



WINTERISATION ASSESSMENT IN AL ZA'ATARI REFUGEE CAMP IN JORDAN

ASSESSMENT REPORT

OCTOBER 2014

SUMMARY

Since the outbreak of the civil war in Syria in March 2011, approximately 3,002,302 refugees have fled into neighbouring countries, with Jordan hosting some 619,163 refugees as of 29th September 2014.¹ Al Za'atari refugee camp, situated in the northern governorate of Al Mafraq, opened in July 2012 and is the largest camp in Jordan, hosting 86,040 Syrian refugees according to a population count carried out by REACH in May-June 2014.² The camp is managed by the United Nations High Commission for Refugees (UNHCR) in collaboration with the Jordanian government, along with a wide range of non-government organizations (NGOs) and other UN agencies.

As the Syria crisis shows no signs of abating, Al Za'atari has transitioned from a temporary base for refugees, to a more established settlement. Most of the residents in the camp now have a caravan and the majority have already experienced at least one winter inside the camp. As part of its on-going collaboration with UNHCR, REACH conducted an assessment focused on the needs of the households within the camp for the coming winter. The assessment was conducted over the course of 10 days, collecting data from a representative sample of 392 households across all districts. To effectively assess the needs of Syrian refugee households in Al Za'atari camp, the assessment focused on two key components for winterisation: **shelter and non-food item (NFI) needs (with a particular emphasis on heaters)**. Both retrospective and present day questions were asked to identify trends over time in the needs and vulnerabilities of the camp population.

A majority (57.4%) of respondents reported having a caravan during the 2013/2014 winter; however, the results of the REACH Shelter Assessment in June 2014³ indicate that this figure is **now 70%-75%**. Although caravans provide much better shelter than tents, they have also been found to have structural problems. Almost **half (47.9%) of the respondents who own caravans reported that these had not been suitable during the previous winter**, all of which cited one of two structural issues as the reason; holes and/or cracks in the structure, which allowed rain and wind to enter. Furthermore, 73.2% of respondents reported that their shelter was not suitable for the upcoming winter, with holes/cracks and a lack of resilience to rain being once again the main problems cited.

More than half (52.9%) of respondents experienced flooding in their shelter in the 2013/2014 winter, highlighting the need for greater resilience to rainfall at both the street and shelter level. A small proportion of households that experienced flooding in their shelters took refuge in a shelter provided by NGOs (3.4%) or schools (2.3%), while **the large majority remained in their shelter (51.4%) or moved to an alternative tent/caravan (37.1%)**.

70.4% of respondents reported having a heater for the 2013/2014 winter. However, 21.5% of those who had a heater no longer have one, with the major reasons being that they either sold it (54%) or that they disposed of it after it broke (40%). A further 15.9% still have their heater but claim that it no longer functions. **Therefore, from the population; 44.7% do not have a heater, 46.5% currently have a functioning heater and 8.8% have a heater that does not function.** These figures indicate a need for repair and distribution of heaters throughout the camp. In addition to heaters, there is an urgent need for gas cylinders, since **47.4% of respondents with gas heaters reported not having a gas cylinder.**

Assessment findings about NFI needs for winter as reported by households further underline the need for heaters and gas cylinders throughout the camp. After **blankets (58.9%), heaters and gas cylinders were the most frequently cited NFI (44.7% and 42.9% of households respectively) items that were needed but not received for the 2013/2014 winter.** Interestingly, more households reported needing a heater for the 2013/2014 winter than reported not owning one. This may indicate that their heater did not function or that they feel that a single heater was not sufficient. Community discussions highlighted that many families had heaters without gas cylinders or that those who possessed gas cylinders were unable to re-fill them. Further, those who received a heater later in the winter period felt that they needed this assistance but did not receive it soon enough. For the coming winter, heaters were the most commonly cited primary need (43.6%) and gas cylinders were chosen by 41.8% of respondents for the first, second or third most important need. Furthermore, blankets were considered by 54.3% of respondents as the first, second or third most important need for the coming winter. **This assessment demonstrates that Syrian refugees currently residing in Al Za'atari camp are not fully prepared for the coming winter, with a lack of heaters, blankets, and gas cylinders, as well as a need to repair damaged shelters, and increase the camp resistance to flooding.**

¹ <https://data.unhcr.org/syrianrefugees/country.php?id=107>

² REACH Population Count, June 2014

³ [REACH Shelter Assessment – June 2014](#)

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LIST OF ACRONYMS

GPS	Global Positioning System
NGO	Non-Government Organization
ODK	Open Data Kit
NFI	Non Food Item
UNHCR	United Nations High Commission for Refugees

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About REACH

REACH is a joint initiative of two international non-governmental organizations - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH works to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. All REACH activities are conducted within the framework of inter-agency aid coordination mechanisms. For more information about REACH and to access our information products, please visit: www.reach-initiative.org and www.reachresourcecentre.info. You can also write to us at: jordan@reach-initiative.org and follow us @REACH_info.

INTRODUCTION

Al Za'atari refugee camp is the largest refugee camp hosting Syrians in Jordan, with an estimated population of 86,040 individuals as of June 2014.⁴ It is situated near the border with Syria in the northern governorate of Al Mafraq. Al Za'atari is managed by UNHCR in collaboration with the Jordanian government, with several international NGOs and UN organizations contributing to the provision of services within the camp.

In the Al Mafraq governorate average temperatures in December and January (the coldest months) can drop to 7°C.⁵ In previous years there have been occasions when the temperature has been sufficiently low for snow to fall. Although Jordan is a dry country, Al Mafraq receives more rain than other governorates with an average of 20 days of precipitation in December and January.⁶ Moreover, the rain is often heavy, which has in the past lead to flooding and muddy pathways inside Al Za'atari camp. Given the weather conditions facing Syrian refugees in Al Za'atari camp during winter months, it is necessary to assess the preparedness for the expected cold and rainfall. To this end, REACH has been commissioned by United Nations High Commissioner for Refugees (UNHCR) to conduct an assessment with the objective to obtain household feedback on the distribution of non-food items (NFIs) and state of shelter in the winter of 2013/2014, as well as to evaluate needs for NFIs and shelter repair for the upcoming winter.

To date, there has been one large distribution of caravans to residents of Al Za'atari which comprise approximately 72.5% of all shelters within the camp.⁷ However, many of these caravans were distributed more than a year ago and no information was available regarding their structural condition, one year on. In addition to caravans, camp residents received heaters, gas cylinder and blankets, among other important winter NFIs, before, during or after winter 2013/2014 (See Annex 2). However, it is not clear how many households still possess these items or whether households feel that they have a sufficient quantity of each item for the upcoming winter. This rapid assessment therefore also aimed to identify the needs of camp residents ahead of the coming winter.

Data collection was carried out in September 2014 by REACH enumerators, in partnership with UNHCR. This report presents in details the methodology applied for the assessment, followed by findings related to the preparedness of households for the 2014/2015 winter and the appropriateness of possessions during the 2013/2014 winter.

METHODOLOGY

Assessment findings are based on a random sample of 392 households distributed between districts within the Al Za'atari camp, proportionate to the district population size. In this respect, the results can be generalized to the district-level with a 95% confidence level and a 5% margin of error. Households were selected through the generation of random Global Positioning System (GPS) coordinates in accordance with the sample size for each district, with enumerators interviewing the household concurrent with, or closest to, each randomly selected coordinate.

