



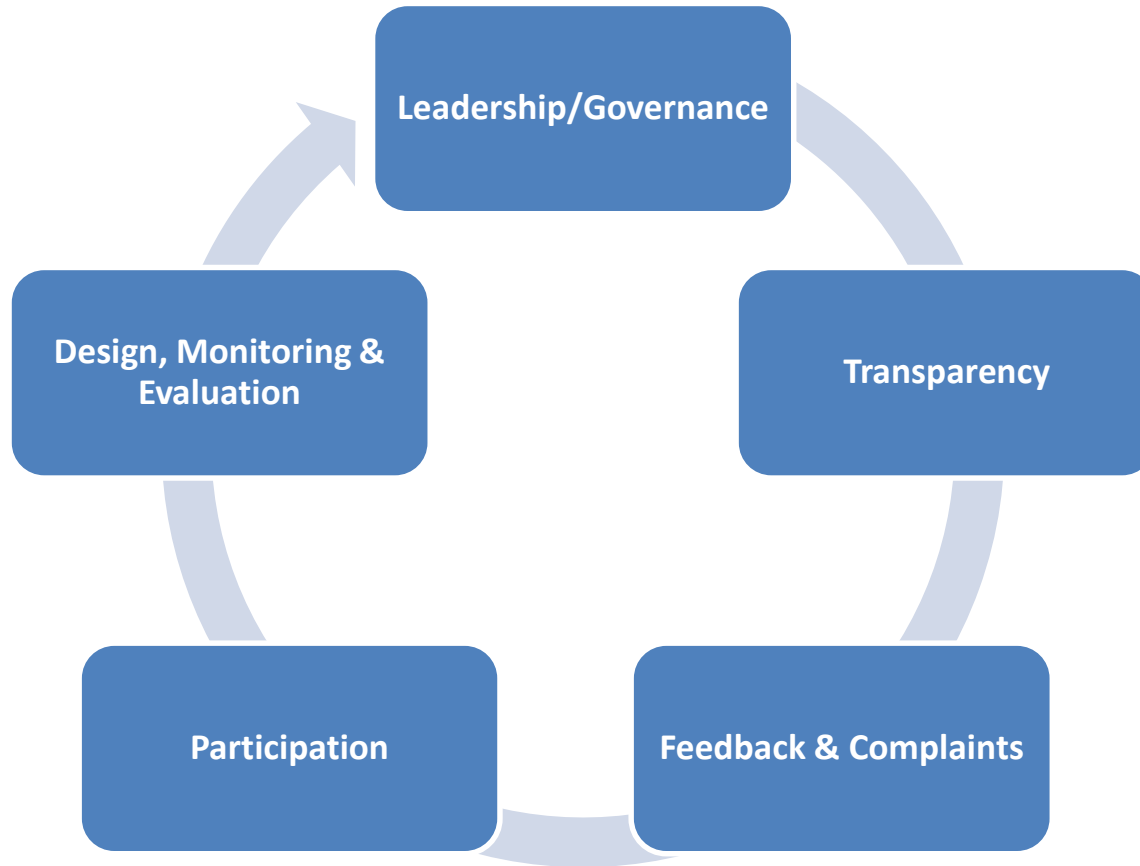
Accountability to affected people: Syrian Refugees Camps in Jordan

AAP

...is an active commitment by humanitarian workers to **use power responsibly** by taking account of, giving account to, and being held to account by the **people humanitarian organisations seek to assist.**

