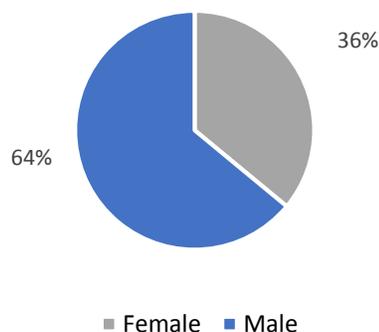
3.1 Demographics

58 individuals were interviewed including 21 (36%) women and 37 (64%) men. All respondents fell between the age range of 20 and 81. Of the 58 respondents, 14 (24%) came from female headed household and 44 (76%) came from male headed households. Furthermore 32 (55%) of the respondents were Palestinians and 26 (45%) were Syrians.

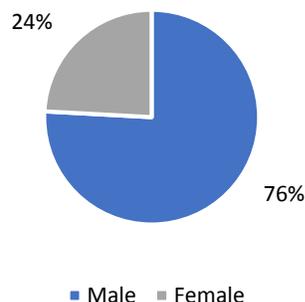


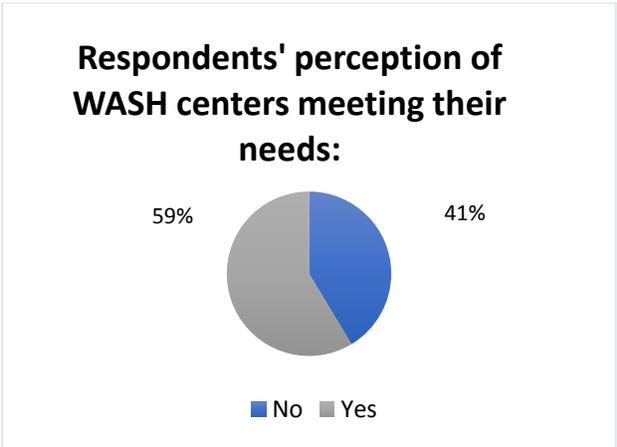
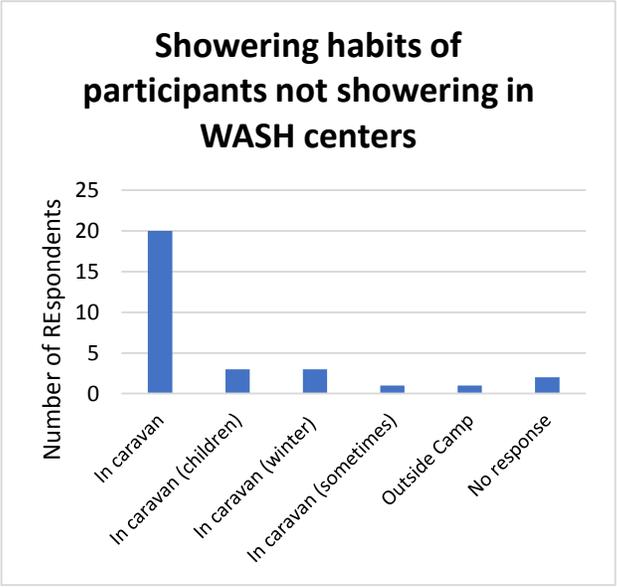
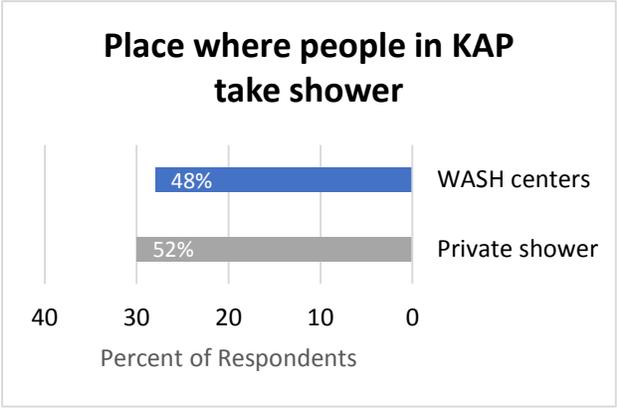
Figure 1: KAP Refugee Camp, Irbid, 2015

