

# Za'atari Syrian Refugee Camp

# Safety Perceptions Survey

2013 - 2015



British Embassy  
Amman



**POLICING SUPPORT TEAM**

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# Introduction

November 2013: Baseline survey

December 2013: Community Policing introduced

February 2015: Formal opening of Community Police Station

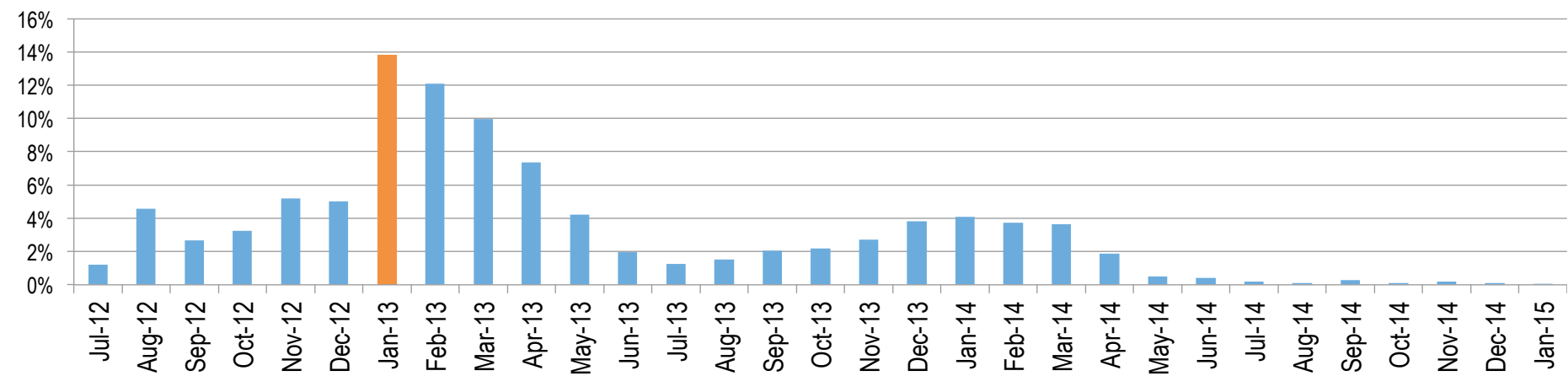
March 2015: Follow-up survey

Aim of survey: to measure the perceived level of safety amongst residents in the camp before and after the intervention and to estimate the impact of community police on safety.

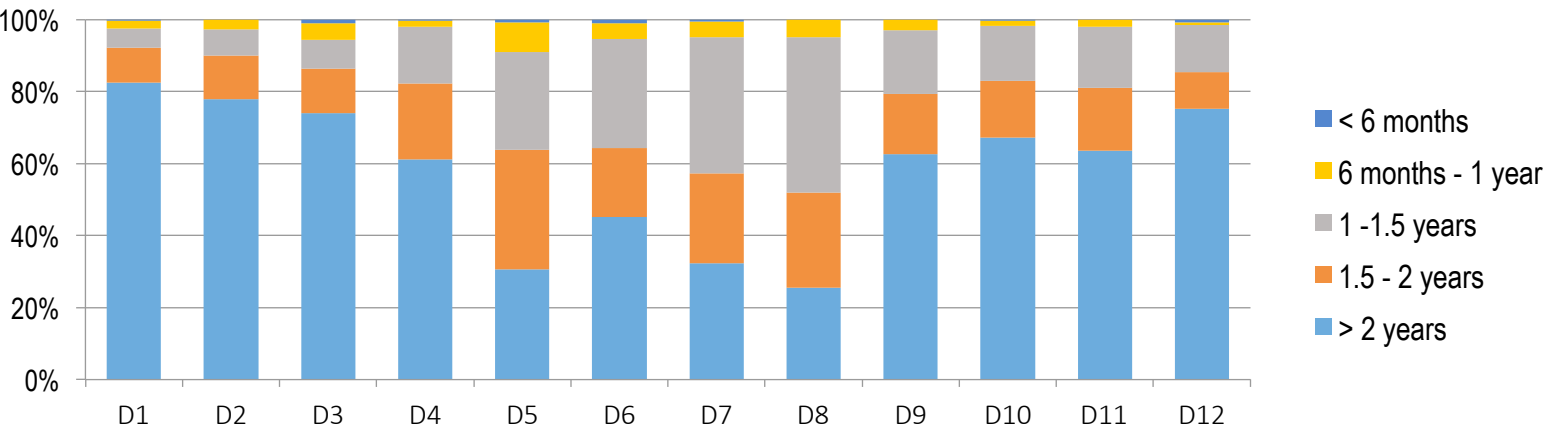
3,444 refugees were interviewed. The majority of participants were between 31 and 59 years (51.7%). The second largest demographic was 18-39 years (37.2%), followed by under 18 years (5.8%) and over 60 years (5%). 11.3% of participants were currently working in the camp at the time of the assessment.

This report discusses the findings from these surveys and makes recommendations for policing in the coming months.

# Month of arrival in the camp



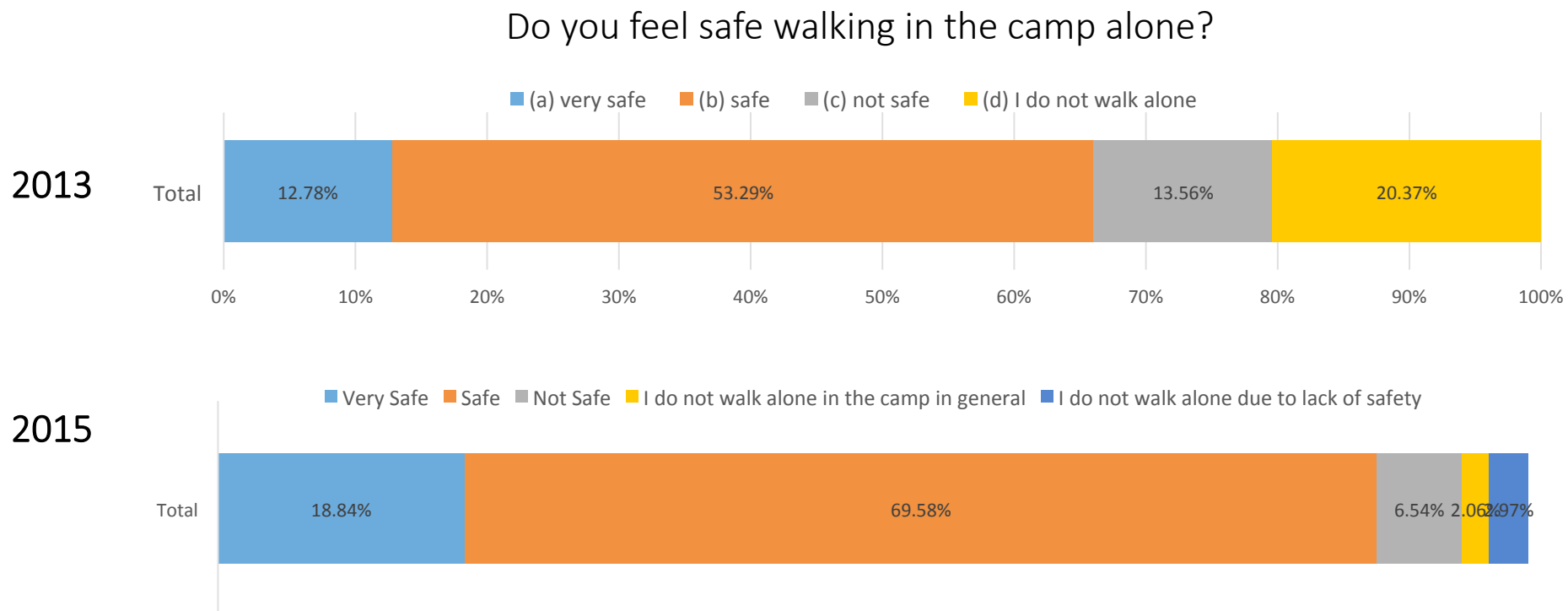
84.8% of the population were in the camp during the assessment in 2013.



Districts 5, 6 ,7 and 8 have the largest populations that have been in the camp for under 1.5 years. Districts 1, 2 and 12 have the largest populations that have been in the camp for over 2 years.

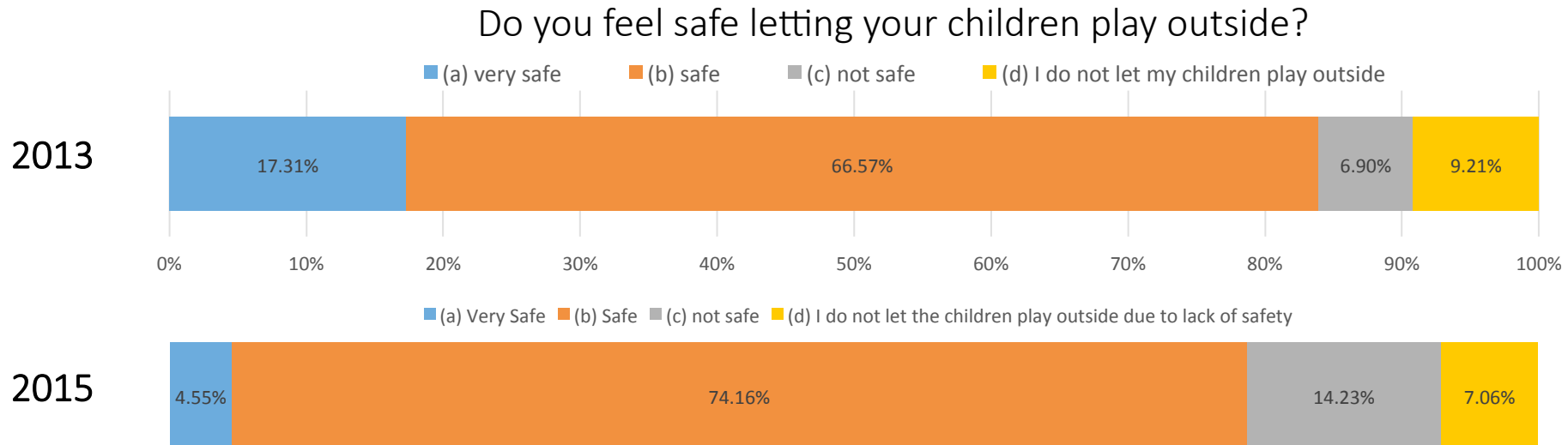
# Key findings

Comparing the 2013 and 2015 surveys, more respondents feel safe or very safe walking alone in the camp in 2015.