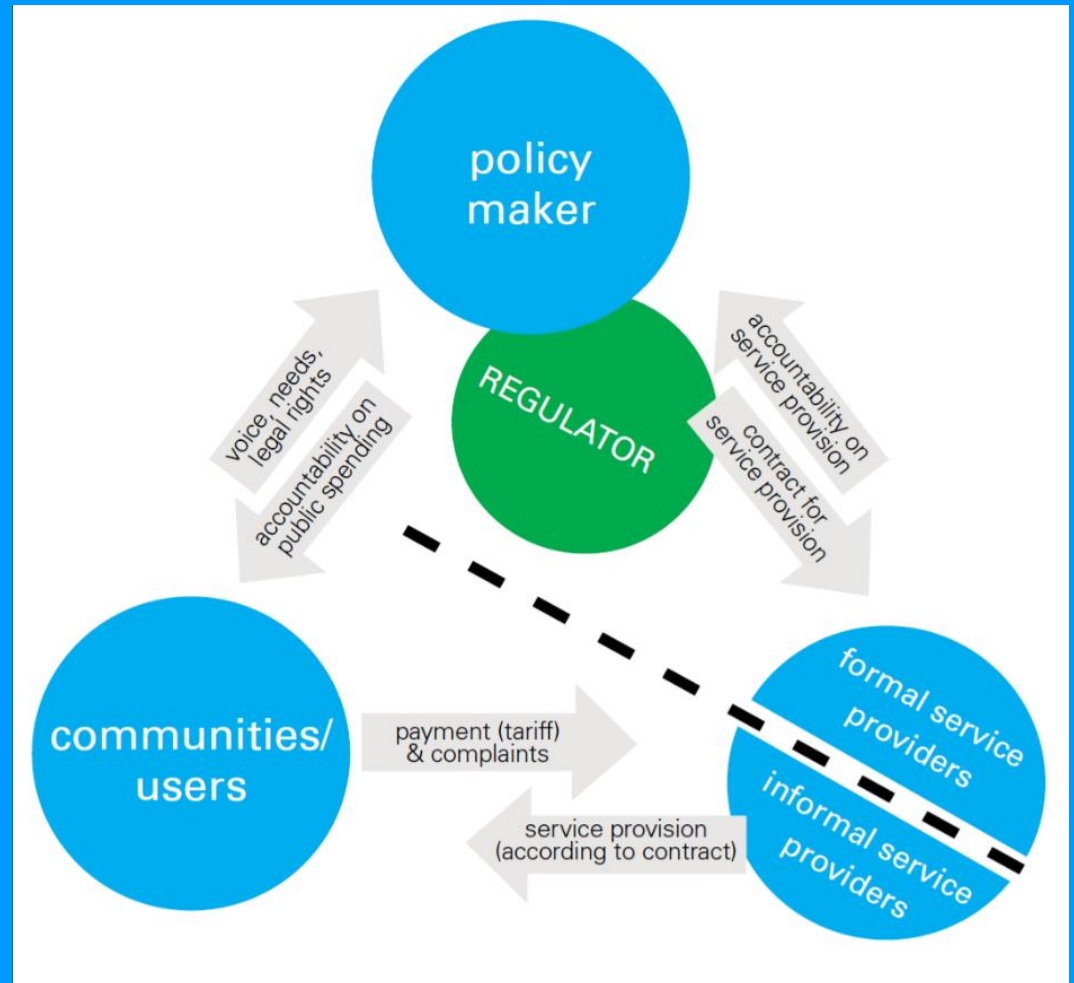
AAP = Accountability to Affected People

IASC 5 Core Commitments to Accountability



Water Delivery Model in Jordan

- Jordan is the 2nd water scarce country worldwide.
- Formal service provider delivers water around once a week.
- Private Sector contributes a key role.



Water Delivery Model in Syria; Pre-Crises

- **The state is the service provider.**
- **Private sector and informal providers non-existent.**
- **Regulatory function non-existent.**
- **State maintains weak accountability/complaint mechanism.**



The Syria Crises

In Syria

- Gradual collapse of the sector
- Gradual brain drain
- Refugees; 6 million
- IDPs; upto 4 million
- Energy crises