Respondent by Gender



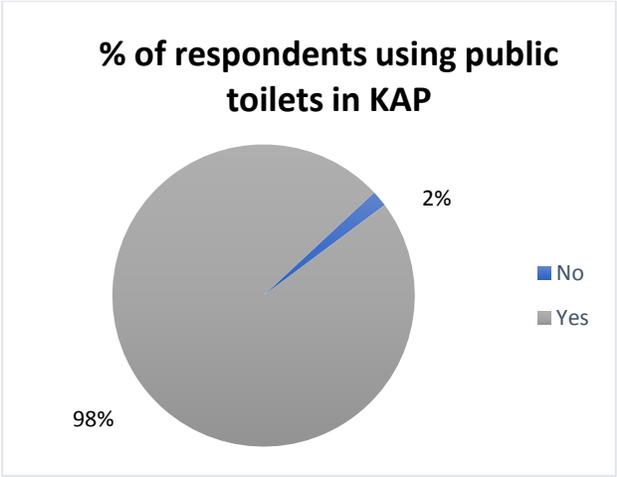
Gender of head of household





3.2 Use of WASH facilities

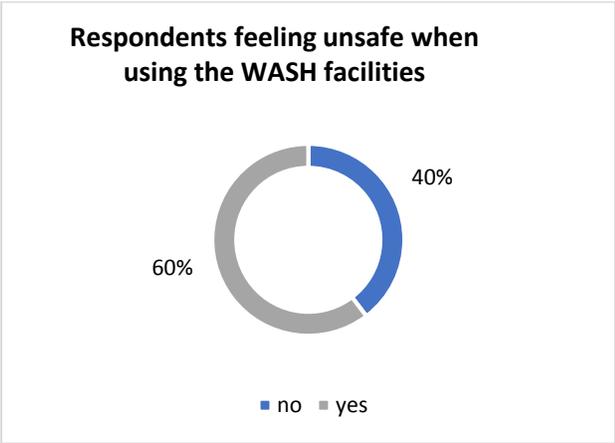
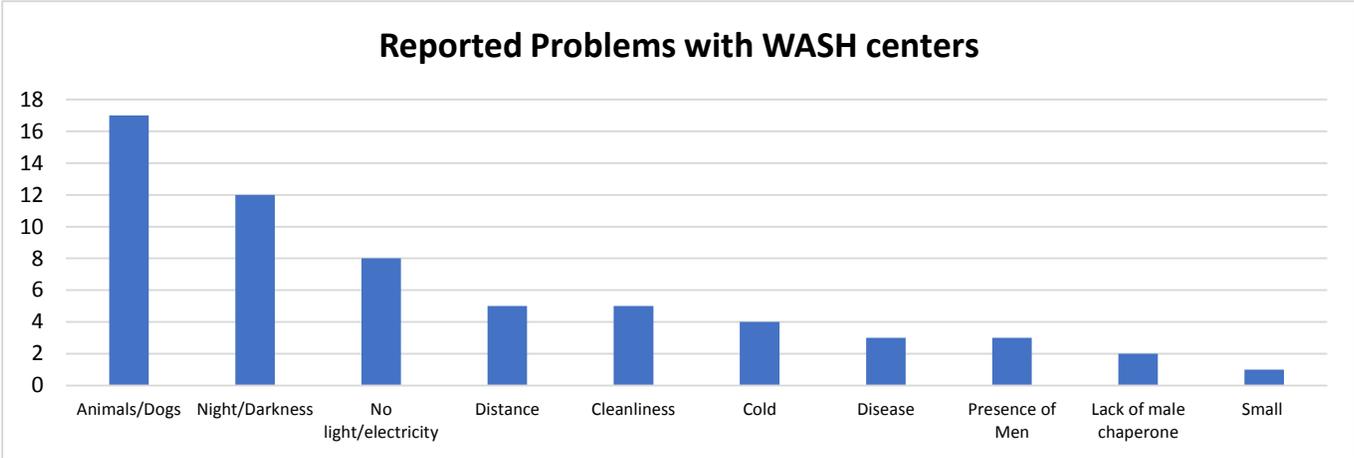
Of the 58 participants, only 59% of respondents reported that the WASH centres met their needs, and 41% reported that the WASH centres did not. Notably when asked about showering habits, 52% of respondents reported showering in their shelters using water collected from public WASH centres.



Respondents who said they used private showers were asked to clarify the showering habits of their family. Respondents noted that women and children were more likely to use household showers and that men and the elderly were more likely to use public WASH facilities. 20 respondents said that all members in their household used the private shower, while 3 said that only children used them and another 3 said that they only shower in their household during the winter months. One respondent claimed his household members sometimes showered inside, and one claimed that they showered outside the camp.

When asked about toilet use, all respondents, except one, said that they used the public toilets present in the WASH centres. One respondent, an 81 year old female, reported that she did not use public toilets. Instead she has a private toilet located in front of her household.