# Key findings

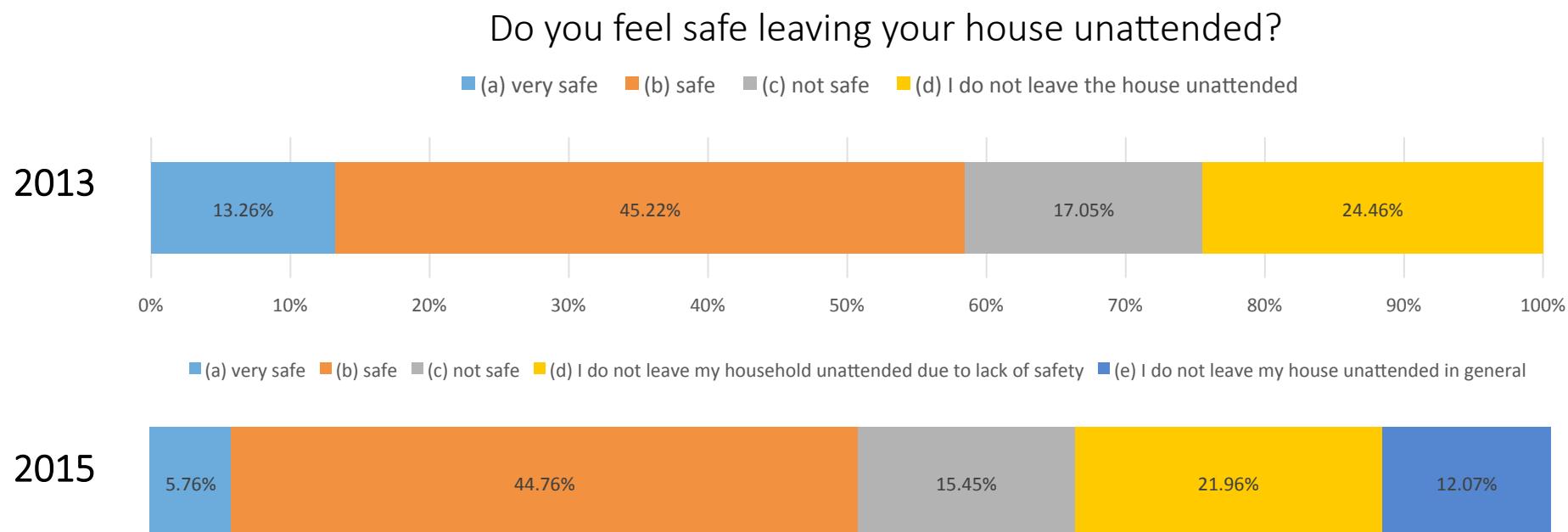
In 2015 fewer respondents, especially women, feel it is safe to let children play outside.



Moreover, fewer respondents feel attending schools and playgrounds is safe.

# Key findings

In 2015 fewer respondents, especially women, feel it is safe to leave the house unattended.

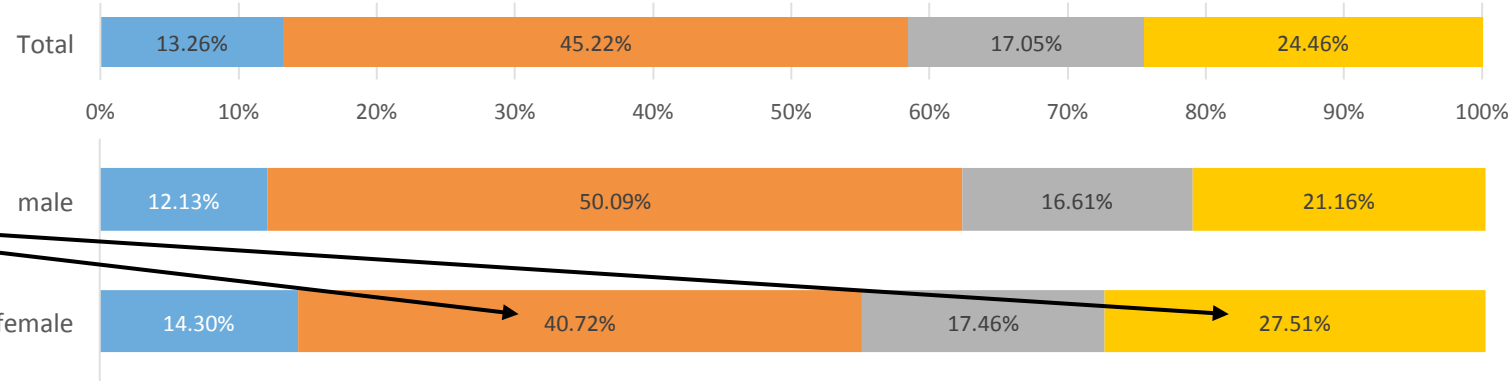


# Key findings

Do you feel safe walking in the camp after dark?

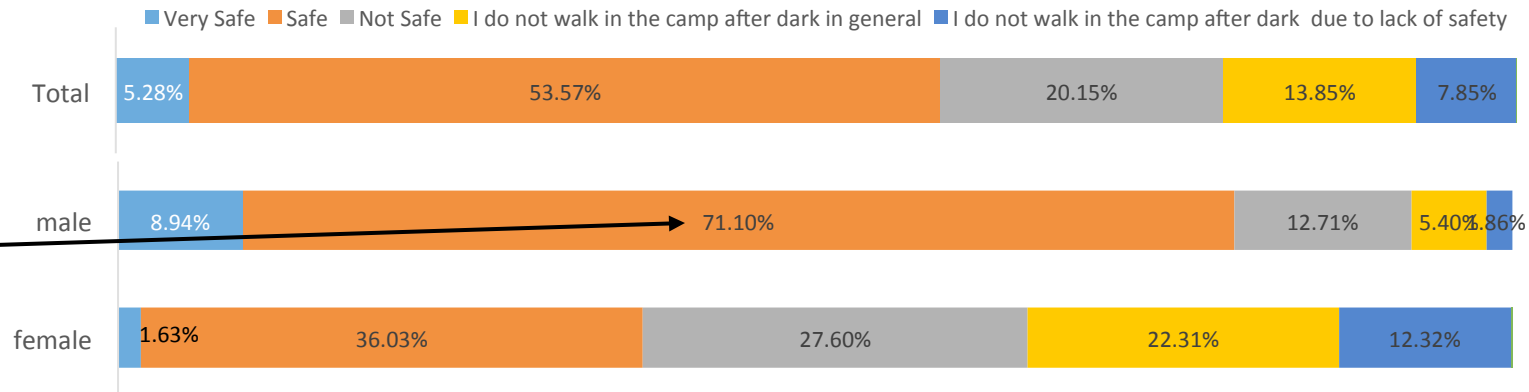
■ (a) very safe ■ (b) safe ■ (c) not safe ■ (d) I do not walk after dark in general

2013



Women have more extreme feelings.

2015



Men feel much safer.

More men but fewer women feel safe walking in the camp after dark.

# Key findings

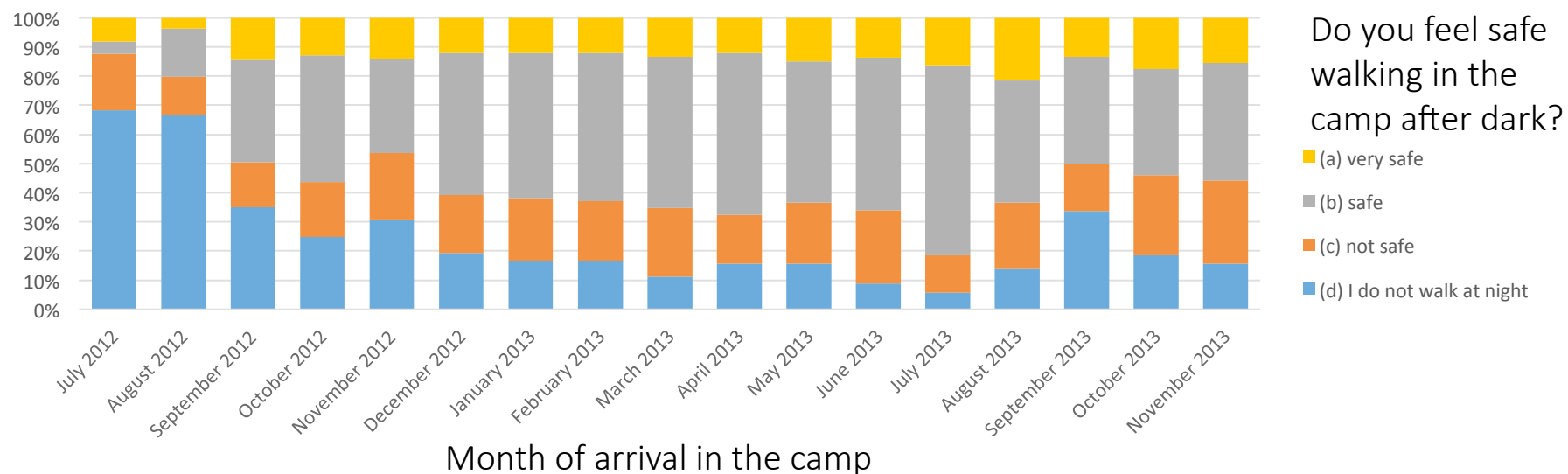
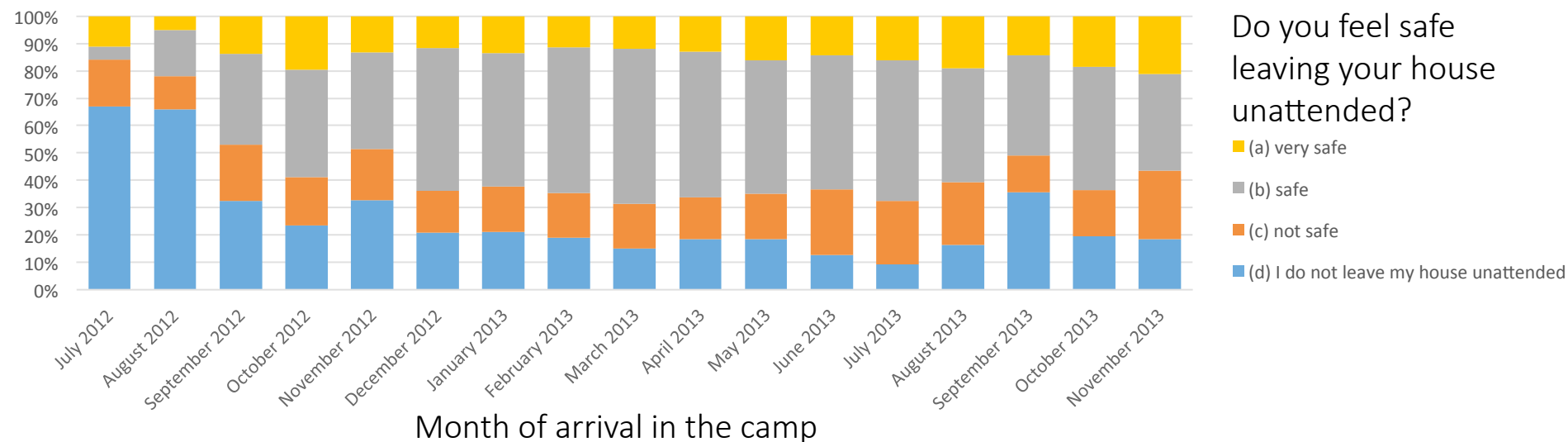
The drop in perceived safety can be explained by a change in expectations. In 2013 the perceived safety of the camp was relative to recent experiences of insecurity in Syria. In addition, over time, when a society is coming together, gangs become more efficient and organized and social networks through which rumours of crime may spread are developed.

In 2013 people who had been in the camp longer tended to feel less safe generally. This phenomenon has become more moderate in 2015 suggesting police presence in the camp is contributing to making people feel safer.