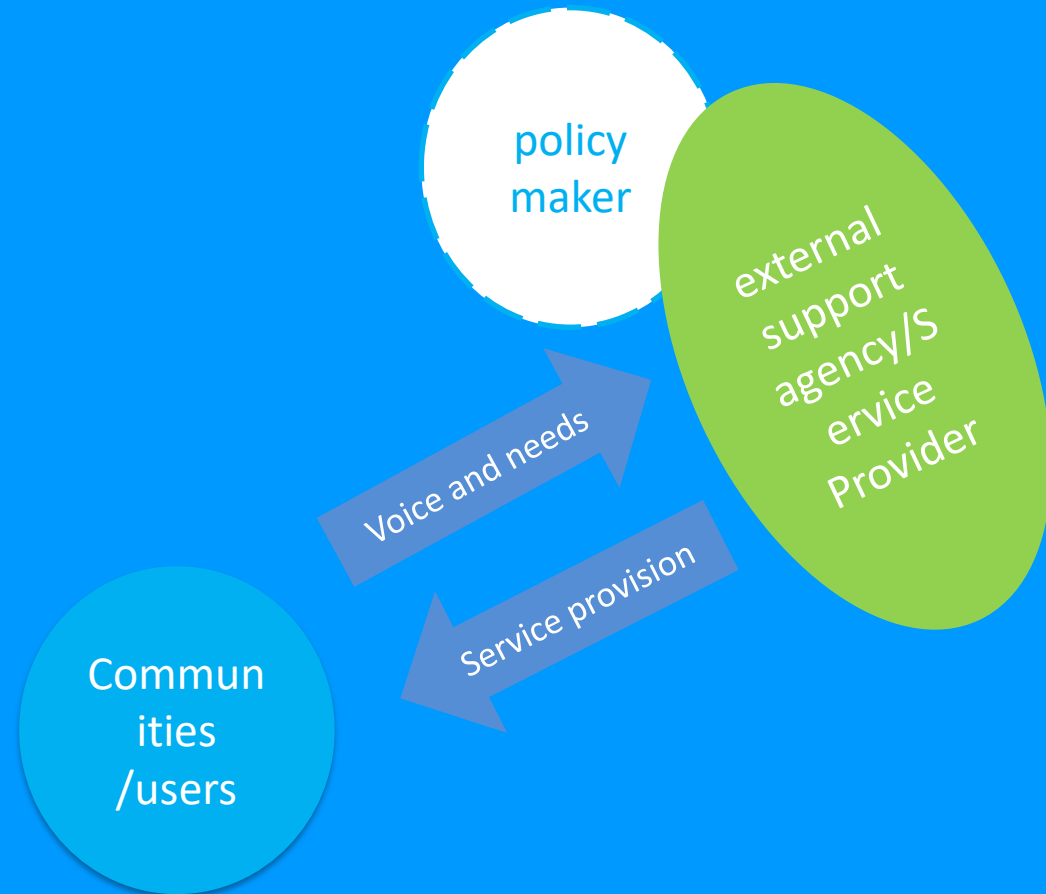
In Jordan

- 1.5 million refugees
- Establishment of 2 camps, later 4
- Over 700,000 refugees in camps

Impact of the Crises on Jordan

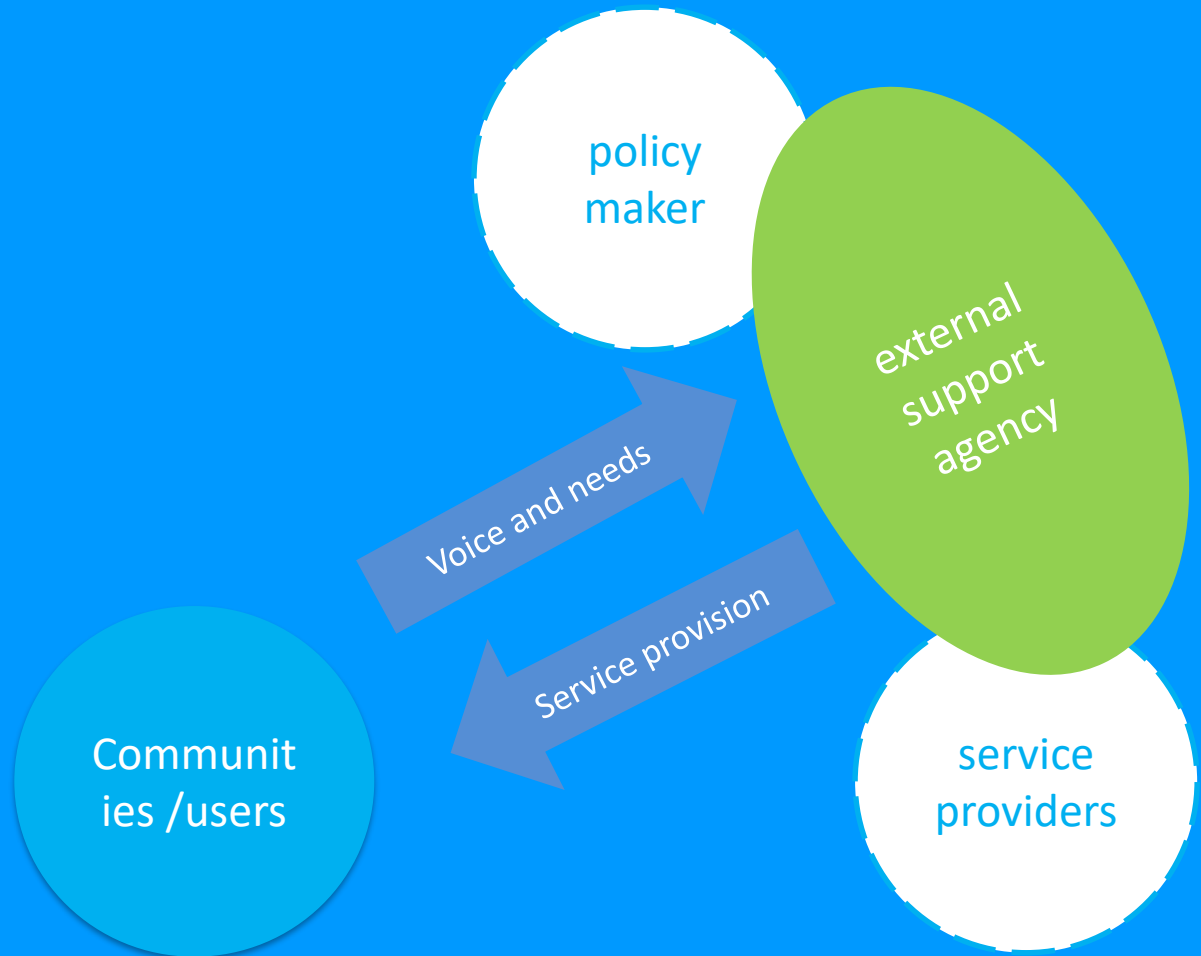
Influx of refugees to host communities and camps in Jordan

