# 1. Executive Summary

<table>
<thead>
<tr>
<th>Country of intervention</th>
<th>Jordan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Emergency</td>
<td>□ Natural disaster</td>
</tr>
<tr>
<td>Type of Crisis</td>
<td>□ Sudden onset</td>
</tr>
<tr>
<td>Mandating Body/Agency</td>
<td>Vulnerable Out-Of-Reach Communities (VOC) Working Group</td>
</tr>
<tr>
<td>Project Code</td>
<td>13iAJF 0S6</td>
</tr>
<tr>
<td>Overall Research Timeframe (from research design to final outputs / M&amp;E)</td>
<td>28/04/2019 to 31/03/2020</td>
</tr>
</tbody>
</table>

### Research Timeframe

Add planned deadlines (for first cycle if more than 1)

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Start collect data: 04/12/2019</td>
<td>5. Preliminary presentation: 9/03/2020</td>
</tr>
<tr>
<td>2. Data collected: 26/02/2020</td>
<td>6. Outputs sent for validation: 17/03/2020</td>
</tr>
<tr>
<td>3. Data analysed: 9/03/2020</td>
<td>7. Outputs published: 30/03/2020</td>
</tr>
</tbody>
</table>

### Number of assessments

<table>
<thead>
<tr>
<th>X</th>
<th>Single assessment (one cycle)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>□</th>
<th>Multi assessment (more than one cycle)</th>
</tr>
</thead>
</table>

### Humanitarian milestones

Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>x Donor plan/strategy (UNICEF, ILO, WFP, DFID, Swiss Agency for Development and Cooperation)</td>
<td>31/03/2020</td>
</tr>
<tr>
<td>□ Inter-cluster plan/strategy</td>
<td>_ _ _ _ _ _ _ _ _ _ _ _</td>
</tr>
<tr>
<td>□ Cluster plan/strategy</td>
<td>_ _ _ _ _ _ _ _ _ _ _ _</td>
</tr>
<tr>
<td>x NGO platform plan/strategy (VOC WG, JIF)</td>
<td>31/03/2020</td>
</tr>
<tr>
<td>□ Other (Specify):</td>
<td>_ _ _ _ _ _ _ _ _ _ _ _</td>
</tr>
</tbody>
</table>

### Audience type

Dissemination

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1 Vulnerable out-of-reach communities (VOC) may be defined as "residential areas where 1) inhabitants have no security of tenure vis-à-vis the land or dwellings they inhabit, with modalities ranging from squatting to informal rental housing, 2) the neighbourhoods usually lack, or are cut off from, basic services and city infrastructure and 3) the housing may not comply with current planning and building regulations, and is often situated in geographically and environmentally hazardous areas." UN Habitat, 2015.
**General Objective**

Inform actors\(^2\) response and programming for VOCs inhabited by refugees and migrants from Syria or other countries (i.e. excluding Jordanians) by assessing and analysing current needs, movements, intentions, and demographic characteristics of such communities.

**Specific Objective(s)**

- Identify current locations of VOC in Jordan and demographics of these communities
- Detect gaps in service provision and identify priority needs of the population living in VOC in Jordan, across multiple sectors such as shelter, health, protection, education, food security, education, and water, sanitation and hygiene (WASH)
- Assess current livelihoods opportunities and income generating activities amongst VOC residents, particularly as they intersect with protection concerns and education access among children
- Understand movement patterns of these communities as well as intentions of VOC households for future movement
- Understand the interaction and connection of VOC with other VOC, external actors and local host communities

**Research Questions**

1) Where are vulnerable out-of-reach communities (VOC) located in Jordan, and what are the demographic characteristics of these communities?
   - What are the key defining characteristics of VOC settlements in terms of population size, geographical location, and underlying needs of the population?
   - What are the demographic characteristics of VOC households?

2) What are the priority needs of VOC within various sectors?
   - Livelihoods
   - Shelter
   - WASH
   - Health
   - Food security
   - Education
   - Protection

3) What are the patterns of movement and intentions among VOC?
   - What are the patterns of movement among VOC and what are the reasons for movements?
   - What are the intentions for future movement and what are the reasons for movement intentions?

\(^2\) Including ACTED, UNICEF, INTERSOS, DRC, ILO, WFP
4) What is the state of social well-being and cohesion among VOC with external actors, such as NGOs, municipalities and other VOC?
   a) How often and about which topics do VOC communicate with external actors?
   b) How often and about which topics do VOC households interact with local host communities?
   c) What is the level of trust and tension between VOC and local host communities?