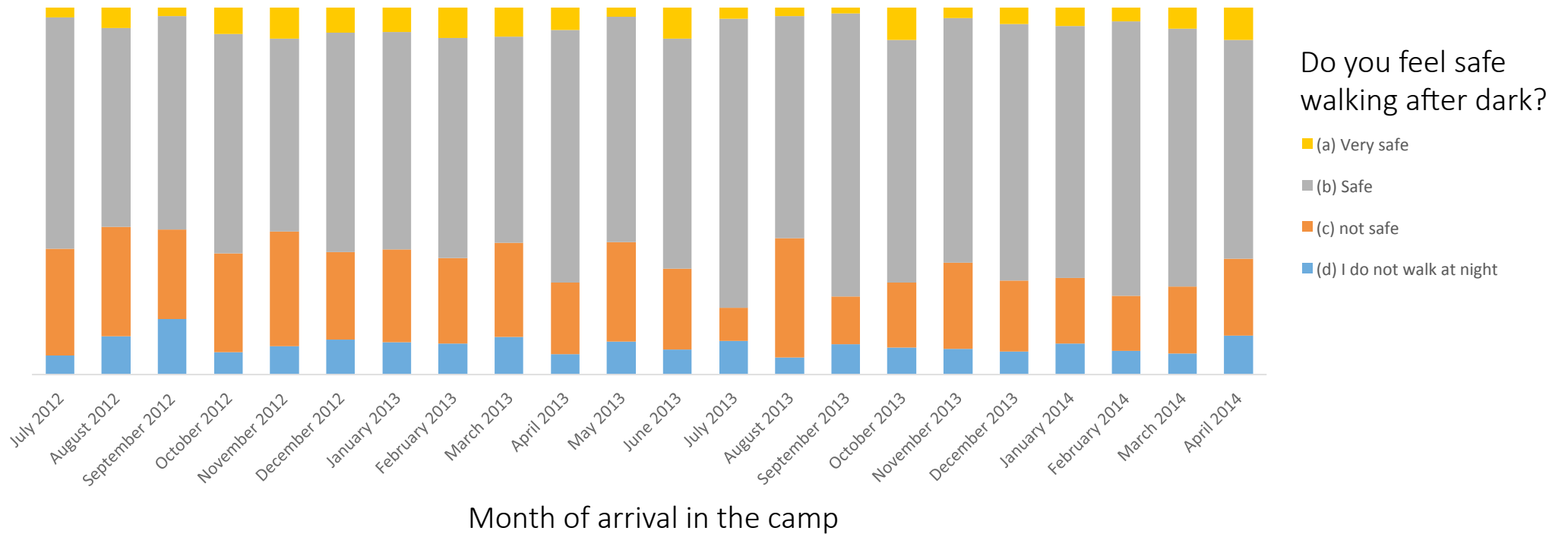
# 2013: correlation between arrival date and safety perception

In the 2013 survey, those who arrived in the camp earlier felt less safe leaving the house unattended and walking after dark than those who arrived later.



# 2015: correlation between correlation between arrival date and safety perception

Feelings are more evenly distributed in the 2015 survey. It's important to note that in 2013, time had a much greater negative impact on safety.



# Key findings

A general trend is that the closer people live to the Community Police Station, the higher the awareness of Community Police presence. This is to be expected.

But distance from the police station has no direct impact on perceptions of safety. People who live closer to the station do not necessarily feel safer.

Of greater significance is the **visibility** of police personnel across the districts.

Good news

# Good news: impact of Police patrols

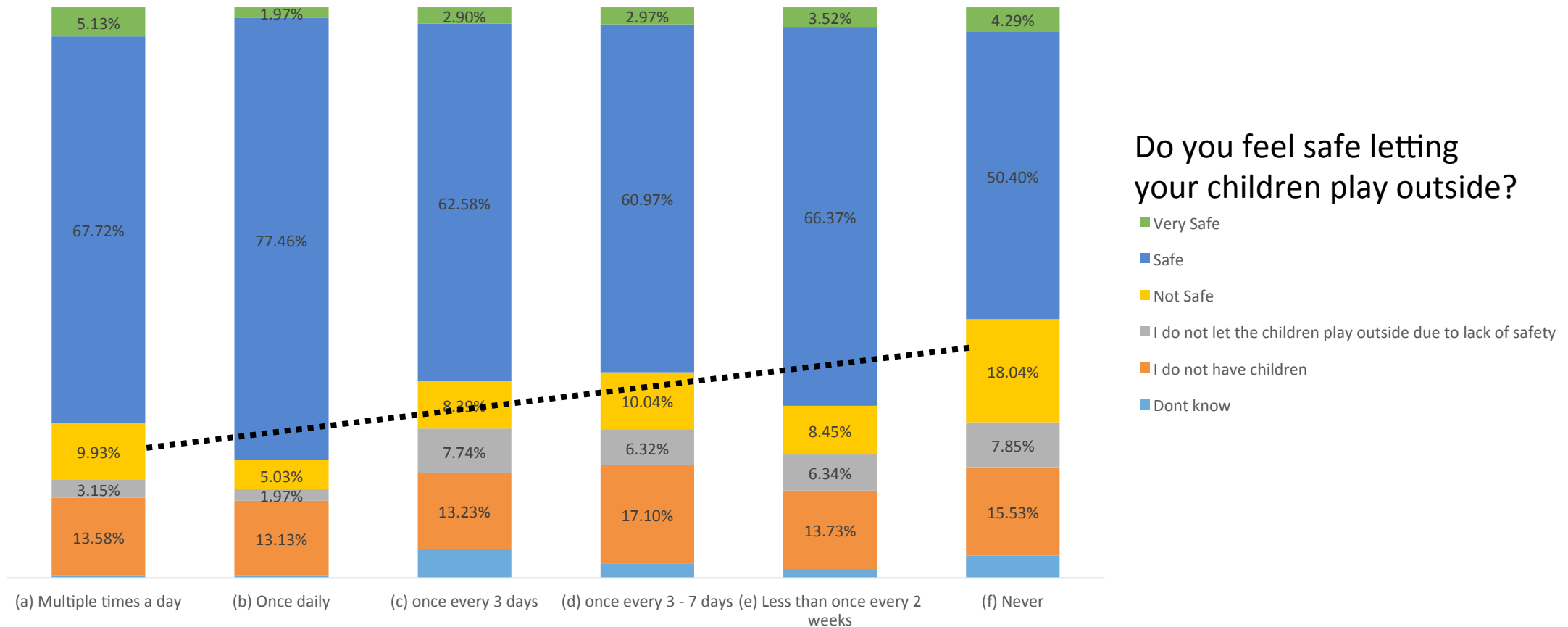
Participants were asked, 'How often do you see police in your district?'

Those who had seen police patrolling more frequently felt it is safer to walk at night and let children play outside than those who have seen police patrolling less frequently.

This is a testimony to the 'reassurance factor' (Bahn 1974) of police patrols despite the fact that there has been a general decrease since 2013 in people who feel it is safe for their children to play outside.

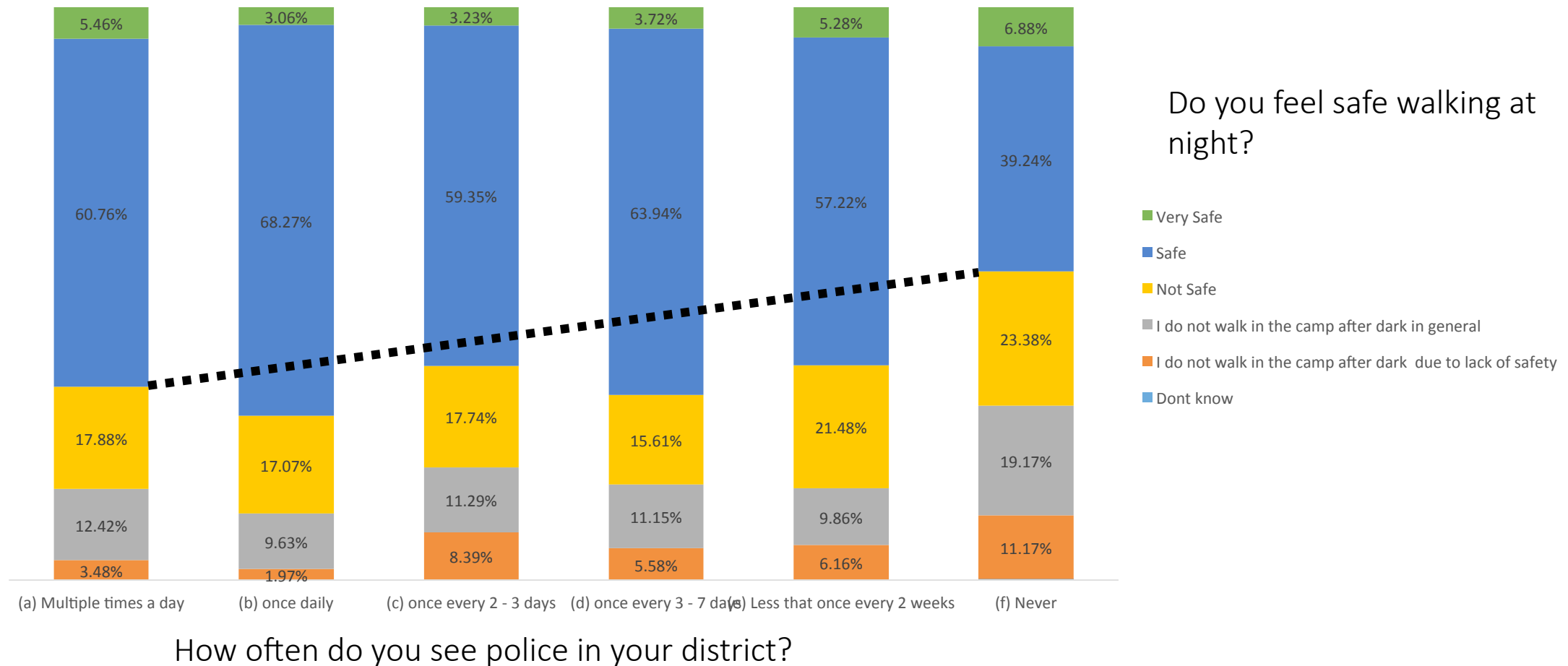
# Good news: impact of patrols on safety of children

Where police visibility is high, more people feel it is safe for their children to play outside.



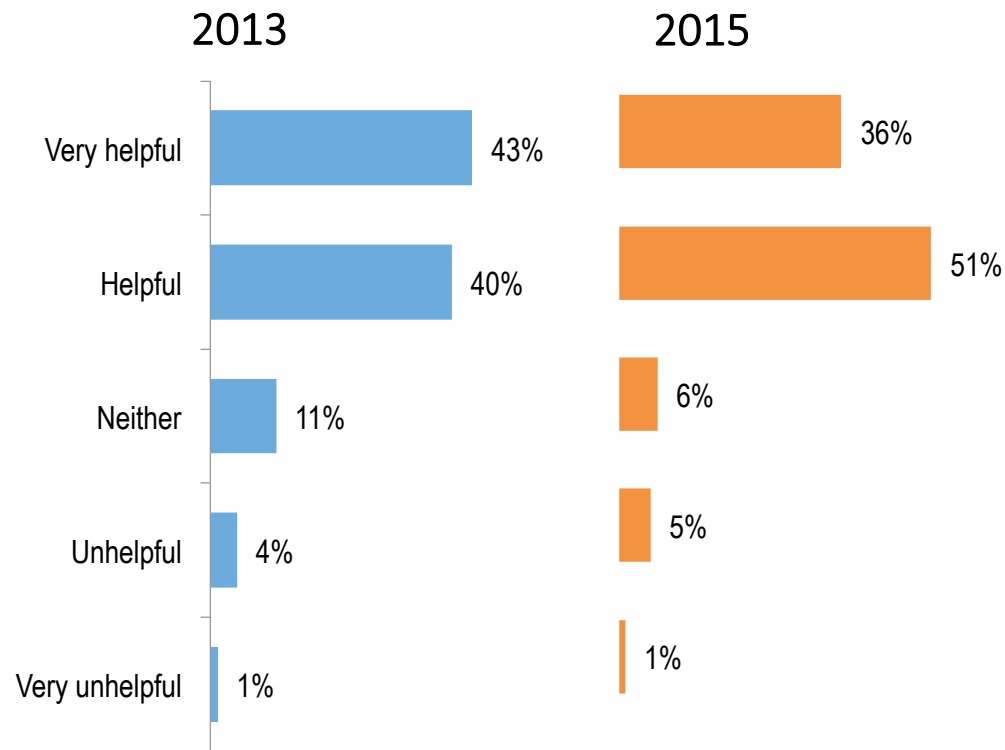
# Good news: impact of patrols on walking at night

Where police visibility is high, more people feel safe or very safe walking at night.