In consultation with UNHCR, the data collection tool was designed to effectively gather information concerning each household's preparedness for the coming winter and obtain feedback on the distribution of NFIs from the previous winter. The previous winter period was specified as December 2013 to February 2014. The questionnaire was designed as a close-ended structured questionnaire that could be quantitatively analysed. Data collection was undertaken by a mixed-gender team who were trained on the questionnaire. Data collectors requested to speak with the head of the household, or with a household member above the age of 18 if the household head was not available.

The data was entered on smart-phones by enumerators using the Open Data Kit (ODK) software. This allowed for completed questionnaires to be uploaded directly from the phone to the online server, effectively allowing data entry directly during the interview and thereby improving accuracy (See Annex 3 for full questionnaire). Once on the server the survey data was analysed at camp and district level. Following the completion of the assessment, three community discussions were held to verify and contextualise key findings.

⁴ REACH population count, June 2014

⁵ <http://www.weatherbase.com/weather/weather.php3?s=56204>

⁶ <http://www.weatherbase.com/weather/weather.php3?s=56204>

⁷ REACH Al Zataari Refugee Camp Shelter Assessment, June 2014

FINDINGS

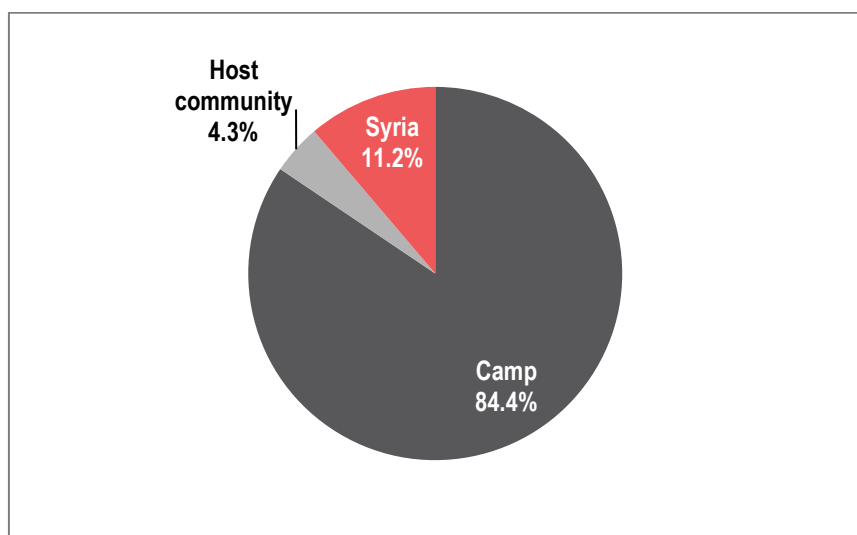
This section presents the main findings of the assessment, including: overview of household shelters, household heaters, and household needs for the upcoming winter.

OVERVIEW OF SHELTER SITUATION

For this rapid winterisation assessment, shelter has been considered a key component in assessing climate resilience of households. According to the UNHCR Emergency Handbook, a good shelter, be it tent or caravan, should; have wind protection of walls, roofs, doors and windows; be an enclosed insulated space, have heating stoves and have structural stability.⁸ Structural damage to shelters that allow wind and rain to enter will increase the household's exposure to the cold and increase the need for heaters, gas and protective clothing. To provide an overview of shelter preparedness for the upcoming winter, data concerning the physical quality of shelters was gathered using both retrospective and present day survey questions.

As shown in Figure 1, **a majority of households, 84.4%, were present in the camp during the 2013/2014 winter (December 2013-February 2014)** and have therefore been living in Al Za'atari camp for more than 9 months. Since most households have already experienced one winter inside the camp, it was reported in community discussions that households felt more prepared for the coming winter than they did for the 2013/2014 winter. According to the discussions this improvement in perceived preparedness is also due the distribution of caravans.⁹ Additionally, many households still possess the winter NFIs that were distributed at the end of beginning of 2014 (See Annex 2).

Figure 1: Household location for winter 2013/2014 (December 2013-February 2014)



Amongst households already settled in the camp during the 2013/2014 winter, 57.4% reported living in a caravan during winter 2013/2014 (See Figure 2 below). This proportion is considerably lower than the proportion identified to be living in caravans in June 2014 (72.6%) by the REACH Shelter Assessment.¹⁰

Although the distribution of caravans was part of the 2013/2014 winterisation efforts, according to the REACH Shelter Assessment (June 2014), approximately 29% of respondents obtained their caravan in December 2013, January 2014, or February 2014.¹¹ Depending on when residents obtained a caravan, they may or may not consider themselves as possessing one for the 2013/2014 winter. The discrepancy between the proportion of the population living in caravans in winter 2013/2014 and June 2014 can be further explained by UNHCR data on caravan distributions in 2014 and changes in camp population.

⁸ UNHCR: Emergency Handbook notes on Shelter

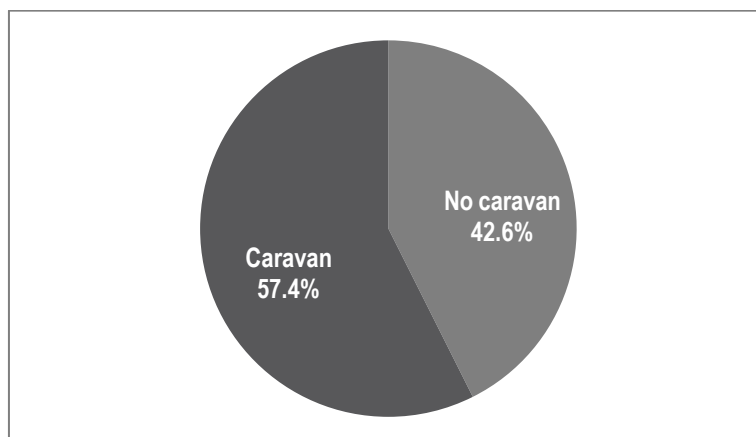
⁹ According to the REACH Al Za'atari Refugee Camp Shelter Assessment, June 2014, a total of 13% and 7% of all caravans in the camp where household members were present at the time of data collection were reported to be received/bought in January and February 2014, respectively.

¹⁰ REACH Al Za'atari Refugee Camp Shelter Assessment, June 2014

¹¹ REACH Al Za' atari Refugee Camp Shelter Assessment, June 2014

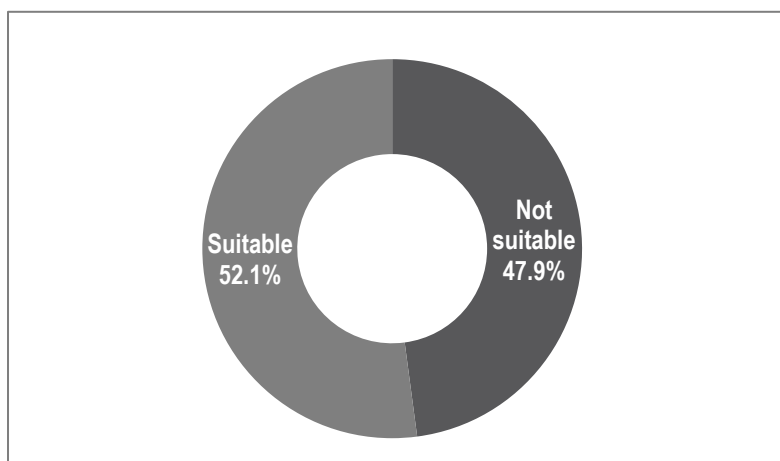
A total of 4,708 caravans were distributed within Al Za'atari camp between January 2014 and April 2014, which significantly contributed to the overall number of caravans within the camp.¹² During the same period the population of the camp was falling, giving residents without caravans the opportunity to buy them from families departing the camp, thus increasing the proportion of camp residents with caravans.