**Geographic Coverage**
All 12 governorates in Jordan

**Secondary data sources**
UN Habitat III Issue Papers, October 2015

**Population(s)**
Select all that apply

- [ ] IDPs in camp
- [ ] IDPs in host communities
- [ ] IDPs in informal sites
- [ ] Refugees in camp
- [ ] Refugees in host communities
- [ ] Refugees in informal sites
- [ ] Host communities
- [ ] [Other, Specify]

**Stratification**
Select type(s) and enter number of strata

- [ ] Geographical #: [ ] Population size per strata is known?
  - Yes
  - No
- [ ] Group #: [ ] Population size per strata is known?
  - Yes
  - No
- [ ] [Other Specify] #: [ ] Population size per strata is known?
  - Yes
  - No

**Data collection tool(s)**

- x Structured (Quantitative)
- x Semi-structured (Qualitative)

**Structured data collection tool # 1**
Household Census
Select sampling and data collection method and specify target # interviews

- [ ] Purposive
- [ ] Probability / Simple random
- [ ] Probability / Stratified simple random
- [ ] Probability / Cluster sampling
- [ ] Probability / Stratified cluster sampling
- x Other : Census

**Structured data collection tool # 2**
Settlement leader KII
Select sampling and data collection method and specify target # interviews **If more than 2 structured tools please duplicate this row and complete for each tool.**

- x Purposive
- [ ] Probability / Simple random
- [ ] Probability / Stratified simple random
- [ ] Probability / Cluster sampling
- [ ] Probability / Stratified cluster sampling
- [ ] [Other, Specify]

**Structured data collection tool # 3**
Women representative KII
Select sampling and data collection method and specify target # interviews

- x Purposive
- [ ] Probability / Simple random
- [ ] Probability / Stratified simple random
- [ ] Probability / Cluster sampling
- [ ] Probability / Stratified cluster sampling
- [ ] [Other, Specify]

**Data collection method**

- [ ] Key informant interview (Target #:)
- [ ] Group discussion (Target #:)
- x Household interview (Target #:): 2038
- [ ] Individual interview (Target #:)
- [ ] Direct observations (Target #:)
- [ ] [Other, Specify] (Target #:)

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3 The last VOC assessment conducted by REACH (August 2014) found that there were 1853 households and 125 VOC (comprised of four tents or more) where Syrian refugees lived throughout the whole of Jordan. The new assessment will cover both Syrian and other nationalities. Number of VOC for other nationalities are estimated to be around 10 per cent of Syrian VOC.

4 The above-mentioned assessment from 2014 was used to estimate the number of VOC for this upcoming assessment. One settlement leader and one women representative for each VOC will be interviewed.
2. Rationale

2.1. Rationale

Vulnerable out-of-reach communities (VOC) are found throughout Jordan and are home to various communities, including Syrian refugees. Those living in these settlements either choose to do so, or live in them out of necessity as they often unable to afford more established urban areas. Such communities are considered to represent a highly vulnerable population group. The informal nature of these settlements means that access to shelter, food, water, sanitation, health, education, and other essential services is not officially established and often intermittent. The population living in VOC often fall outside the relief response targeting communities staying in formally managed camps and within host communities.

Over 2013-2014, REACH, in partnership with UNICEF, conducted various multi-sector needs assessments in Syrian VOC. The most recent assessment, carried out by REACH in August 2014, found that Syrian VOC in the north of the country suffered a range of specific vulnerabilities around accessing basic services, particularly in education and health, as well as water and sanitation infrastructure. This last VOC assessment by REACH / UNICEF found that there were 10,537 Syrian refugees living in 125 VOC (comprised of four tents or more) throughout the whole of Jordan. Some main highlights are noted below, all in reference to the above mentioned assessment report (REACH assessment - Syrian refugees staying in vulnerable out-of-reach communities in Jordan multi sector assessment report, August 2014)

- “Specific protection risks were compounded by VOC’s effectively non-existent land and labour rights, the lack of official cost-recovery mechanisms for the utilisation of municipal services, as well as minimal social protection under the law.”
- “The vast majority (78%) of Syrian refugees in VOCs were minors (8,219 individuals below 18 years old) and a third (32.4%) were children under the age of 12 (3,414 individuals). Only 3.5% of the school-aged VOC population was reported as attending school at the time of the assessment. A quarter (25%) of at-risk minors aged 0-59 months were reported by heads of households as not vaccinated against polio by heads of households.”
- “Water and sanitation infrastructure and service provision was found to be severely inadequate across all assessed settlements. A total of 23 VOC hosting a total of 784 people had no access to either private or communal latrine infrastructure within the settlement.”
- “Food insecurity remain[ed] widespread across all VOCs. A high proportion (78.2%) of assessed households identified WFP assistance as the primary source of food. Over a third (38.7%) of households were identified as vulnerable to food insecurity, whilst a fifth (20.3%) were food insecure.”