# Good news: usefulness of patrols

Do you find the presence of police patrols in the camp useful?



83% and 87.5% of the population considered police patrols of the camp to be very helpful and helpful in 2013 and 2015, respectively, showing that the perceived usefulness of police patrols has remained high over the last year.

There continues to be a high regard for police patrolling in the camp and the preferred personnel to see patrolling the camp were Jordanian police officers (74.4%), rather than Syrians trained by the Jordanian police or UNHCR.

These findings emphasize the increased recognition of the capabilities of the Jordanian police and the services that they provide in the camp.



# Good news: Jordanian Law

In 2013 50% believed Jordanian law to be the official law, and only 22% believed it to be the actual law used and implemented.

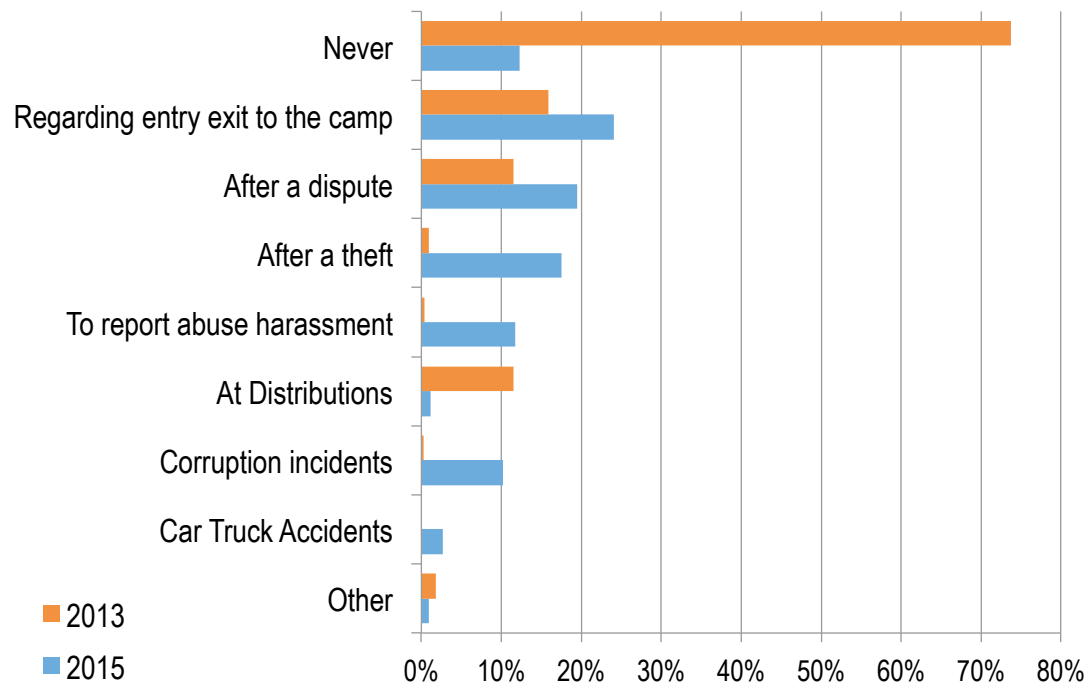
In the 2015 survey 71% believed Jordanian law to be the official law, and 87% believed it to be the implemented law. This is a significant improvement!

In 2013 40% believed there to be no law enforcement in the camp. This is now down to 8%.

79% of respondents in the latest survey would like to know more about Jordanian law.

# Good news: interaction with the police

When would you interact with the police?



Since 2013 there has been a substantial drop in the percentage of respondents who say they would never interact with police: from 73.1% to 12.2%.

There is an increase in the population that say they would interact with the police regarding a variety of legal matters and regarding various crimes, including theft and abuse/harassment.

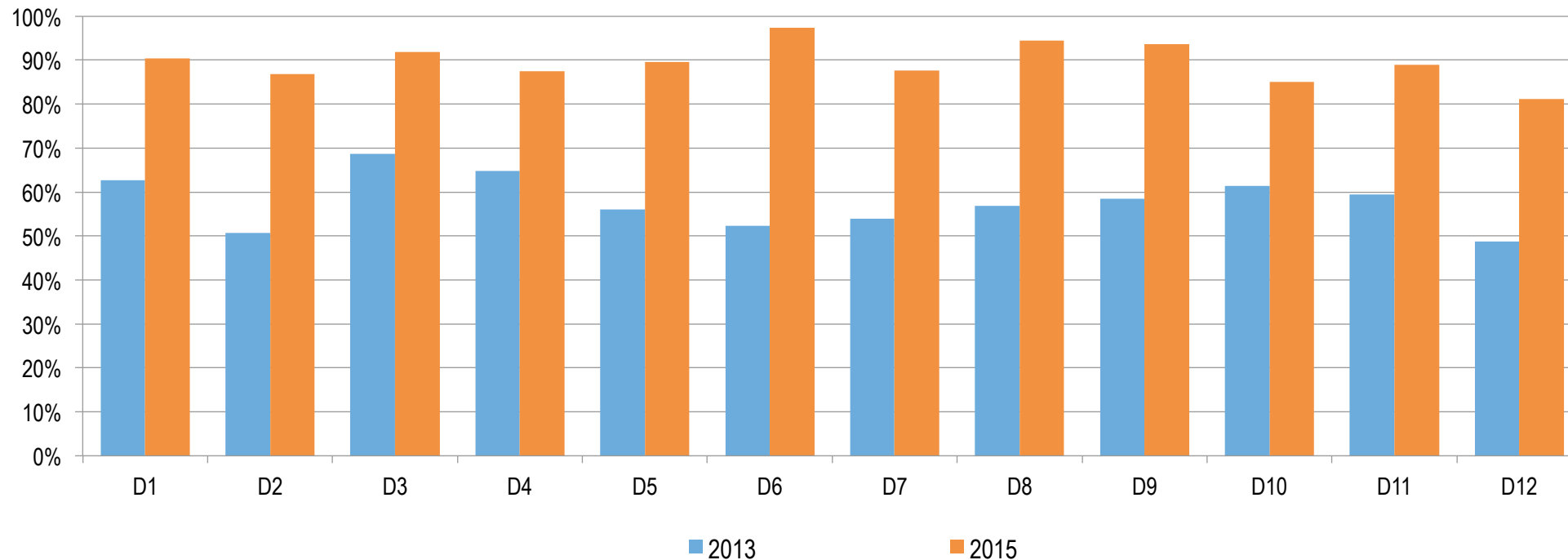
This indicates an increased reliance and trust on the Jordanian police.

In 2015, the most commonly cited area of interaction with the police was regarding entry and exit to the camp (24.1%).

The proportion of respondents who reported that they have never seen the police has dropped from 49.8% in 2013 to 36% in 2015.

# Good news: awareness of Police Stations

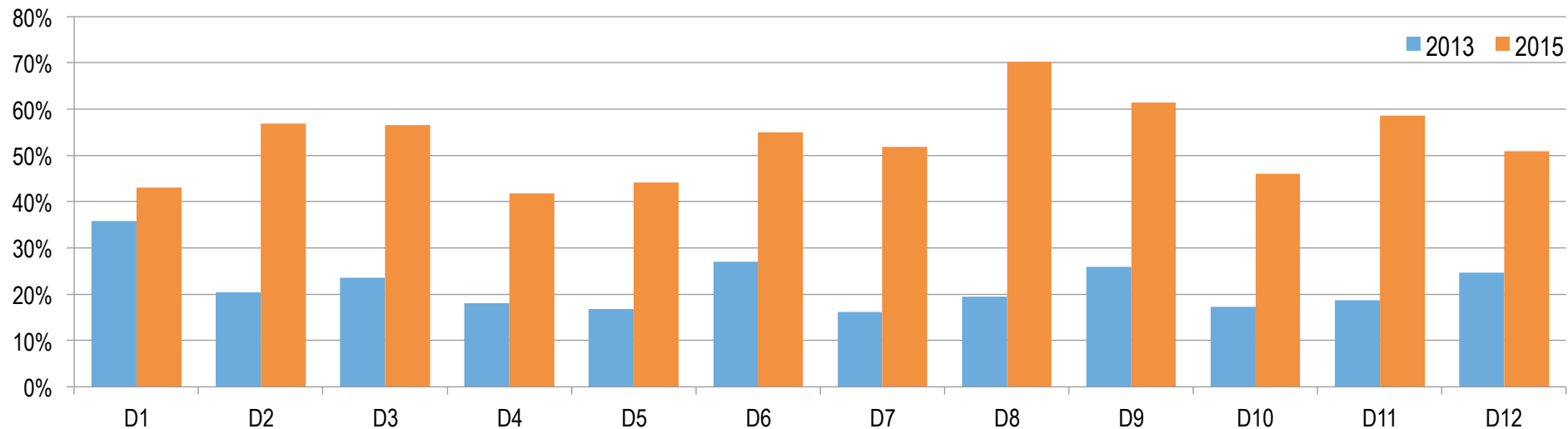
In the 2015 survey 89.6% of respondents were aware of a police station (either the main one or the Community Police Station), compared to 58% in 2013. In every district awareness of the existence of a police station (either Community Police or main one) has increased by over 33% since 2013.



Percentage of respondents who are aware of a police station in the camp per district

# Good news: visits to main Police Station

Since 2013 there has been a large increase across all districts in the proportion of the population have visited the main police station. Of those who have not visited the police station, 98% reported that this was because they had no need.



Proportion of the population who have visited main police station

# Good news: safety of activities and places

The number of respondents citing NFI distributions as unsafe decreased from 75.9% in 2013 to 38.5% in 2015 and those perceiving food distributions as unsafe from 90% to 48.7%.

These results indicate that although distribution centres remain the camp's most frequently cited unsafe areas, their level of safety has improved since 2013.

Since 2013 there has also been a decrease in the number of people who cite commercial areas as unsafe: from 51.9% in 2013 to 40.1% in 2015.

# Good news: walking alone in the camp

There is an increase across all districts in the perception that walking alone in the camp is safe.

In 2015 88.3% of respondents reported walking alone to be safe or very safe, compared to 60.5% in 2013.

Districts 5, 7, 10 and 12 had the highest proportion of residents (over 90%) reporting walking alone to be safe or very safe. An increase in perceptions of safety of walking alone in the camp is likely due to a slight increase in police presence and improvement in their organisation.