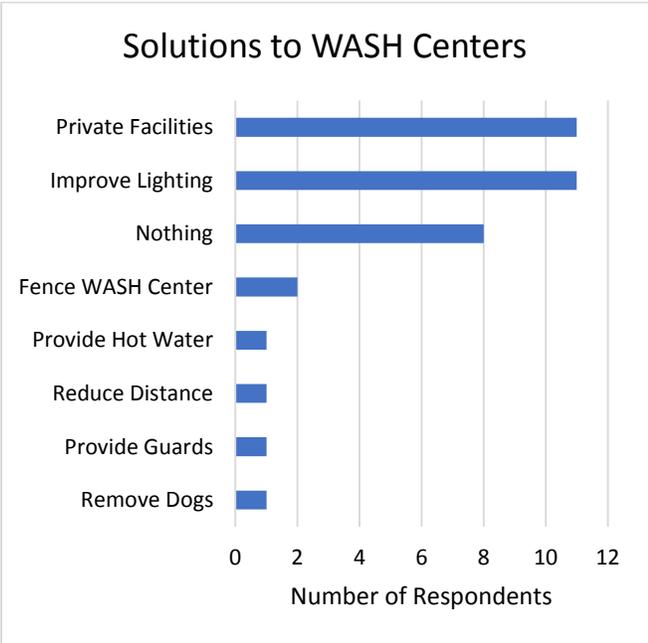
Since 41% of respondents have used shower facilities in their households and all respondents, except for an 81 year old women, use toilets in WASH blocks, it means there is a considerable amount of grey water generated from caravans. The findings also indicate that WASH blocks may be inaccessible to the elderly or persons with disabilities.



3.3 Safety and Proximity of WASH facilities

When asked if KAP residents felt safe using WASH facilities, 8 women and 27 men, or 60% of respondents said that they felt unsafe using the public WASH facilities and 13 female and 10 male, or 40% of respondents, reported feeling safe.

Respondents who reported feeling unsafe were asked to clarify why they felt unsafe using the WASH centres. Some respondents gave more than one answer. The most frequent answer was the presence of stray dogs mentioned by 49% of respondents, followed by darkness mentioned by 34% of respondents. Lack of lighting was also mentioned by 22% of respondents. Distance from households, cleanliness, fear of disease and the cold were also brought up as reasons for not using the WASH centres. One interviewee noted that WASH centres were too small for comfortable use. Lastly, two respondents noted that the lack of a male head of household caused insecurity when using the WASH centres. This reason could be closely connected to feeling threatened by the presence of strangers and men near the WASH centres, however this issue was only brought up by male respondents and not by females.



Respondents were also asked to provide some solution to the problems they encountered when using the WASH centres. The two most popular solutions proposed by respondents were the installation of lighting inside and around WASH centre and the provision of private WASH facilities brought up by 31% of respondents.

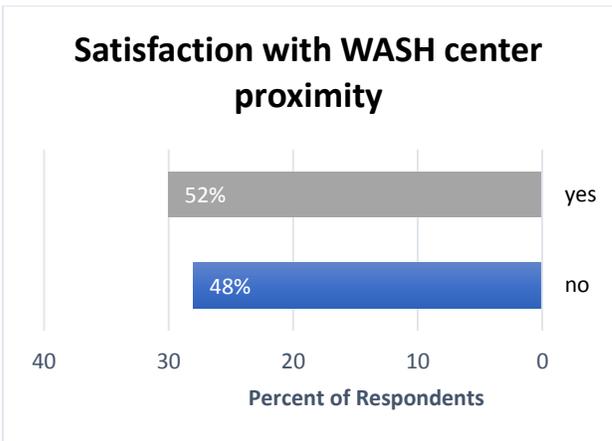
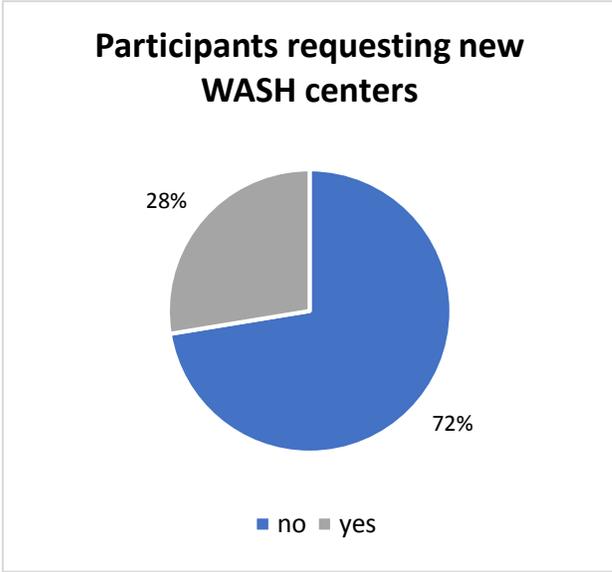


Lastly respondents were asked if they were happy with the proximity of the WASH centres to their households and if an additional WASH centre would improve their living conditions. 30 (52%) respondents claimed that they were happy with the proximity of the WASH centres and 28 (48%) were not. Furthermore, 42 (72%) respondents answered that additional WASH centres would not improve their living conditions and 16 (28%) replied it would. When asked how additional WASH centres would improve their living conditions, respondents explained that they would reduce pressure on public bathroom usage, increase Cash for Work opportunities, and improve the proximity of WASH centres to households.