Since then, the context in Jordan has changed considerably, potentially affecting both the needs and opportunities. Increased numbers of Syrian refugees living outside the camp environment and the subsequent pressure on resources have increased the need to further understand the specific challenges for VOC. Despite a small number of actors providing support to these communities, programming faces obstacles due to the highly mobile nature of VOC. As such, current data on the needs, movements, intentions, and demographics of VOC is essential for relevant and effective programming. Given that the last update was conducted in August 2014, an update on the current status of VOC is critical. Providing this updated information will ensure that humanitarian organizations have a better understanding of the VOC and will enable such organizations to provide (further) assistance to VOC. Also, any programming related to support for VOC will be more cost-effective, since the assessment will provide information, including demographic characteristics, sector-specific needs and so on regarding the population within each VOC.

3. Methodology

3.1. Methodology Overview
The assessment will include a mixed methods approach with both qualitative and quantitative components. Data collection will occur over the course of two and a half months, with an additional two-week buffer period. It will include refugees and migrants from Syria or other countries (excluding Jordanians), who reside in VOC. Settlements of four tents and above will be included in the assessment. In each identified settlement, two key informant interviews (one with the settlement leader and one with a women’s representative) and household surveys with all available households will be conducted.

3.2. Population of Interest
The population of interest will consist of refugees and migrants from Syria or other countries (excluding Jordanians) living in vulnerable out-of-reach communities. The total population meeting these criteria is currently unknown and will be determined through the assessment.

3.3. Secondary Data Review
The following sources will be used to inform the methodology and questionnaires for the current assessment:
- UN Habitat III Issue Papers, October 2015

3.4. Primary Data Collection
Given the duration of time since the previous VOC profiling, and the remote location of many of these settlements, data collection is expected to take two and a half months, with an additional two-week buffer period.

To identify VOC, field teams will be deployed throughout Jordan, starting from the north and ending in the south covering all of the country (all 12 governorates). Data collection will be conducted at the sub-district level, meaning each sub district will be scoped by field teams to identify VOC. The scoping will be done by driving in every main road and side road in each sub-district. Visual detection from these roads will enable VOC identification only to a certain extent, leading to a risk of exclusion. For that reason, several other measures will be taken to ensure that VOCs can be detected, as outlined below. These measures are complementary to each other. The teams will not select some methods and skip others: all methods will be used together.
First of all, each identified and surveyed settlement will be asked to provide information for other settlements, thus facilitating VOC identification through a snowballing approach.

As a second method, field teams will identify and coordinate with members of local communities to learn about VOC locations in a given sub-district. These two methods will be used to guide the teams to settlements that could otherwise be difficult to detect. However, if the insight suggests to skip an area (due to a verbally-suggested lack of VOC), the teams will still use the other methods mentioned below and will continue scoping to make sure they cover each sub-district appropriately as planned.

In addition, geographical information systems (GIS) will be used to provide the field teams with high-altitude points in each sub-district. Using these points, the teams will be able to locate and reach elevations (mountains, hills etc.) in order to observe a vast landscape and detect VOC in the area. For this method, field teams will need to go off-road to reach high-altitude points.

As a fourth method, field teams will be provided with locations (GPS coordinates) where VOC may be expected. These locations will be derived from the dataset of earlier assessments that located VOCs, as well as night-light imagery and green landscape identification. The night-light imagery allows us to distinguish areas based on intensity of night-time lighting. It will be used to understand which areas are urban settings, which are empty land and which are populated densely enough to possibly host a VOC settlement. Besides, satellite imagery will be used to capture green landscapes, which are likely to be agricultural lands. These will be used to locate VOC because previous assessments indicate that VOC tend to settle around agricultural areas and generate income through seasonal labour. The fourth method mentioned above (using historic presence of VOC, along with night-light imagery and green landscape) also helped identify 19 sub-districts that have high potential to host VOC settlements. These 19 sub-districts are expected to host 4 or more settlements. Field teams will pay particular attention in these sub-districts and will drive off-road to scope with more scrutiny.