Figure 2: Percentage of households with caravans from Dec 2013-Feb 2014



Although caravans provide more resilient shelter than tents, many of the caravans were considered by the respondent as not having a suitable physical structure for winter. Amongst the respondents whose households possessed a caravan during December 2013 and February 2014, 47.9% reported that the caravan structure had been unsuitable for the winter.

Figure 3: Suitability of caravans for winter

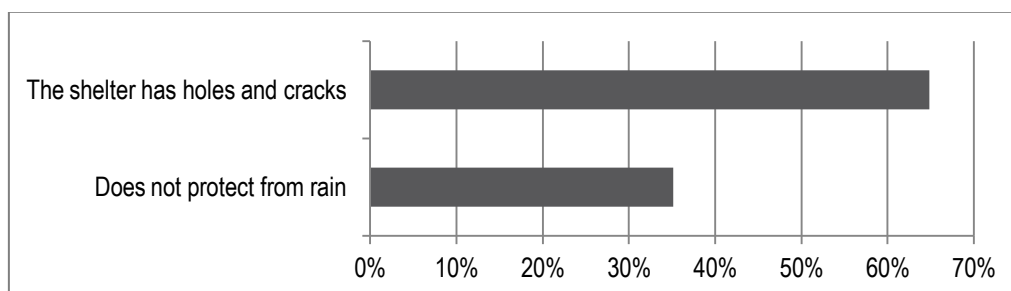


According to those reporting caravans as unsuitable for winter, underlying structural problems included failure to protect the household from rain (35.2%) and the presence of holes and cracks in the structure which may protect households from the rain but not the cold (64.8%). Reports from a post assessment community discussion indicated that these findings are likely to be due to a higher proportion of the camp living in tents in winter 2013/2014 as well as structural faults in some caravans.

Community discussions reported that caravans are often mounted badly and have structural weaknesses. In addition, it was alleged that the earth in the camp provides an unsuitable base, thus causing the caravan's body to crack. In order to overcome problems with their caravan some households have separated caravan parts and remounted them (e.g. replaced the original caravan base with a cement alternative); constructed rain water banks on caravan roofs; sold the old and damaged caravan before buying a new one; or used silicon to fix cracks. Some households with tents have bought plastic sheets to protect the shelter from the rain water. However, many households have not implemented any form of structural improvement since they are not in a financial position to do so.

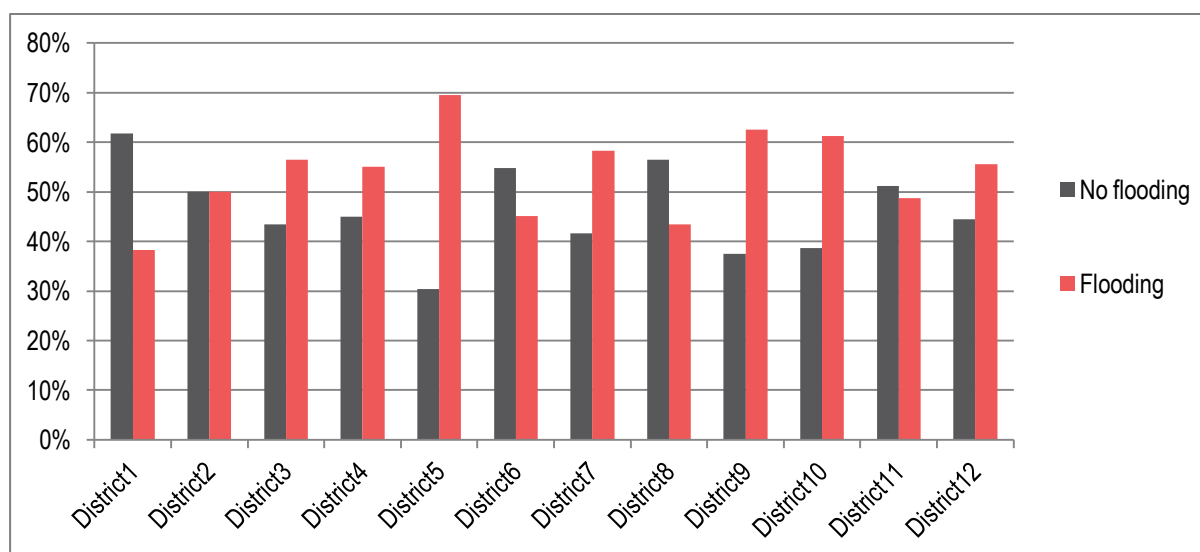
¹² Jordan Refugee Response - Key events in Za'atari camp: April 2014

Figure 4: Structural problems with caravan



A little over half (52.9%) of the respondents who were in the camp last year experienced flooding in their tent or caravan, providing further evidence that measures to improve flood resilience need to be under taken. As can be seen from Figure 5, a higher proportion of shelters experienced flooding in some districts than others. In particular, District 5 had the largest proportion of households which experienced flooding (69.6%), compared to households in District 1 which had the least (37.1%) According to community discussions, the proportion of households flooded is likely to have been higher in District 5 than other districts since the land in this district has unequal levels of elevation, therefore rainwater gathers at the lowest points. In addition, last year the majority of households in District 5 lived in tents, which have less resilience to heavy rainfall than caravans. Furthermore, it was highlighted that District 8 also experienced high levels of flooding. However, due to a rapid increase in the population of the district following the 2013/2014 winter, this was not reflected in this assessment's findings, since the part of the population that was present during the flooding is a relatively small proportion of the current population. From those surveyed, 57.5% of respondents in district 8 were in the camp in the previous winter compared to 74% of respondents from district 5. This is reinforced further in community discussions which indicate that District 8 received a high number of new arrivals in February 2013, who were not well prepared for the 2013/2014 winter, including preparedness in the event of flooding.