# Good news: walking after dark

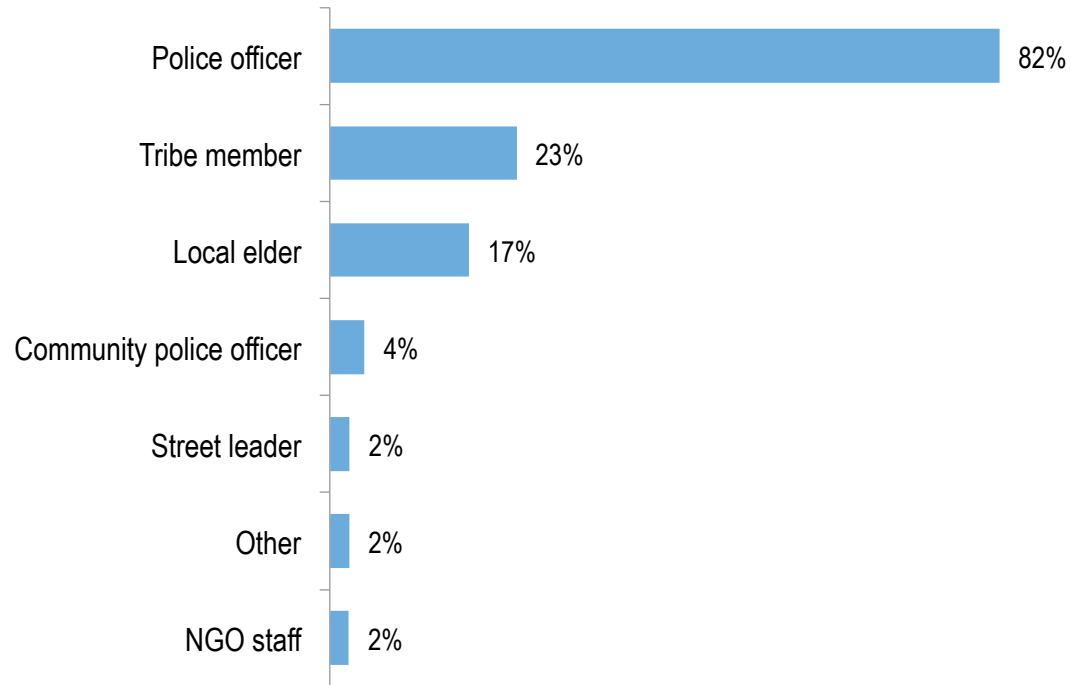
Although overall fewer people in 2015 feel safe walking after dark than did in 2013, in certain demographic groups more people feel safer.

An increase from 64.6% in 2013 to 80% in 2015 was observed in males who felt safe or very safe walking at night.

The age group 31-59 years also saw an increase in this from 49.9% in 2013 to 63.5% in 2015.

# Good news: point of referral for abuse/harassment

If someone from your family was subject to a form of abuse/harassment who would you refer to?



In 2015 a police officer at the main police station was the most frequently cited point of referral for cases of abuse and harassment (81.9%). This indicates a high level of trust in the police.

Similar results were found for 2013, when 65.3% of the population gave police officers at the main station as a point of referral for abuse/harassment cases.

Only, 2% of respondents said they would refer cases of abuse/harassment to NGO staff.



# Good news: Community Police

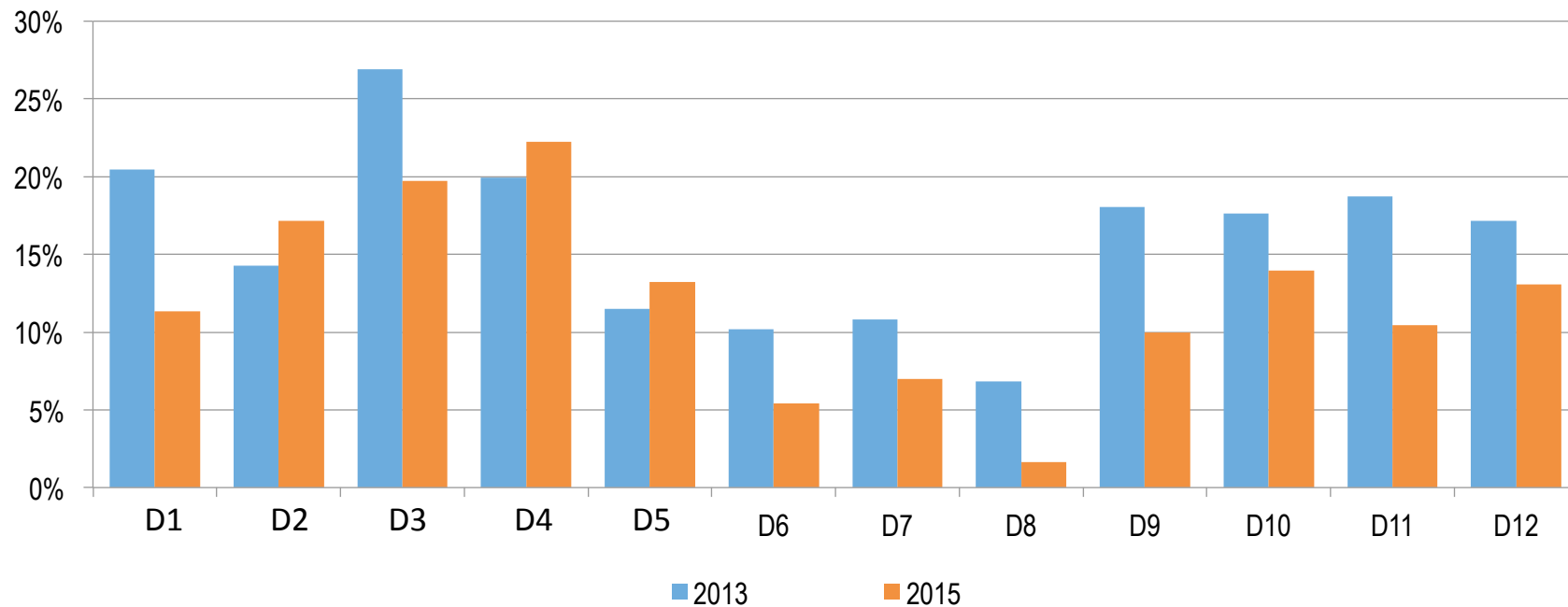
73.8% of people who are aware of the community police agreed or strongly agreed that the community police are making the camp a safer place.

The majority (59%) of people who are aware of the community police have absolute or moderate trust in them. This is roughly in line with rates of trust in police in the UK and elsewhere. Just over a quarter did not know their level of trust. This is probably because they have not interacted with them.

Of those who interacted with the community police 64% were satisfied or very satisfied.

# Good news: decrease in theft

Overall, the percentage of respondents who have experienced theft has fallen from 16.4% in 2013 to 11.9% in 2015. In all but three districts (2, 4 and 5) there has been a decrease in the proportion of the population that have experienced theft.



The percentage of respondents who have experienced theft by district

Areas to work on

# Gender

In 2015, 15.7% of females compared to 5.2% of males were not aware of either police station in the camp. 45.6% of the female respondents reported having visited the main police station compared 60% with of the male respondents.

Unsurprisingly, more males (94.4%) than females (82.2%) reported walking alone in the camp to be safe or very safe. In 2013 27.5% of women said they do not walk in the camp. This has since worsened: 34.6% of women now say that they do not walk in the camp at night (22.3% do not walk generally and 12.3% do not walk due to lack of safety).

Although there has been an increase in males who perceived walking after dark to be safe or very safe, there has been a decrease from 48.1% to 37.7% in the proportion of women that felt walking after dark was very safe or safe.

Only 40% of female-headed households considered it safe or very safe to leave their house unattended, compared to 59.4% of male-headed households. 33.5% of female-headed households said they did not leave their house unattended due to lack of safety, compared to only 16.2% of male-headed households.

# Gender

## Recommendations:

Work with partner organisations to find ways to specifically reach women in information and awareness campaigns about police stations and services.

Invite women's groups to visit the police station and employ women as Community Police Assistants to increase police contact with women around the camp.

Increase numbers of police who patrol the camp and introduce evening and night-time patrols.

Allay fears of crime where they are misplaced and consider ways to help women-headed households to secure their houses more effectively and to feel safer.

# Jordanian Law

In 2015 28.9% strongly agreed or agreed that camp residents know Jordanian law. This is an increase from 2013 (19.5%) but there is still room for improvement since 79% would like to know more about Jordanian law.

In 2015, 1.8% of participants said that they had been informed about Jordanian law compared to 11.1% in 2013.

Given that 84.8% of interviewees were here for the prior assessment, and time of arrival in the camp has found not to be a driver in the extent to which people have been informed about Jordanian law, these results imply that there was not an actual decrease in the number of residents informed about Jordanian law but rather that peoples' perceptions of what it means to be informed about Jordanian law has changed since December 2013.

# Jordanian Law

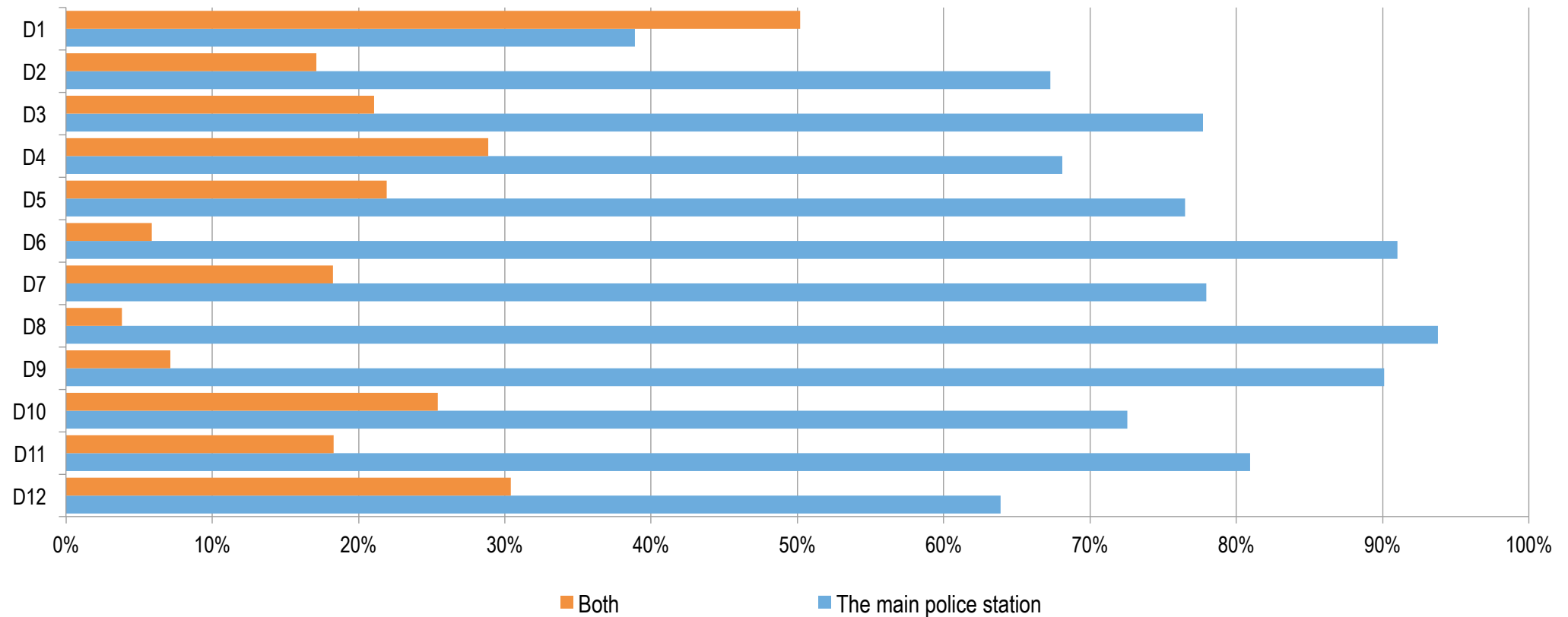
Community mobilizers/NGO staff were cited most frequently in both surveys as a preferred method to receive more information about Jordanian law (42% in 2015 and 60% in 2013).