4. Conclusion

There is generally a low level of satisfaction among refugees regarding the WASH centres in KAP with 41% of people responding that the WASH centres do not meet their needs, and 40% of people responding that they do not feel safe using the WASH centres. The large number of people claiming that all, or part of their families shower in their caravans highlights the both the desire for private facilities, and the need for household grey water management. Only one respondent's household had a private toilet, meaning that black water management is still not urgently required at the household level, however, evolutions in private toilet use should be closely monitored to ensure that camp actors can adapt to any changes in toilet use patterns. Furthermore, it is important to note that the respondent was an elderly women, aged 81, meaning that WASH centres could be inaccessible to elderly residents in the camp, particularly female. Currently there are 7 beneficiaries registered as being over 60.

Regarding the issues with WASH centres, most respondents claim that animals, understood to be stray dogs, presented the largest barrier to access for family members. This was closely followed by fear of using WASH facilities at night or in the dark and the lack of lighting in facilities. The most popular solutions highlighted by respondents was to provide additional lighting to the WASH centres and to provide private WASH facilities for every household, reducing the need to travel outdoors during the night and cold weather.



**Annex: Pictures of WASH Centres and
Greywater drainage in KAP Refugee
Camp**



Figure 2: Shower block in WASH center, KAP refugee camp

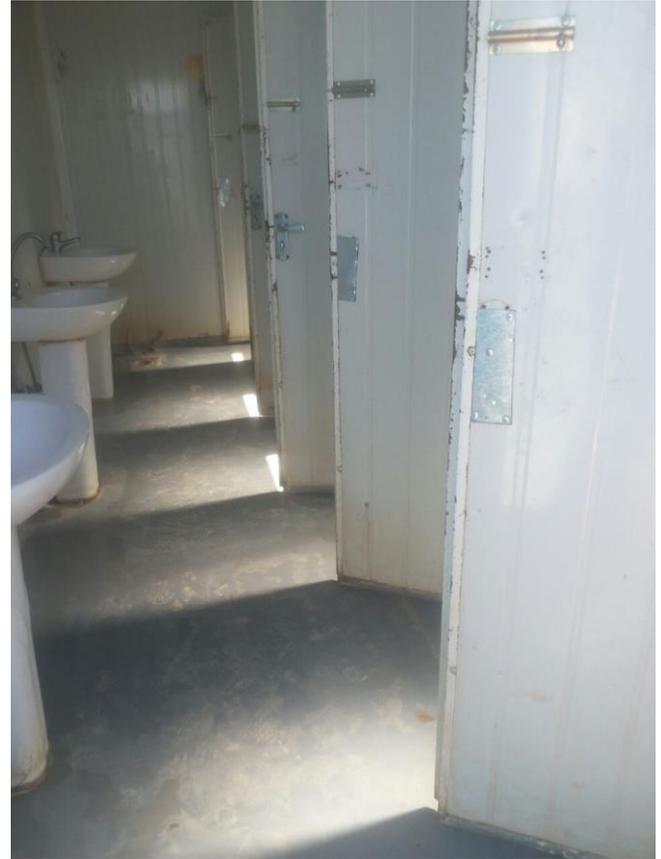


Figure 3: WASH centre in KAP refugee camp.



Figure 4: Greywater seeping out of a caravan in KAP refugee camp



Figure 5: Greywater seeping out of a caravan in KAP refugee camp

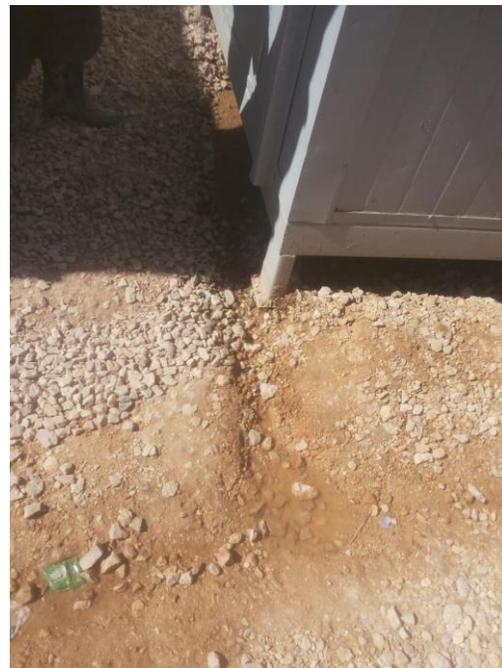


Figure 6: Trench dug to channel greywater exiting caravan