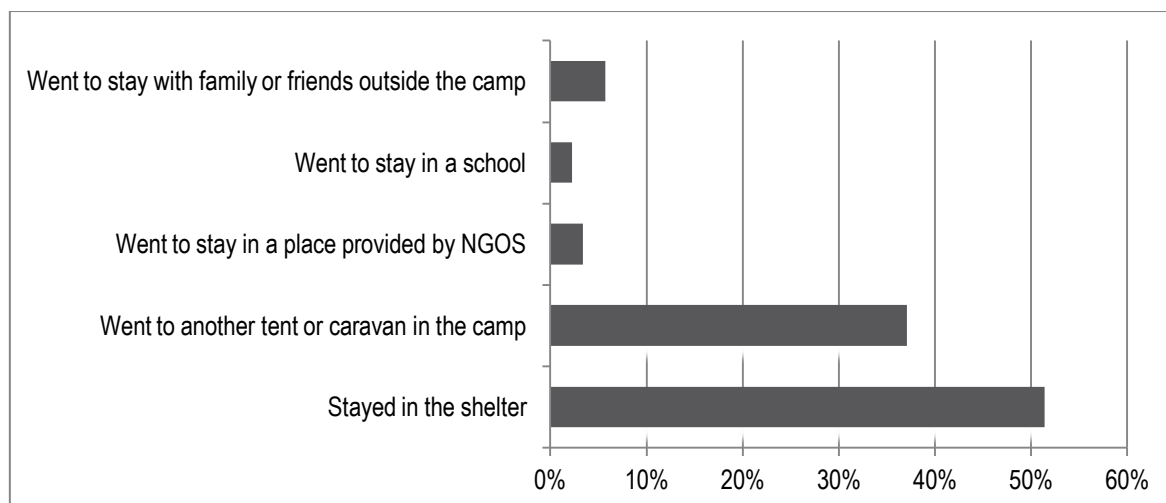
Figure 5: Experience of flooding



Within the camp, during the 2013/2014 winter there were 21 emergency shelter facilities provided by several aid agencies (UnWomen, SCI, NRC, IMC and JEN), with a total capacity of 1,702 individuals, which could be used in the case of flooding (See Map 1 and Table 1 in Annex 1). However, during the 2013/2014 winter, in response to their shelter flooding, 51.4% of families chose to stay in their shelter and 37.1% moved to another tent or caravan within the camp (See Figure 6). A small proportion (5.7%) left the camp to stay with friends or family in another settlement and only a small proportion sought refuge in the emergency shelter provided by NGOs (3.4%) or schools (2.3%). In a community discussion that was held post assessment, it was highlighted that many households who stayed in their shelter moved their tent or caravan to higher and drier ground, which, alongside the option of staying with friends/family, was generally preferred to using the emergency shelters available. Moreover, it was suggested in the community discussions that emergency shelters were not used because of their lack of facilities and in some cases their distance from the household shelter.

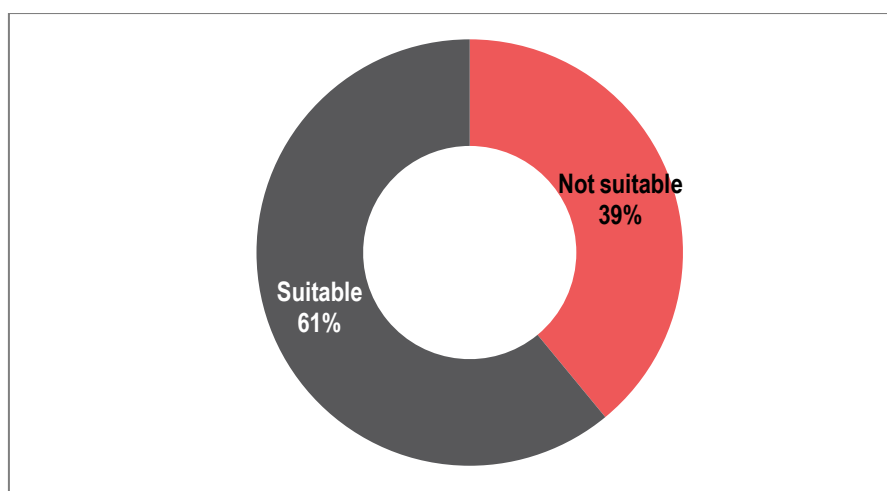
According to the NFI Working Group in Za'atari, given the preference of families to stay with friends or family during times of flood in winter 2013/2014, as well as improved coping capacity to flooding due to an increase in caravan coverage, improved site works, and more prevention works, the anticipated use of emergency shelters has been reduced for winter 2014/2015. In accordance with this prediction the number of emergency shelters was decreased to three in February 2014, with the option to open more if the demand rises. The emergency shelters currently available for winter 2014/2015 are in districts 5, 8, and 11, as these are the shelters that were most in demand during the previous winter (See Annex 1, Map 2).

Figure 6: Response to shelter flooding



A majority of households (61%) considered their current shelter (tent/caravan) as suitable for the coming winter. Although this figure is an improvement on the retrospective data addressing caravan suitability during the 2013/2014 winter, it still indicates that more than a third of households believe that their shelter will not withstand the winter weather.

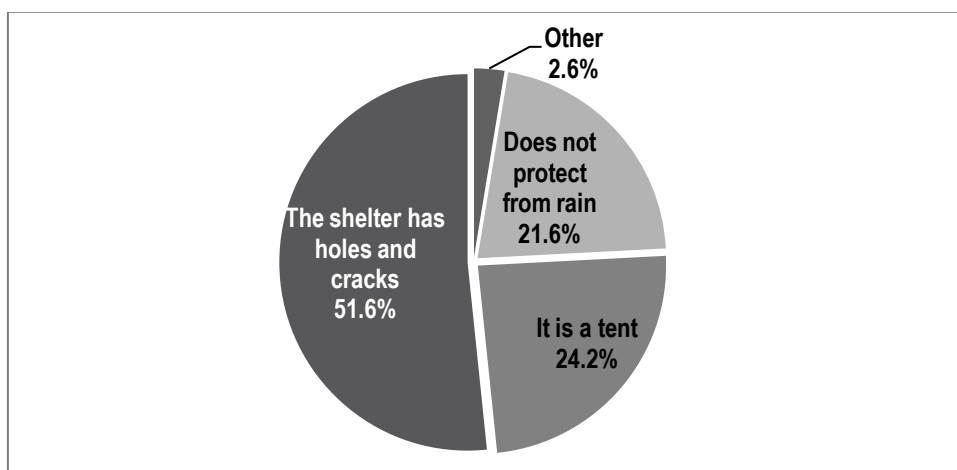
Figure 7: Suitability of shelter for coming winter



Amongst the 39% who did not consider their current shelter to be suitable for the winter ahead, the most common reason provided was that the structure had holes or cracks (51.6%), as shown in Figure 8 below. This finding indicates that the structural problems reported in the earlier retrospective question concerning the suitability of caravans during the 2013/2014 winter, remain.

In addition, the data highlights residents' concern over the capacity of tents to provide adequate protection against the winter climate, which was reported as a reason by a quarter (24.2%) of households that felt their shelter was not suitable for the oncoming winter because it was a tent – an option chosen instead of highlighting that their shelter did not protect from the rain and had holes and cracks.

Figure 8: Problems with shelter for the upcoming winter



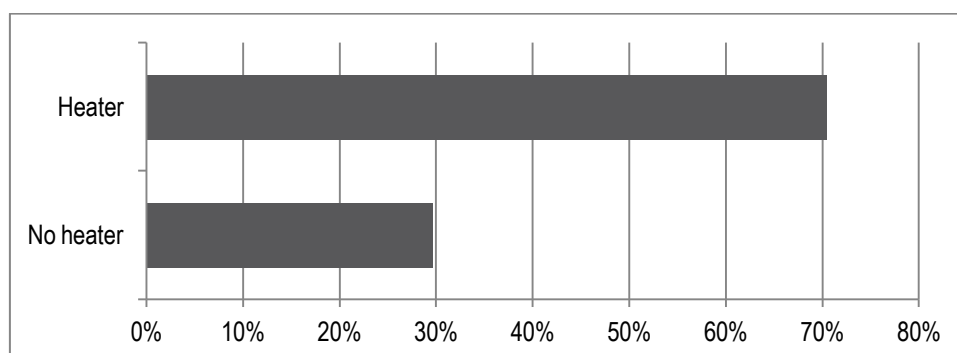
AVAILABILITY OF HEATERS WITHIN THE CAMP

Upon the recommendation of the NFI working groups in Al Za'atari camp, this assessment focused on the availability of functioning heaters throughout the camp as a source of protection from the cold. In addition to wind resistant shelter structures, UNHCR recommend the provision of heaters that enable the shelter to be kept at a constant temperature of between 15°C and 19°C in the case of emergency situations in a cold climate.¹³ In order to gauge the current access to functioning heaters throughout the camp, the survey looked at the percentage of households that owned heaters; the percentage of heaters that were functional; and the level of possession of gas cylinders.