As a fifth method, with technical support from the Geographic Information System (GIS) Officer, a tracking tool will be used to capture the route taken by the field teams. This tool works as a mobile application and will be installed in devices used by each field team. The teams will turn on the application at the beginning of each working day and their movement will be recorded. This will enable the Field Manager to oversee which parts of a sub-district has been covered and which parts have been left out. Looking at the route at a sub-district level, the Field Manager will be able to re-direct field teams to any sub-district where large areas have not been covered.

It is important to note that despite these measures, there is still chance that the scoping may miss some of the population of interest – especially those living far from main and side-roads, in areas that are not captured by the methods mentioned above. This will remain a limitation of this methodology.

Instead of site mapping as a separate exercise, the field teams will conduct data collection as soon as VOC locations are identified. This method is preferred because the target population is known to have a high rate of mobility and it is possible that they move from a pre-identified site by the time site mapping is finished and data collection starts.

Key informant interviews (KII) will be conducted with the sharweish of each VOC, or the settlement leader for non-Syrian refugee settlements, at the same time as household interviews are conducted. Among Syrian VOC, each settlement has a sharweish (a settlement leader) who is responsible for households in the settlement, and for communicating with external actors. KII with the settlement leaders are intended to provide more information on settlement level patterns, such as movement, land tenure, and relations with the surrounding community.

In addition, settlement leaders will be asked to introduce women representatives for the VOC. One women representative for each VOC will be interviewed to gather information, on which women may have a more informed perspective, such as protection, maternal health and education. The same question set will be used for the settlement leaders and the women representative, in order to triangulate results and to detect any variations of insight depending on the gender of respondents who are in representative roles.
While the KIIs are conducted, other enumerators will visit households and conduct household interviews. For household interviews, heads of households will be identified and will be asked to participate in the interview. If the head of household is not available, an adult member of the household who is present and knowledgeable about the affairs of the household will be asked to participate in the interview.

The VOC assessment will look at needs of the population across the following sectors: shelter, health, protection, education, food security, education, and water, sanitation and hygiene (WASH) and livelihoods. Questions and indicators for these components will be drawn from relevant previous assessments, informed by SPHERE standards, and with inputs from specific sectors and actors to tailor them to the current context. Protection and gender will form a crosscutting issue throughout the assessment – thus the impact of vulnerabilities in other sectors and their impact on protection and gender will form a key area of interest.

Before data collection, enumerators will trained to make sure they have a good understanding of the methodology and the tools that will be used. They will also be informed about humanitarian standards and security information related to data collection among other subjects. A pilot of data collection will be done after the training to make sure the enumerators are able to effectively use the tools and also to make sure the tools are appropriate for the assessment. During the piloting, feedback from the enumerators and respondents will be used to review and finalize the tools.

3.5. Data Processing & Analysis

The household interviews and the key informant interviews will be conducted using the KOBO toolbox. A daily review of data will be conducted to identify any errors in data collection and to re-code entries if needed. In particular, answers that are taken with text entries will be checked for any possible data entry mistakes. Also, answers with numerical values will be checked to identify any outliers and anomalies. In addition, durations of surveys will be checked to mark potential data falsification. Any enumerator patterns (e.g. if exact same responses are being provided across multiple surveys) will also be noted. As another standard, logic checks will be conducted, for example to identify if responses to two complimentary questions are contradicting each other.

Enumerators will be contacted to review these values to confirm the validity of data. Upon completion of data collection, final data cleaning will be conducted and entries will be translated. Data will then be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS.