Furthermore, in 2015 25% of respondents cited communal sessions with the police as a preferred means to learn more about Jordanian law.

**Recommendation:** These findings indicate that through increased collaboration between the police and NGOs, information concerning Jordanian law could be disseminated to the population efficiently and effectively.

# Awareness of police stations

A large variance between districts in the percentage of the population that are aware of the community police station is reflected in the graph by the percentage that are aware of both.



Percentage of respondents who know about main police station and both main and CP Station



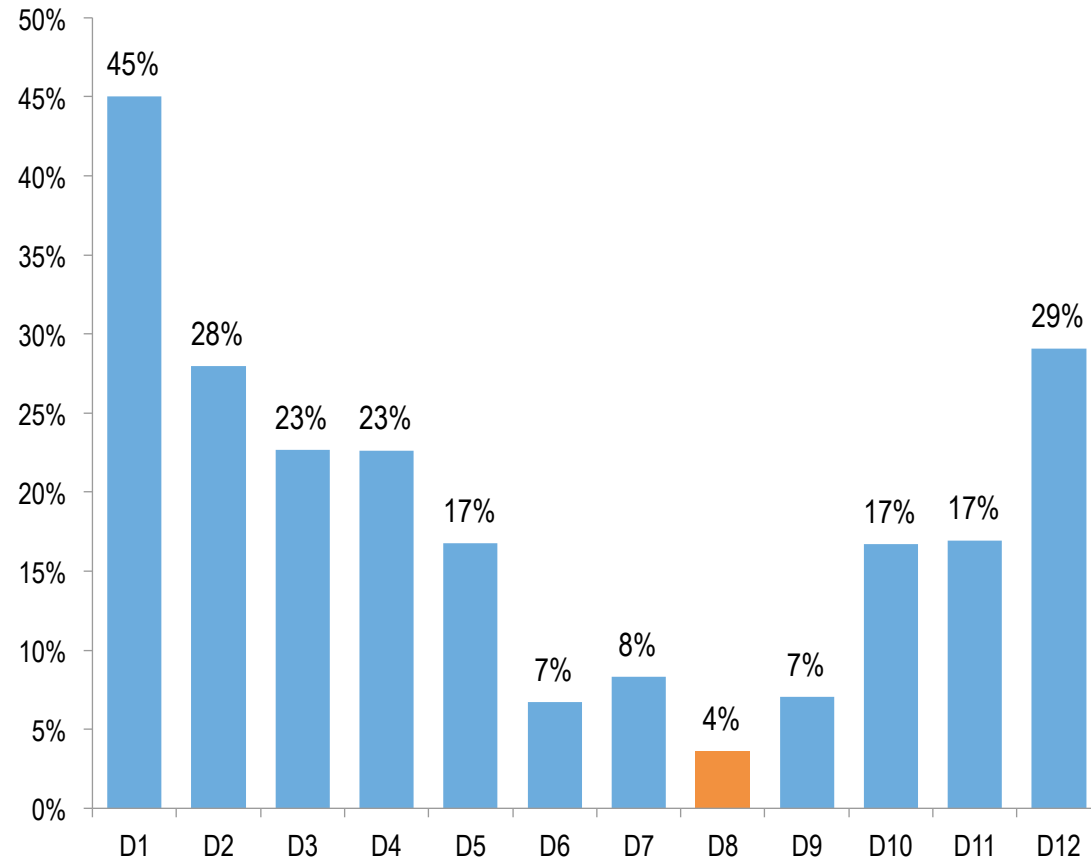
# Awareness of Community Police Station

22.3% of the population who are aware of a police station in the camp know of the CP Station. Given that the official opening of the station was just a month before the start of 2015 data collection this figure is reasonably high.

The districts with highest awareness of the main police station have the lowest knowledge of the CP Station (e.g. Districts 6, 8 and 9). District 3, where the station is located, shows a surprisingly low awareness of the station's existence. 92.4% of people who were aware of the CP Station had not visited it.

**Recommendations:** Implement a messaging strategy for those who come to the main police station to tell them about the CP Station, and encourage them to visit. Use Community Police Assistants to increase awareness of CP station beyond area around the station, targeting districts 6, 8 and 9. Increase signage to station, particularly from the back of the station in district 3.

# Awareness of Community Police presence

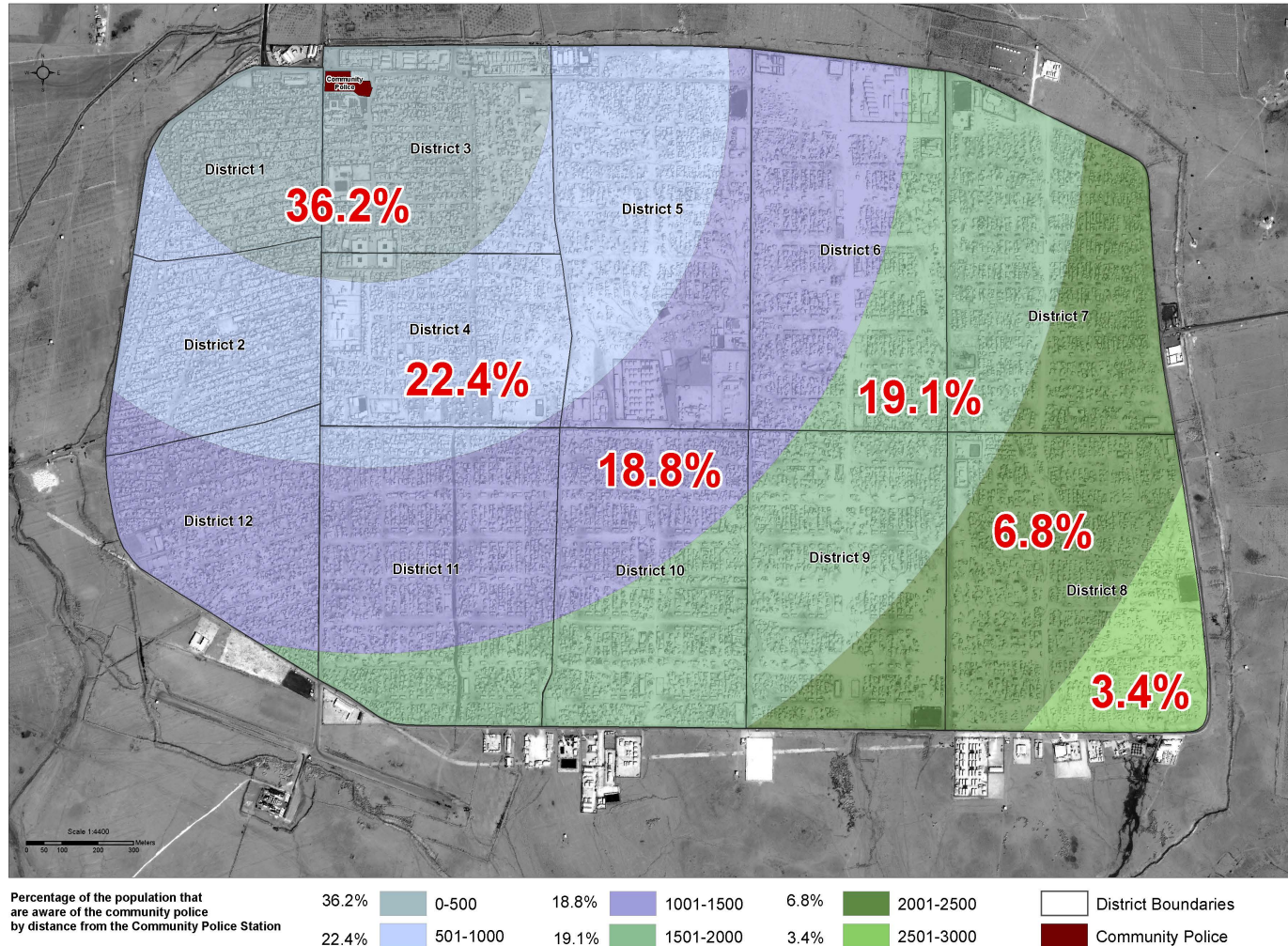


Percentage of respondents that were aware of the existence of community police in the 2015 assessment

Interestingly, slightly fewer people are aware of the presence of community police (18.5%) than are aware of the existence of a community police station (22.3%).

There is high variation across the districts, with district 8 being the least aware, as shown in the chart here.

# Awareness of Community Police presence

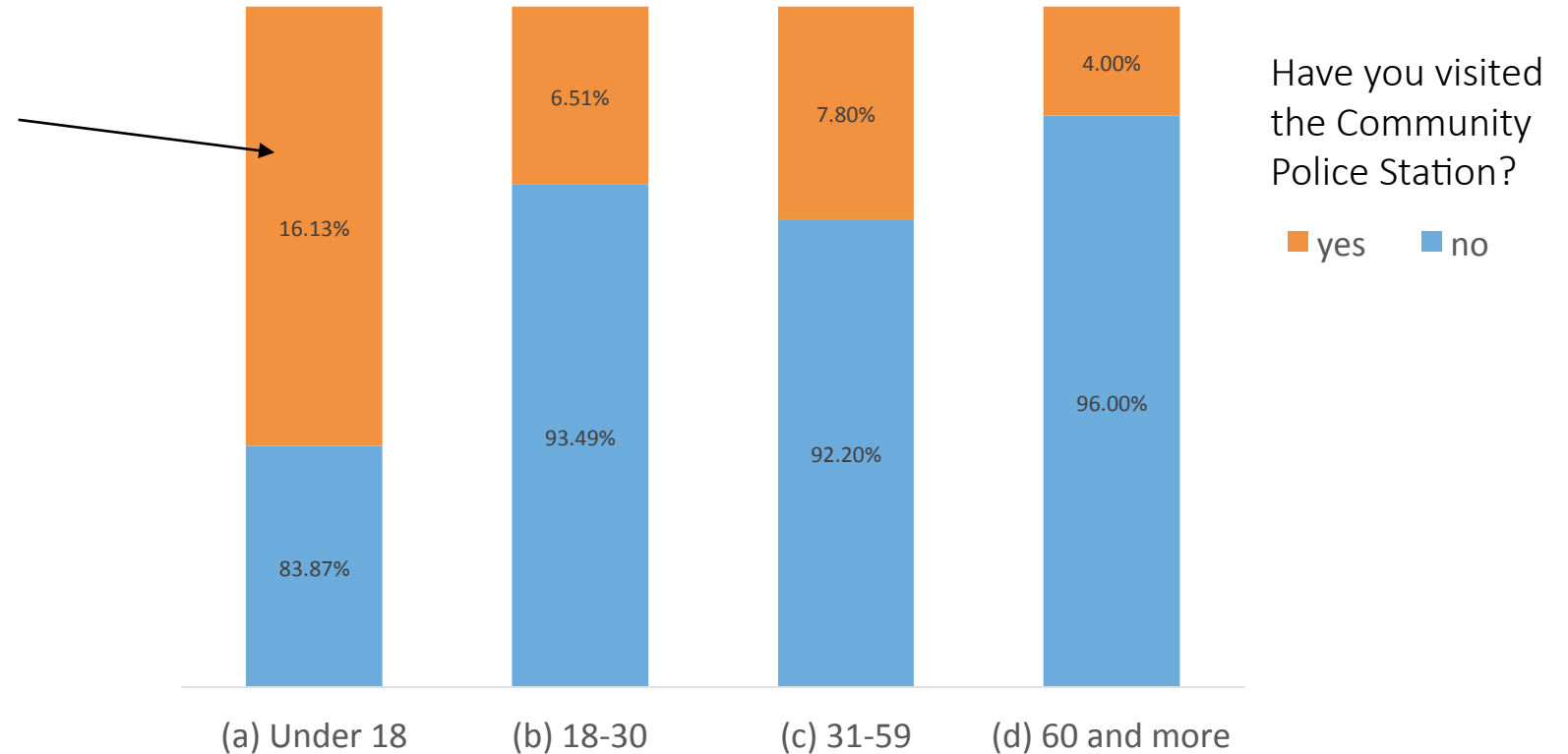


Awareness of the presence of community police is highly correlated with distance of household from the community police station.