- Service provision model maintained for host communities.
- New model established in refugee camps
- Private sector role increased.
- Overall decline in service level in host communities.



Impact of the Crises on Syria

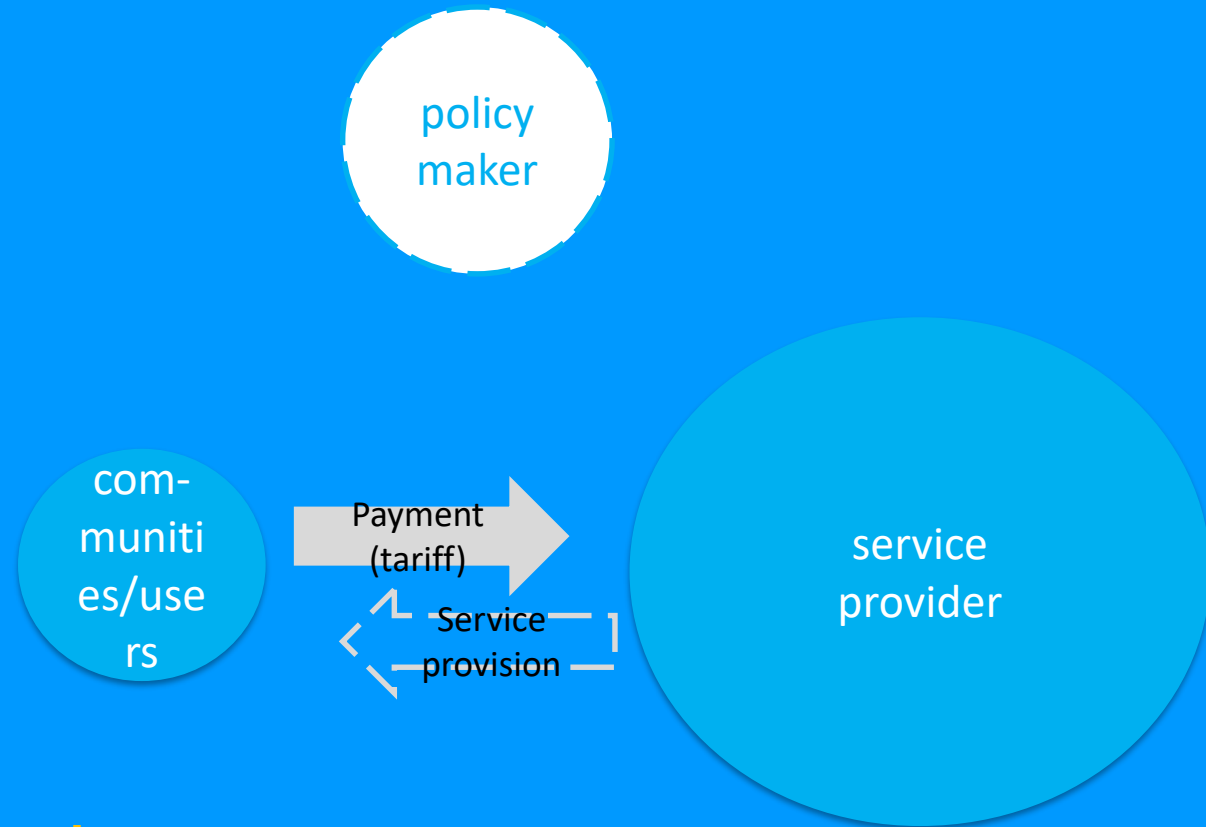
- **Mixed models**
- **Pre-crisis model maintained in certain areas.**
- **2 additional model adopted**