More than two-thirds of households who were in the camp during winter 2013/2014 (70.4%) reported having heater(s) during winter 2013/2014. However, from the households that had a heater for winter 2013/2014, 21.5% no longer possessed their heater(s) and a further 15.9% possessed the heater(s) but reported that it was no longer functioning. In addition, 47.4% of households that had a heater for the 2013/2014 winter reported not having a gas cylinder, which is needed to operate the heaters. Therefore, from the population; 44.7% do not have a heater, 46.5% currently have a functioning heater and 8.8% have a heater that does not function.

The finding that 29.6% of households did not have a heater for the 2013/2014 winter indicates that the December 2013 distribution of 23,127 heaters, did not reach the whole camp population as intended (See Annex 2). This was confirmed in post assessment community discussions where reasons given for not having a heater were that the household; arrived after the distribution had finished; were in the host communities at the time of distribution; had mistakes or problems with their ration cards; or received heaters without gas cylinders which prompted them to sell it or swap them for other items.

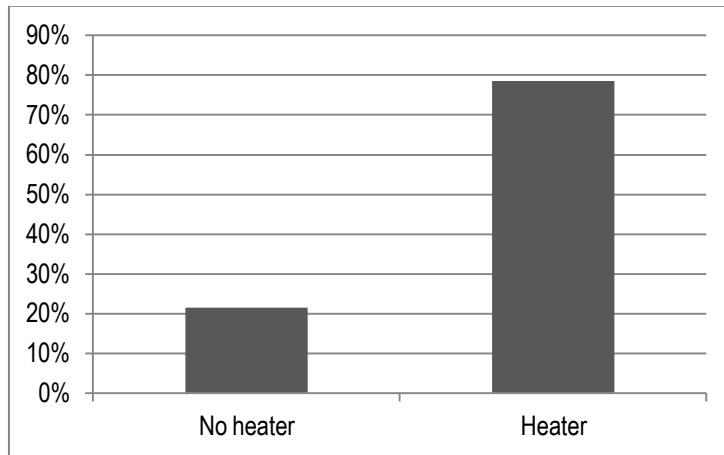
Figure 9: Percentage of respondents who had a heater last winter



¹³ UNHCR: Emergency Handbook notes on Shelter

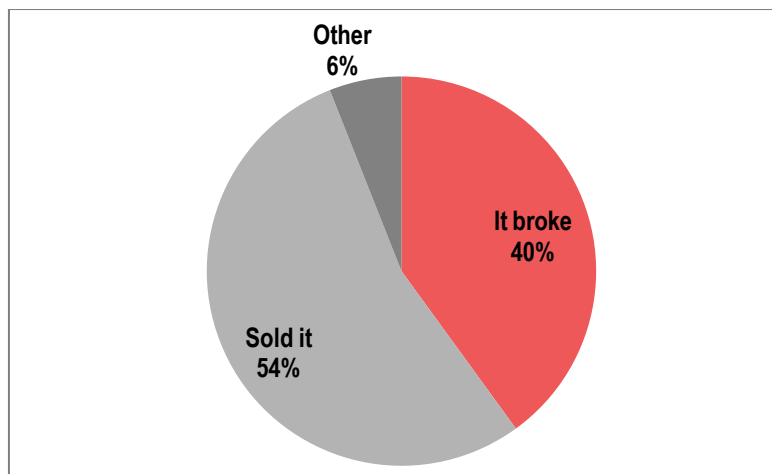
Despite the finding that over two thirds of households possessed a heater during the 2013/2014 winter, the data indicates that the proportion of households with heaters has dropped during the course of the year. More than a fifth (21.5%) of households that had a heater during the 2013/2014 winter reported no longer having a heater as of September 2014 (See Figure 10), which, when added to those who did not have a heater during the 2013/2014 winter shows that, **44.7%, of the households do not currently have heaters.**

Figure 10: Percentage of respondents with heaters in winter 2013/2014 that possessed heater as of September 2014



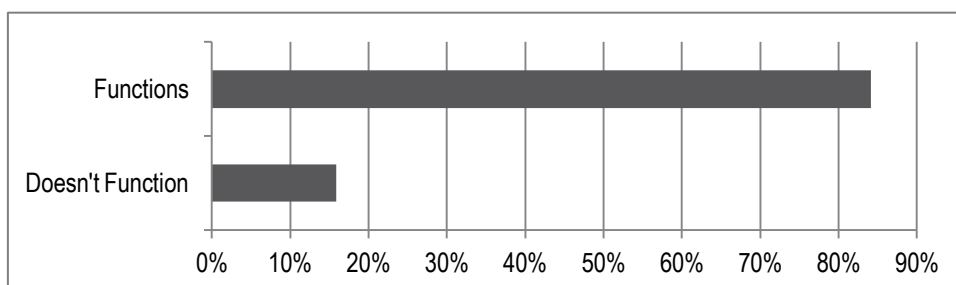
The main reasons cited for no longer having the heater was that it had either been sold (54%) or disposed of after breaking (40%), as shown by Figure 11. This indicates that 11.6% of the population who had heaters for the 2013/2014 winter sold these and that 8.6% saw the heaters break. This data indicates that there is a need within the camp for new heaters ahead of the coming winter, and that in the future, repairs to heaters need to be made before, during, and after winter.

Figure 11: Reason for no longer having a heater



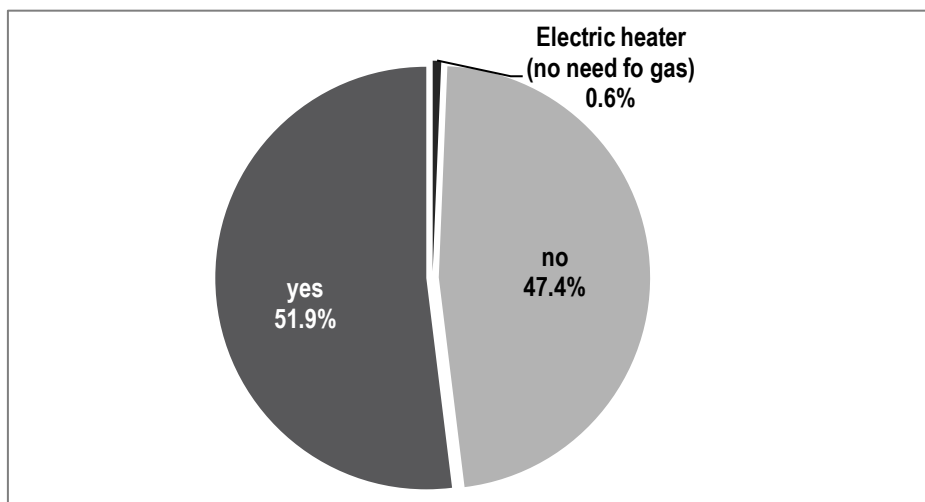
The need for assistance in repairing existing heaters is further highlighted by the fact that 15.9% of those who still have a heater report that it no longer functions. **These figures indicate that 46.5% of the population have a functioning heater whilst 8.8% have a heater that does not function.**

Figure 12: Is the heater functioning



A further issue of heaters within the camp during this coming winter is access to the gas cylinders that are needed to run the heaters. Almost half of households (47.4%) reported not having a gas cylinder. This underlines a need for gas cylinder distribution. A further issue with gas cylinders highlighted in the post assessment community discussions, was relating to the re-fill of cylinders. The discussions indicated that some households refilled their cylinders once whilst others did not re-fill it at all. Those that refilled it did so at the camp gates or within the camp but had to pay (15 JD within the camp) an amount that was unfeasible to many. A minority were able to use gas cylinders taken from public kitchen facilities.