4. Roles and responsibilities

Table 3: Description of roles and responsibilities

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Responsible</th>
<th>Accountable</th>
<th>Consulted</th>
<th>Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research design</td>
<td>Assessment officer</td>
<td>Country coordinator</td>
<td>Country coordinator, UNICEF, ILO, WFP, DFID, HQ research design &amp; data unit</td>
<td>SDC</td>
</tr>
<tr>
<td>Supervising data collection</td>
<td>Senior field manager</td>
<td>Senior field manager</td>
<td>Assessment officer</td>
<td>Country coordinator</td>
</tr>
<tr>
<td>Data processing (checking, cleaning)</td>
<td>Assessment officer</td>
<td>Assessment officer</td>
<td>Database officer, HQ research design &amp; data unit</td>
<td>Country coordinator</td>
</tr>
<tr>
<td>Category</td>
<td>Role</td>
<td>Department</td>
<td>Donors</td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------------------------</td>
<td>---------------------------------</td>
<td>-----------------</td>
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</tr>
<tr>
<td>Data analysis</td>
<td>Assessment officer</td>
<td>HQ research design &amp; data unit</td>
<td>Country coordinator</td>
<td></td>
</tr>
<tr>
<td>Output production</td>
<td>Assessment officer</td>
<td>Country coordinator, HQ reporting unit</td>
<td>Donors</td>
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<tr>
<td>Dissemination</td>
<td>Assessment officer</td>
<td>Country coordinator</td>
<td>HQ reporting unit</td>
<td>Donors</td>
</tr>
<tr>
<td>Monitoring &amp; evaluation</td>
<td>Assessment officer</td>
<td>Country coordinator</td>
<td>HQ research design &amp; data unit</td>
<td>Donors</td>
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<tr>
<td>Lessons learned</td>
<td>Assessment officer</td>
<td>Country coordinator</td>
<td>Senior field manager</td>
<td>HQ, Donors</td>
</tr>
</tbody>
</table>
5. Data Analysis Plan

The Excel file, which has the questions for household and key informant interviews is available on the REACH Repository via this link.
6. Data Management Plan

This information is available upon request.
# 6. Monitoring & Evaluation Plan

<table>
<thead>
<tr>
<th>IMPACT Objective</th>
<th>External M&amp;E Indicator</th>
<th>Internal M&amp;E Indicator</th>
<th>Focal point</th>
<th>Tool</th>
<th>Will indicator be tracked?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Humanitarian stakeholders are accessing IMPACT products</strong></td>
<td>Number of humanitarian organisations accessing IMPACT services/products</td>
<td># of downloads of x product from Resource Center</td>
<td>Country request to HQ</td>
<td>User_log</td>
<td>x Yes</td>
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<tr>
<td></td>
<td></td>
<td># of downloads of x product from Relief Web</td>
<td></td>
<td></td>
<td>x Yes</td>
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<tr>
<td></td>
<td></td>
<td># of downloads of x product from Country level platforms</td>
<td>Country request to HQ</td>
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<td>□ Yes</td>
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<td># of page clicks on x product from REACH global newsletter</td>
<td>Country request to HQ</td>
<td></td>
<td>□ Yes</td>
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<td></td>
<td></td>
<td># of page clicks on x product from country newsletter, sending Blue, bit.ly</td>
<td>Country team</td>
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<td>x Yes</td>
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<td></td>
<td></td>
<td># of visits to x webmap/x dashboard</td>
<td>Country request to HQ</td>
<td></td>
<td>□ Yes</td>
</tr>
<tr>
<td><strong>IMPACT activities contribute to better program implementation and coordination of the humanitarian response</strong></td>
<td>Number of humanitarian organisations utilizing IMPACT services/products</td>
<td># references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)</td>
<td>Country team</td>
<td>Reference log</td>
<td>TBD</td>
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<tr>
<td></td>
<td></td>
<td># references in single agency documents</td>
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<td>TBD</td>
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<tr>
<td><strong>Humanitarian stakeholders are using IMPACT products</strong></td>
<td>Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery</td>
<td>Perceived relevance of IMPACT country-projects</td>
<td>Country team</td>
<td>Usage Feedback and Usage Survey template</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number of humanitarian documents (HNO, HRP,</td>
<td>Perceived usefulness and influence of IMPACT outputs</td>
<td></td>
<td>Usage survey to be conducted at the end of the research cycle targeting all funding partners.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Recommendations to strengthen IMPACT programs</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Perceived capacity of IMPACT staff</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Perceived quality of outputs/programs</td>
<td></td>
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</tr>
<tr>
<td>Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle</td>
<td>cluster/agency strategic plans, etc.) directly informed by IMPACT products</td>
<td>Recommendations to strengthen IMPACT programs</td>
<td></td>
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</tr>
<tr>
<td>Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (providing resources, participating to presentations, etc.)</td>
<td># of organisations providing resources (i.e. staff, vehicles, meeting space, budget, etc.) for activity implementation</td>
<td>Country team</td>
<td></td>
<td></td>
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</tr>
<tr>
<td># of organisations/clusters inputting in research design and joint analysis</td>
<td>Engagement log</td>
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<td></td>
<td></td>
</tr>
<tr>
<td># of organisations/clusters attending briefings on findings;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| X Yes |
| X Yes |