**Accountability in emergencies-
direct service provision**

Impact of the Crises on Syria (Cont'd)

- **Mixed models**
- **Pre-crisis model maintained in certain areas.**
- **2 additional model adopted**



Accountability in emergencies – unregulated market model

Basic data on Syrian refugees camps in Jordan

Camp	Za'atari Camp	Azraq Camp
Location	Mafrqa Governorate	Zarqa Governorate
Surface Area	5.3 Km ²	14.7 km ²
Population	80,146 people	Approx. 36,000 people
Total No. of WASH Partners	3 (ACTED, Oxfam and JEN)	2 (ACF and ACTED)

The five commitments and community engagement activities

Needs Assessments

- Assessment included a representative sample of the population and data was disaggregated
- Open questions used, such as “what are your preferred means of delivery” (in-kind, vouchers, cash)
- Questions on information needs were included

Design

- Consultation with respective clusters and partners
- Agreed cluster standards strictly followed
- Design based on findings of needs assessments and disaggregated data
- Included how to gather and respond to feedback and provide info

Implementation and monitoring

- Communication with communities agreed
- Consultations with community maintained
- Outline on how plans will be adapted to address community feedback
- Feedback and complaint mechanism established

Monitoring

- Monitoring of adequacy of response (safety and equity)
- Monitoring the affected population’s perception of response, adequacy of information provided and engagement

From vision to action

Implementation and Monitoring Activities in Za'atari and Azraq Camps

- Regular formal camp consultations with refugees' representatives (community meetings – cross sectoral),
- Roving patrols of UNICEF/UNOPS staff to collect feedback on the services provided,
- Third party monitoring (water access, water taste, etc),
- Bi-monthly camp coordination meetings (UNHCR's feedback shared with all sectors),
- Feedback through post-distribution monitoring,
- Hotline operation (water and desludging services),
- Post-implementation feedback, and
- KAP and CCFA



Monitoring through Complaint Mechanisms in Azraq and Za'atari

- Desludging and Water delivery Hotlines established with KPIs on response time (within 24 hours) and customer satisfaction
- Penalty system established in the desludging contract for Complaints not addressed
- Roving patrols to collect feedback on the water taste (staff drank water from tapstands)

Monitoring WASH services in Za'atari camp

- App developed to monitor water tanker offloading locations and quantities to check daily water deliveries
- WASH Uber (for Waste) application developed and applied for prioritising septic tanks and service tracking



From vision to action

Monitoring Trends Evident in the Perception of key WASH Services in Za'atari and Azraq.

- KAP survey conducted in Za'atari in December 2015 and in Azraq in January 2016,
- KAP survey conducted in Za'atari and Azraq in 2017, results compared to earlier KAPs and trends analyzed,
- CCFA (Comprehensive Child Focussed Assessment) undertaken in 2015 in Za'atari and Azraq, and in February 2017 in Azraq.

From vision to action

Corrective Actions for WASH Services in Za'atari and Azraq

Za'Atari Camp:

- Construction of a wastewater network and household facilities to address complaints over the communal WASH blocks
- Construction of a water network to reduce the inequity associated with water trucking

Azraq Camp:

- Redesign of the water network to reduce tapstand distances and equalize water pressure
- Piloting of a greywater network due to complaints about lack of Household bathing options

The Way Forward

In Jordan

- Supporting GoJ on water scarcity agenda.
- Supporting GoJ on strengthening service delivery model for ensuring regulatory functions maintains equal distances from the 3 poles

In Syria

- Working with local institutions on sector policies for introducing service delivery models; establishment of regulators, establishing accountability frameworks, etc
- Working with local institutions in de-escalation zones and elsewhere for instituting service delivery model as deemed possible together with assigning roles and responsibilities

unicef 

for every child

Thank You