Figure 13: Proportion of households owning a gas cylinder



NON-FOOD-ITEMS – NEEDS FOR WINTER

To achieve a comprehensive overview of essential needs, the survey assessed the needs of the 2013/2014 winter retrospectively, as well as the perceived needs for the coming winter. **The needs most commonly highlighted by households included blankets, heaters and to a slightly lesser extent, gas cylinders.** As outlined by the UNHCR handbook on shelter, heaters along with gas cylinders are essential to maintaining a comfortable and safe temperature inside the shelter. Blankets are similarly important as they enable individuals to “keep warm, by being able to generate and retain body heat”.¹⁴

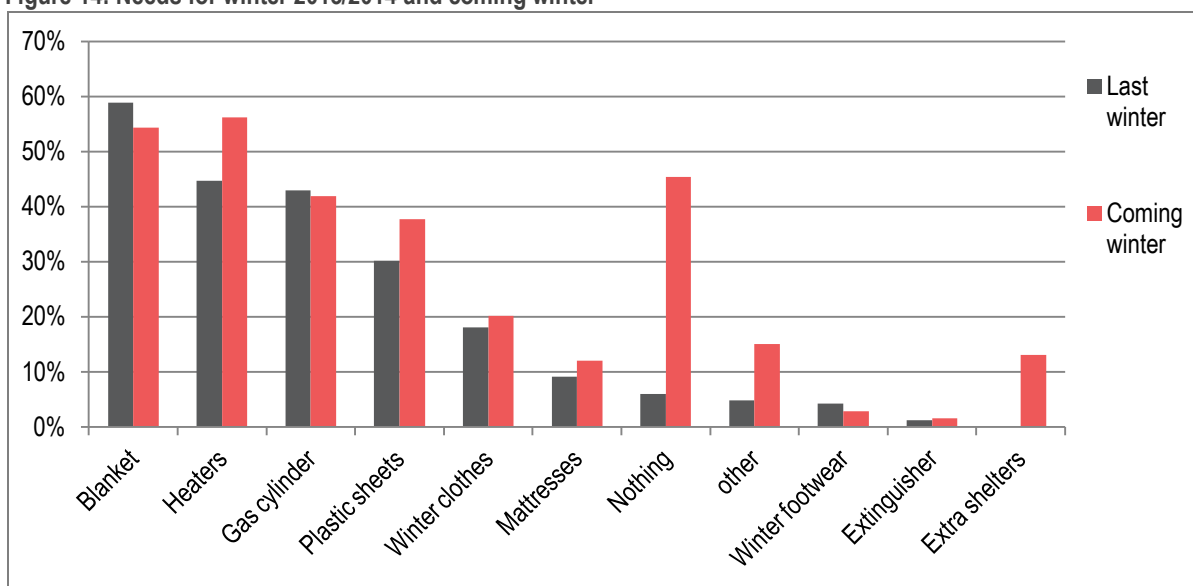
According to community discussions, most households within the camp have a strong reliance on NFI distributions for winter since they do not have the financial means to prepare themselves for the cooler climate, whilst a minority manage to prepare cheaper items such as winter clothes and shoes. During the 2013/2014 winter many distributions of winter NFIs were made not before, but during or after winter (See Annex 2). Similarly for the coming 2014/2015 winter, NFI distributions have not yet begun. In this respect, the community discussions reported that some members of the community have placed greater emphasis on developing their own solutions to prepare for the winter rather than depending on NFI distributions. However, the discussions indicated that this is not a feasible option for many families who face financial constraints.

The needs for the previous winter and coming winter are presented in Figure 14.¹⁵ The figure indicates that there has been little change in winter needs over the last year, with blankets, heaters, gas cylinders and plastic sheets being the most consistently cited throughout. However, there appears to be slightly more importance placed on heaters for the upcoming winter than winter 2013/2014, as the most commonly cited article of need for the previous winter was a blanket.

¹⁴ UNHCR: Emergency Handbook notes on Shelter

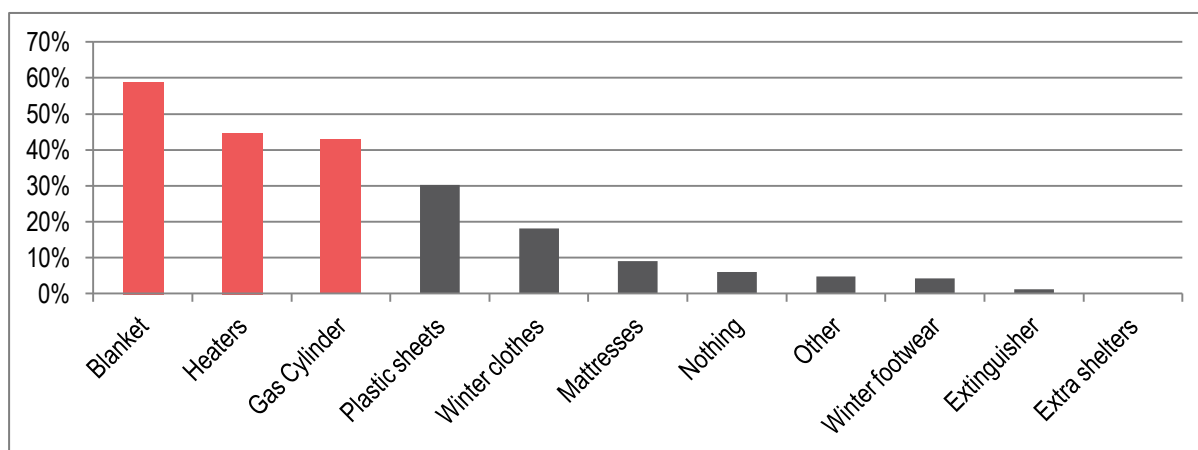
¹⁵ It is important to bear in mind that the ‘last winter’ variable of this graph is a reflection of response frequencies in a multi-options question, whilst the ‘coming winter’ shows the sum of response frequencies for 3 single-option questions of the 1st, 2nd and 3rd most important need for the coming winter.

Figure 14: Needs for winter 2013/2014 and coming winter



Households were asked which items they needed but did not receive in the previous winter. A majority of households present in the camp during the 2013/2014 winter cited that a possession that they did not have but needed was blankets (58.9%). In addition, over 40% reported needing heaters and gas cylinders for winter 2013/2014 (See Figure 14). These findings do not necessarily indicate that households did not receive these items; instead they may reflect issues of quantity, quality and/or the date of distribution. For instance blankets and heaters were not distributed till January 2014 and December 2013, respectively (See Annex 2). Moreover, community discussions post assessment found that some households did not receive blankets as they arrived after the distribution had already finished, and that for those who did receive blankets, poor quality and small size meant that often more than one was needed per person.