**Recommendation:**  
redress uneven coverage of community police patrols so that more time is spent in districts further from the station.

# Visits to Community Police Station by age

A far greater proportion of young people (under 18) have visited the CP station than any other age group.



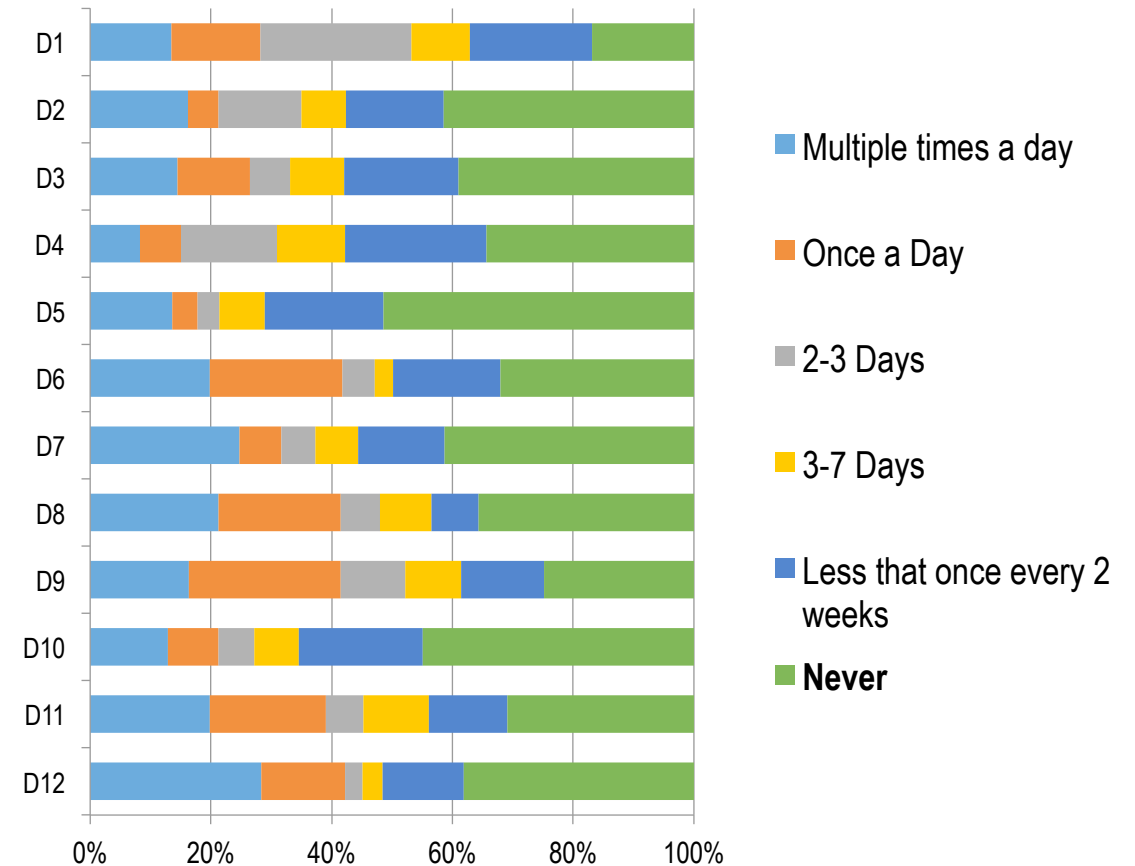
**Recommendation:** consider ways to reach those who are unable to visit the police station, e.g. the elderly, those with disabilities or childcare responsibilities.

# Coverage of patrols

Districts 12, 9, 8, and 6 had the highest police presence, with reports of 41.5% - 42.5% seeing police in their street/area multiple times a day or at least once a day.

Districts 5 and 10 have the lowest police presence with 71.1% and 65.5%, respectively saying that they never see the police or see them once every two weeks.

**Recommendation:** Increase patrols in districts 5 and 10 in particular.



# Personnel patrolling

Participants were asked whether they would like to see more males patrolling the camp and whether they would like to see more females patrolling the camp.

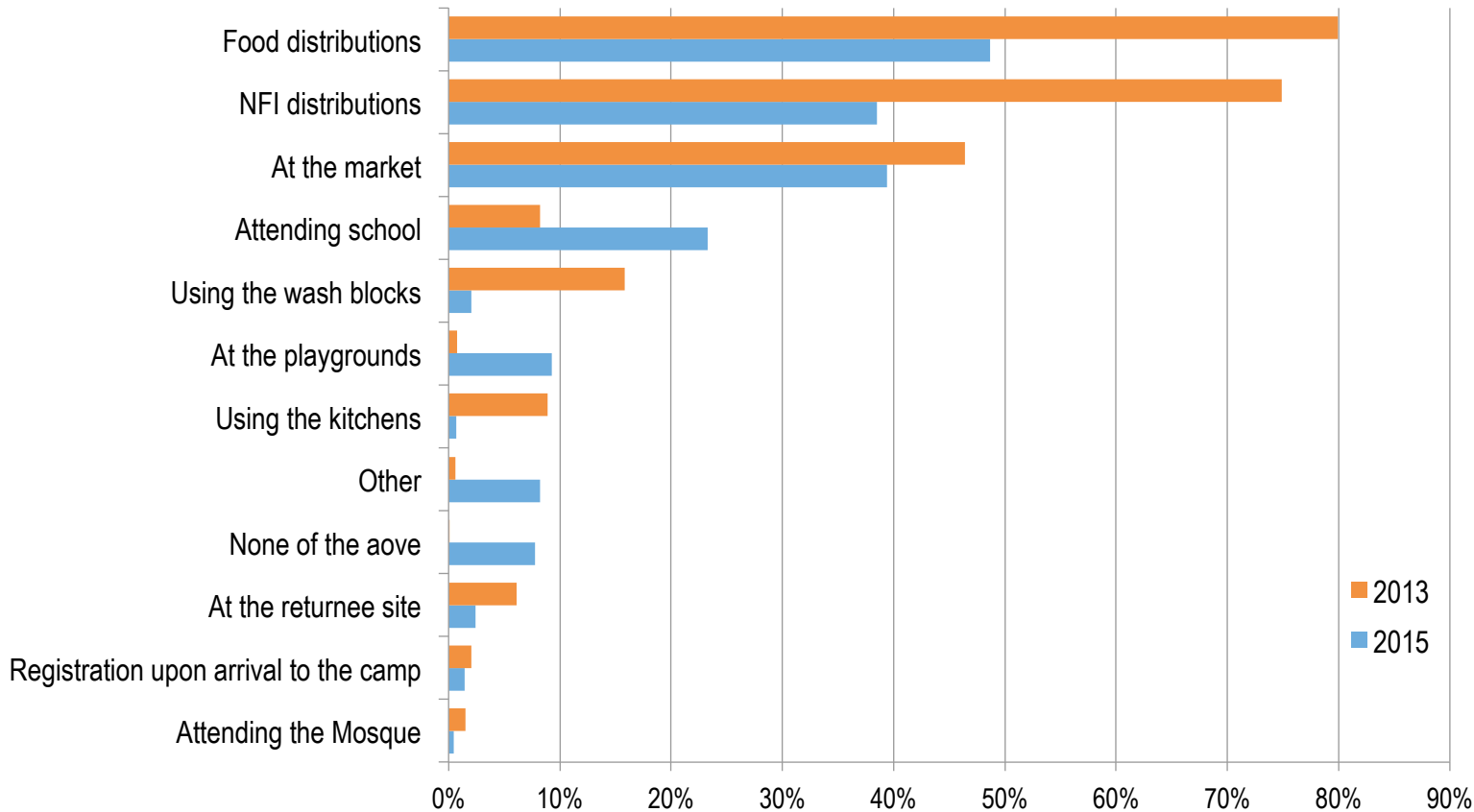
	More male police patrolling	More female police patrolling
2013	86.4%	65.7%
2015	74.9%	66.4%

There was little difference between males and females as to whether they would like to see more male police patrolling the camp, with 73.8 of females and 75.9 of males reporting that they would like an increase of male police patrolling

This difference was larger when asked whether they would like to see an increase in females patrolling the camp, with 70.5% of males compared to 60% of females reporting that they would like to see an increase of females patrolling the camp.

**Recommendation:** Increase numbers of male and (to a lesser degree) female police on patrol.

# Activities perceived as unsafe



The three areas/activities that were most frequently cited as unsafe in 2013 remain so in 2015: food and NFI distributions, and at the market.

**Recommendation:** maintain police presence in these areas at peak times of use.



# Activities perceived as unsafe

There has been an increase since 2013 in the frequency with which attending school (23.3%) and playgrounds (9.3%) are cited as unsafe areas/activities.

This decrease in the perceived safeness of spaces where children and adolescents frequent is likely to have a negative effect on the activities in which youth participate. In the case of attending school, a decrease in attendance due to a perceived lack of safety could have severe detrimental effects on the futures of children in the camp.

**Recommendation:** Increase Community Police presence at playgrounds and around school starting/leaving times and shift changeovers.



# Safety of children playing outside

Since 2013 there has been a drop in the proportion of the population who feel that children playing outside is very safe or safe, from 80.5% in 2013 to 65.4% in 2015; however, trends in the changes of perceptions of safety of children playing outside vary greatly between districts.

		D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11	D12
2013	I do not let my children play outside due to safety	7.1%	9.3%	3.1%	8.9%	3.5%	2.5%	12.5%	20.0%	10.8%	1.7%	15.2%	14.8%
	Not safe	10.4%	5.0%	21.0%	7.1%	1.4%	8.4%	2.1%	6.3%	2.9%	9.0%	3.2%	2.4%
2015	I do not let my children play outside due to safety	6.9%	15.2%	8.6%	6.4%	6.4%	2.4%	2.0%	1.6%	5.6%	4.9%	6.8%	4.0%
	Not Safe	8.9%	16.5%	12.3%	14.3%	8.2%	10.1%	9.7%	12.7%	11.9%	10.8%	10.4%	16.4%

# Safety of children playing outside

In District 2 there has been the largest increase in the proportion of the population that do not let their children play outside or feel that is unsafe for children to play outside and in Districts 3 and 8 there has been the largest decrease.