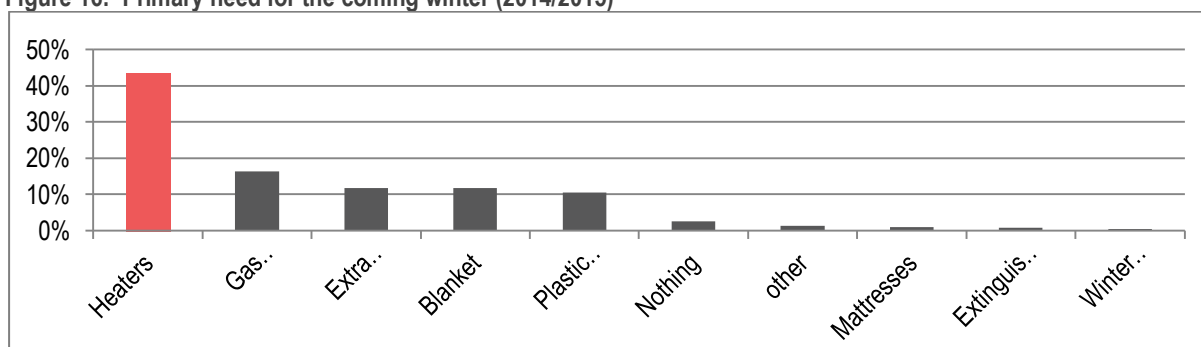
Figure 15: Unmet needs for last winter, December 2013-February 2014¹⁶



In regard to needs for the coming winter, the most frequently cited primary need was heaters at 43.6% (See Figure 15). This finding is congruent with the data from the previous section showing that 44.7% do not own a heater.

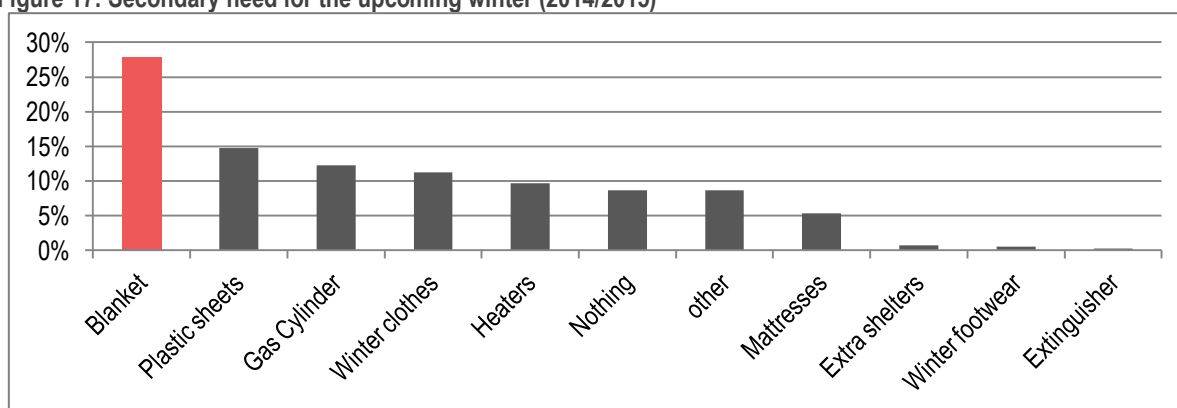
¹⁶ This graph represents the frequency of selection for each item, since respondents often chose multiple items from the list.

Figure 16: Primary need for the coming winter (2014/2015)



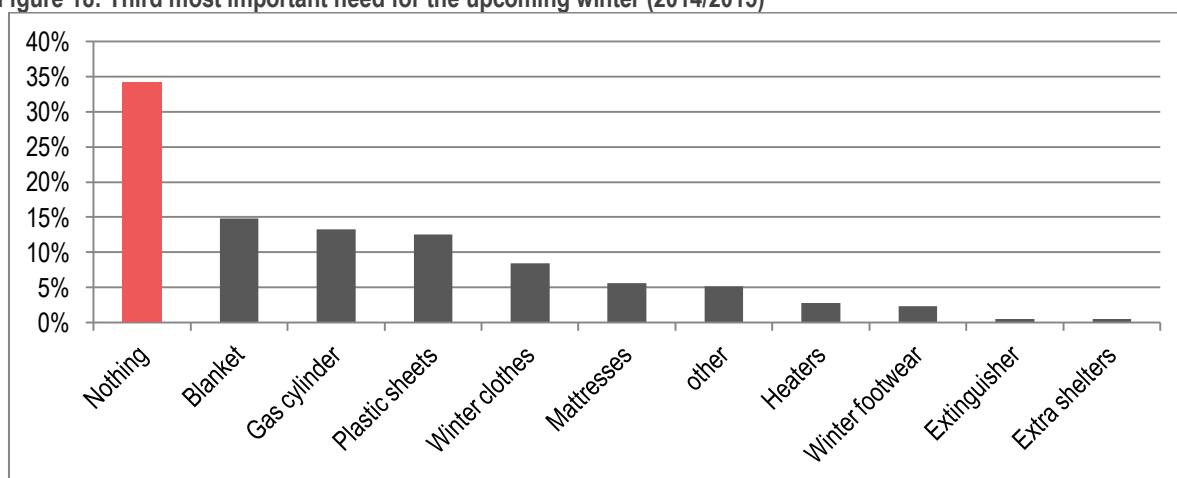
After heaters, blankets were considered the item that households were in most pressing need for the winter 2014/2015 (See Figure 16). This is congruent with the needs for 'last winter' data, which found blankets to be the most commonly cited need.

Figure 17: Secondary need for the upcoming winter (2014/2015)



34.2% of respondents said they did not have a 3rd most important need for the upcoming winter (See Figure 18). Nevertheless, it is important to note that 41.8% and 37.8% of respondents cited plastic sheets and gas cylinders¹⁷ respectively, as either the 1st, 2nd, or 3rd most important need for winter 2014/2015, indicating a lack of these items within the camp. All of the items cited as needs were distributed either during or following winter 2013/2014 (See Annex 2), indicating both a demand for quality and quantity improvement as well as distribution to new comers.

Figure 18: Third most important need for the upcoming winter (2014/2015)



¹⁷ Community discussions indicate that the need for gas cylinders data encompasses the need for gas cylinder refills as well as the need for the actual gas cylinder.

CONCLUSION

This assessment was conducted to gain a greater insight into the needs of Al Za'atari camp for the upcoming 2014/2015 winter. The assessment focused on three key aspects of camp winterisation; shelter, heater ownership and other NFI needs.

Using both retrospective and present day questions it has been possible to observe reoccurring trends and current needs. Moreover, where necessary a district-level analysis was made to allow for differences between districts to be observed.¹⁸ The results of the assessment provide insights to inform a winterisation response by humanitarian actors within the camp.

The assessment shows that within the space of a year there has been a significant increase in the proportion of households with caravans; 57.4% of respondents that lived in the camp during the 2013/2014 winter recalled not having a caravan, whilst the June 2014 REACH Shelter Assessment recorded 72.6% of households as having caravans. Nevertheless, 47.9% of respondents reported that their caravan either had holes/cracks or let in rain, which rendered them unsuitable to withstand the winter weather of 2013/2014. An assessment of the present day physical quality of the shelters indicate that these structural problems continue, with 73.2% of respondents who reported that their shelter was not suitable for the winter, reporting that their shelter has holes/cracks and therefore left them vulnerable to cold, or had a lack of resilience to rain.

The ownership of heaters was also considered a key component of camp winterisation. For the 2013/2014 winter 70.4% of respondents reported having a heater. However, since they are seasonal and transportable they may not remain in the possession of the same household from winter to winter. Indeed, 12.1% of the population who had a heater in winter 2013/2014 had sold it since. Another reoccurring problem with the heaters inside the camp is that they break; 21.5% of the respondents that had a heater last year reported no longer possessing this item, with 40% of these claiming that they disposed of the heater after it broke. Furthermore, 15.9% of respondents who still have the heater they had last year report that the heater does not function. In total, 44.7% of the population do not currently have a heater, 46.5% currently have a functioning heater and 8.8% have a heater that does not function. These results indicate that there is an urgent need to provide heaters to the houses that are without and have heater repair services available before and during winter. In addition to the distribution and repair of heaters, attention needs to be paid to access to gas cylinders, since 47.4% of the respondents who have heaters do not have a gas cylinder.

The need for heaters within the camp is reiterated by the assessment of reported NFI needs ahead of the coming winter, as heaters were most frequently cited as the primary need for the coming winter, as well as being the second most frequently cited need after blankets for the previous winter. In addition to heaters, 58.9% respondents reported not having sufficient blankets the previous winter and 54.3% cited them as the 1st 2nd or 3rd most important need for the coming winter. Further items of reoccurring importance for the winter are gas cylinders and plastic sheets.

In summary, these findings highlight areas of intervention for humanitarian actors to contribute to the winterisation of the camp before mid-November/December. Based on the findings, particular areas of attention should be repair and maintenance of shelters; distribution and repair of heaters; and distribution of gas cylinders, blankets, and plastic sheets. One further need identified as a serious health and safety concern in community discussions, was the reordering and repair of above ground electricity wires before the rainy season.

The findings of this report will be disseminated throughout the camp and presented to relevant working groups to inform their response. All REACH reports and other products are also publicly available through the UNHCR data sharing portal, as well as the REACH Resource Centre.

¹⁸ Please note district level findings should be considered indicative due to small sample size at this level of disaggregation

ANNEX 1: MAP AND REFERENCE LIST OF EMERGENCY SHELTER WITHIN AL ZA'ATARI

Map 1: Emergency Shelters in Al Za'atari Camp for winter 2013/2014



Map 2: Emergency Shelters for winter 2014/2015



Table 1: Map Reference of Emergency Shelter in Al Za'atari Camp for winter 2013/2014

District	Map Ref	Facility Type/Name	Location	Facility Owner	Capacity (individuals)
REG.	REG.	Rub Halls in Registration	Refer to Districts in the first instance	NRC	450
1		DiC D	District 1 - 1st	SCI	50
2	C	CFC C (<i>Back-up only</i>)	District 2 - 2nd	SCI	100
3		CFC E	District 3 - 1st	SCI	100
3	V	UN Women. Oasis Centre (<i>Back-up</i>)	District 3 - 2nd	UNWomen	30
4 (border 3)		CFC G	District 4 - 1st	SCI	100
4		YEC	District 4 - 1st	IMC	12
4	T	JEN Communal Tent (<i>Back-up only</i>)	District 4 - 2nd	JEN	12
5		CFC Q	District 5 - 1st	SCI	100
5		IMC Caravans (2)	District 5 - 1st	IMC	30
5	S	UN Women / Oasis (<i>Back-up only</i>)	District 5 - 2nd	UNWomen	20
6	N	CFC N (<i>Back-up only</i>)	District 6 - 2nd	SCI	100
6	R	YEC (<i>Back-up only</i>)	District 6 - 3rd	IMC	12
7		CFC J	District 7 - 1st	SCI	50
8	R	CFS R (under construction, back up only)	District 8 - 1st	SCI	100
9		CFC I	District 9 - 1st	SCI	100
10		CFC H	District 10 - 1st	SCI	100
10	S	YEC (<i>Back-up only</i>)	District 10 - 3rd	IMC	12
10	T	YEC (<i>Back-up only</i>)	District 10 - 4th	IMC	12
11		CFC K	District 11 - 1st	SCI	100
12		CFC L	District 12- 1st	SCI	100
12	U	YEC (<i>Back-up only</i>)	District 12 - 2nd	IMC	12

ANNEX 2: NFI DISTRIBUTION

Table 2: NFI Distributions – provided by Al Za'atari NFI Working Group

Item	Organisation	Quantity	Date	Notes
Heaters	NRC	23,127	Dec'13 15.12.2013 to 26.12.2013 Mar'14 (new arrivals) 2.3.2014	1 heater per family
Gas Cylinders	NRC	3,245	-	-
Blankets (Heavy)	SNC	39,324	Jan'14 18.1.2014 to 30.1.2014	Based on family size, to 21,064 families
Winter Jackets	World Vision	26,493	Feb'14 1.1.2014 to 15.1.2014	For children 2-10yrs
Winter Shirts	SNC	43,146	Feb'14 12.2.2014 to 26.2.2014	Based on family size, to 18,118 families
Winter Clothes Kits	SNC	48,765	Feb'2014 12.2.2014 to 26.2.2014	Based on family size, to 18,949 families
Winter Boots	ACTED	28,000	Mar'14 2.3.2014 to 16.3.2014	Based on family size, to 20,197 families
Sweaters	LWF	33,489	Mar'14-Apr'14 18.3.2014 to 1.4.2014	Based on family size, to 16,800 families

ANNEX 3: RAPID WINTERISATION ASSESSMENT QUESTIONNAIRE IN ENGLISH

GPS location

District Number

Respondent man or woman

Where were you in the last winter?

Camp / Host community / Syria

Questions below only for those who stated they were in the Camp last year:

Did you have a caravan, during the winter (Dec-Feb) last year? Yes / No

If yes, was the physical structure of your caravan suitable for the winter? Yes / No

If no, why?

It is a tent

Does not protect from cold

Does not protect from rain

The shelter has holes and cracks

Health and Safety hazards (such as fire risk from heater, etc)

Poor ventilation

Other, please specify

Did you have a heater during the winter (Dec-Feb) last year? Yes / No

If yes, do you still have the heater? Yes / No

If no to question 3a), what happened to the heater?

Sold it /

Exchanged it

Lent it

It broke

Gave it away (to friends, family or another person)

Other, please specify

If yes to question 3a, is it still functioning?

Yes / No

If yes to above, do you have a gas cylinder to fill it?

Yes / No

It is an electric heater – no need for gas

Did you experience any flooding in your shelter (tent or caravan) last winter (Dec-Feb)? Yes / No

If yes to above, what did you do?

Stayed in the shelter (addressed flooding through own means)

Went to another tent or caravan in the camp

Went to stay with family or friends outside the camp

Went to stay in a place provided by NGOs

Went to stay in a school

Other, please specify

What were the most important things you needed to cope with the winter which you did not have last year? (tick all applicable)

Heaters

Blanket

Extra shelters

Winter clothes

Winter footwear

Mattresses

Plastic sheets

Extinguisher

Nothing

Other, please specify

(For all respondents-those who were in Syria, in the camp and in HC last year)

Do you think that your current shelter is suitable for the winter (Dec-Feb)? Yes / No

a) If No, Why

It is a tent

Does not protect from cold

Does not protect from rain

The shelter has holes and cracks

Health and Safety hazards (such as fire risk from heater, poor ventilation etc)

Other, please specify

What is the first important thing you need *this year* for the winter which you do not currently have?

Heaters

Blanket

Extra shelters

Winter clothes

Winter footwear

Mattresses

Plastic sheets

Extinguisher

Nothing

Other, please specify

What is the second important thing you need *this year* for the winter which you do not currently have?

Heaters

Blanket

Extra shelters

Winter clothes

Winter footwear

Mattresses

Plastic sheets

Extinguisher

Nothing

Other, please specify

What is the third important thing you need *this year* for the winter which you do not currently have?

Heaters

Blanket

Extra shelters

Winter clothes

Winter footwear

Mattresses

Plastic sheets

Extinguisher

Nothing

Other, please specify