A reduction in the perception of safety of letting children play outside may have occurred in some districts due to developments in infrastructure presenting more safety hazards, and an increase in water trucks and vehicles on the small streets inside each district.

**Recommendation:** Beginning with District 2, where perceptions of safety are low, work with community members to identify potential reasons for fears surrounding allowing children to play outside and problem solve to isolate them.

# Safety of walking at night

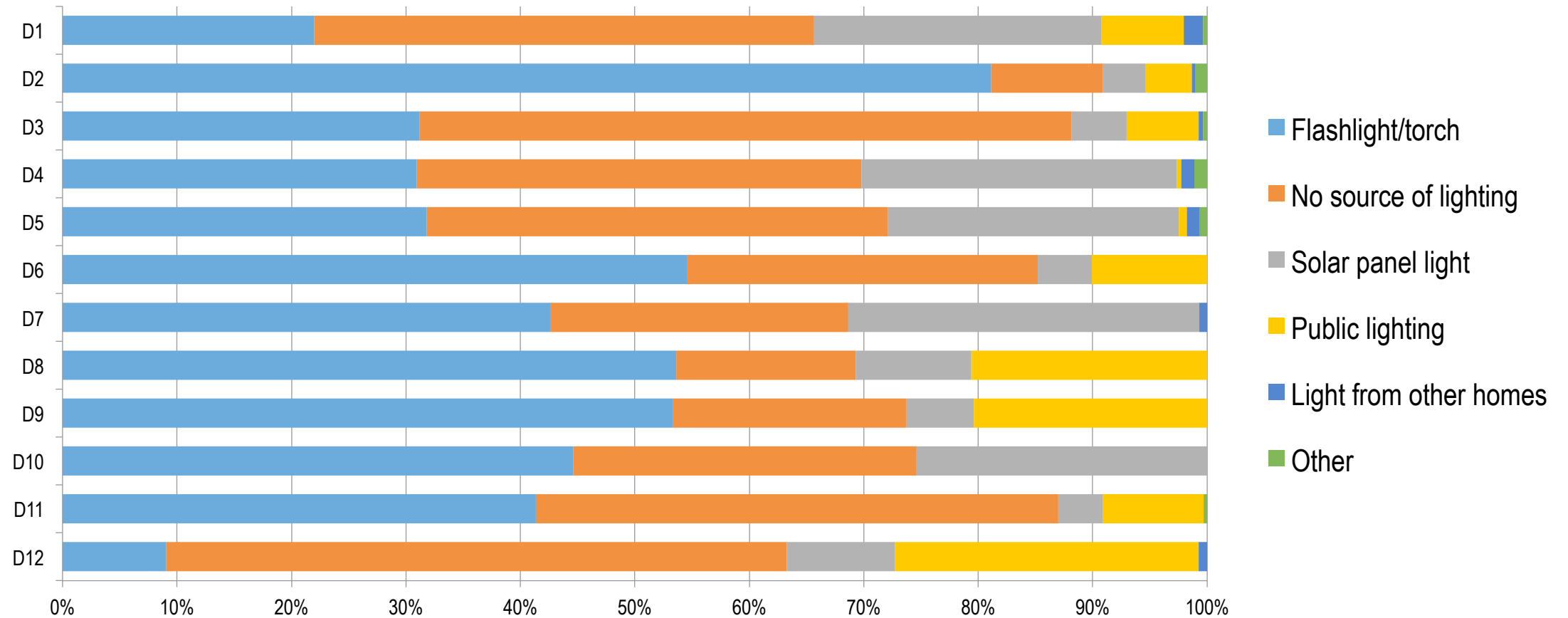
The districts where the highest proportion of the population felt that walking at night was unsafe or did not walk at night due to a lack of safety were districts 2 (43.3%), 3 (32.3%), and 12 (35.3%).

The reasons for low perceptions of safety of walking at night require further exploration; however, since the districts reporting lower levels of safety are the more highly populated districts it is probable that this is a factor.

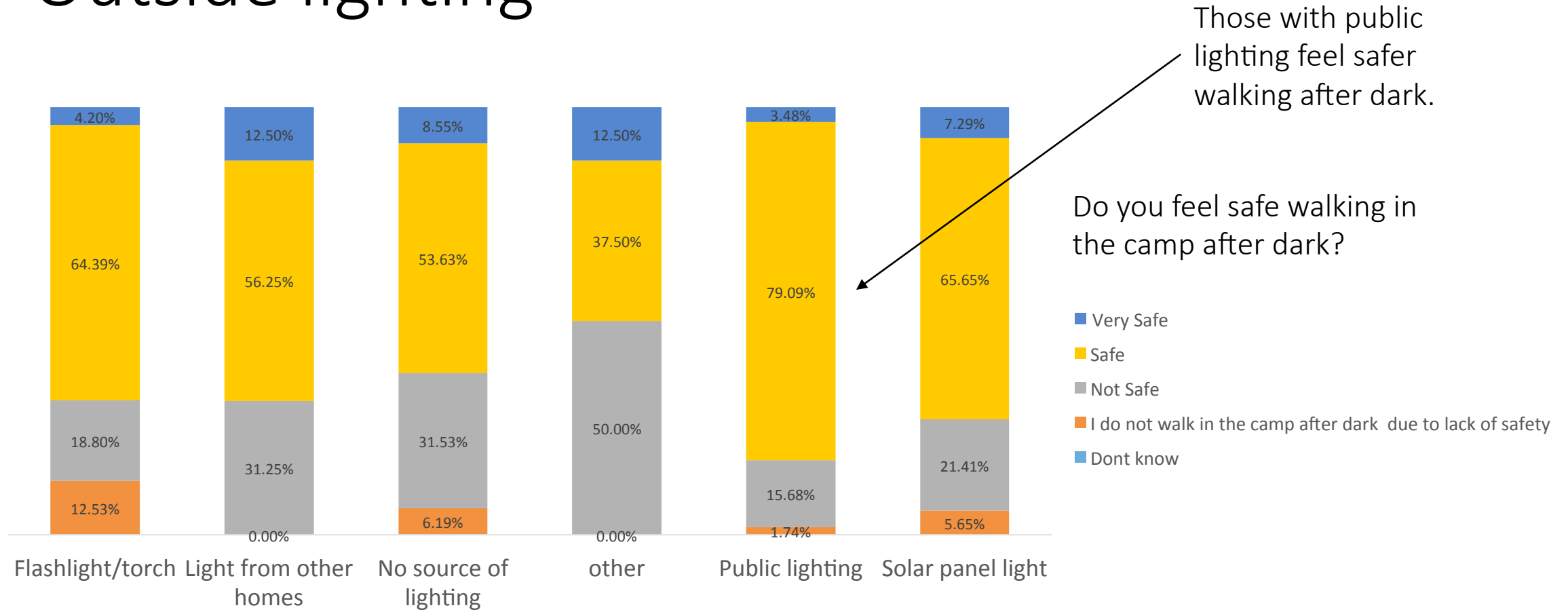
**Recommendation:** Introduce night time Community Police patrols. Work with residents, beginning with districts 2, 3 and 12, to identify and mitigate against specific nighttime hazards and safety threats.

# Outside lighting

Main source of lighting in the immediate area outside the household after dark, per district



# Outside lighting



What is the main source of lighting during hours of dark in the immediate area outside of this household?

# Outside lighting

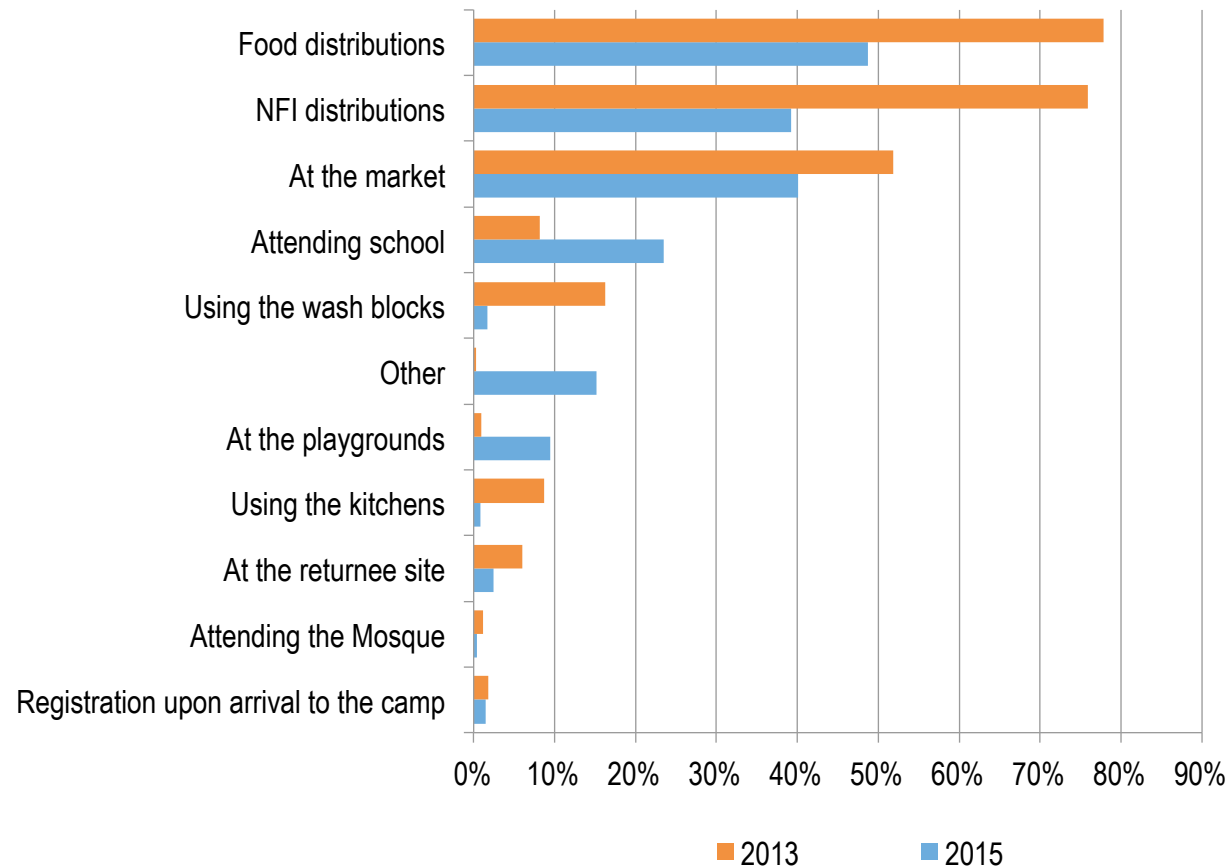
Whilst public lighting has a positive impact on safety, only 8.7% reported the main source of lighting outside of their house to be public lighting.

There was large variance across districts; Less than 1% of respondents reported public lighting as being their main source of lighting in the immediate area outside of their house in Districts 4, 5, 7 and 10.

At the camp level, 41.8% of the respondents cited a flashlight as their main source of lighting in the immediate area outside of their house while 34% said they had no source of lighting.

**Recommendation:** Redress the uneven coverage of public lighting across districts, starting with 4, 5 7 and 10.

# More police presence requested

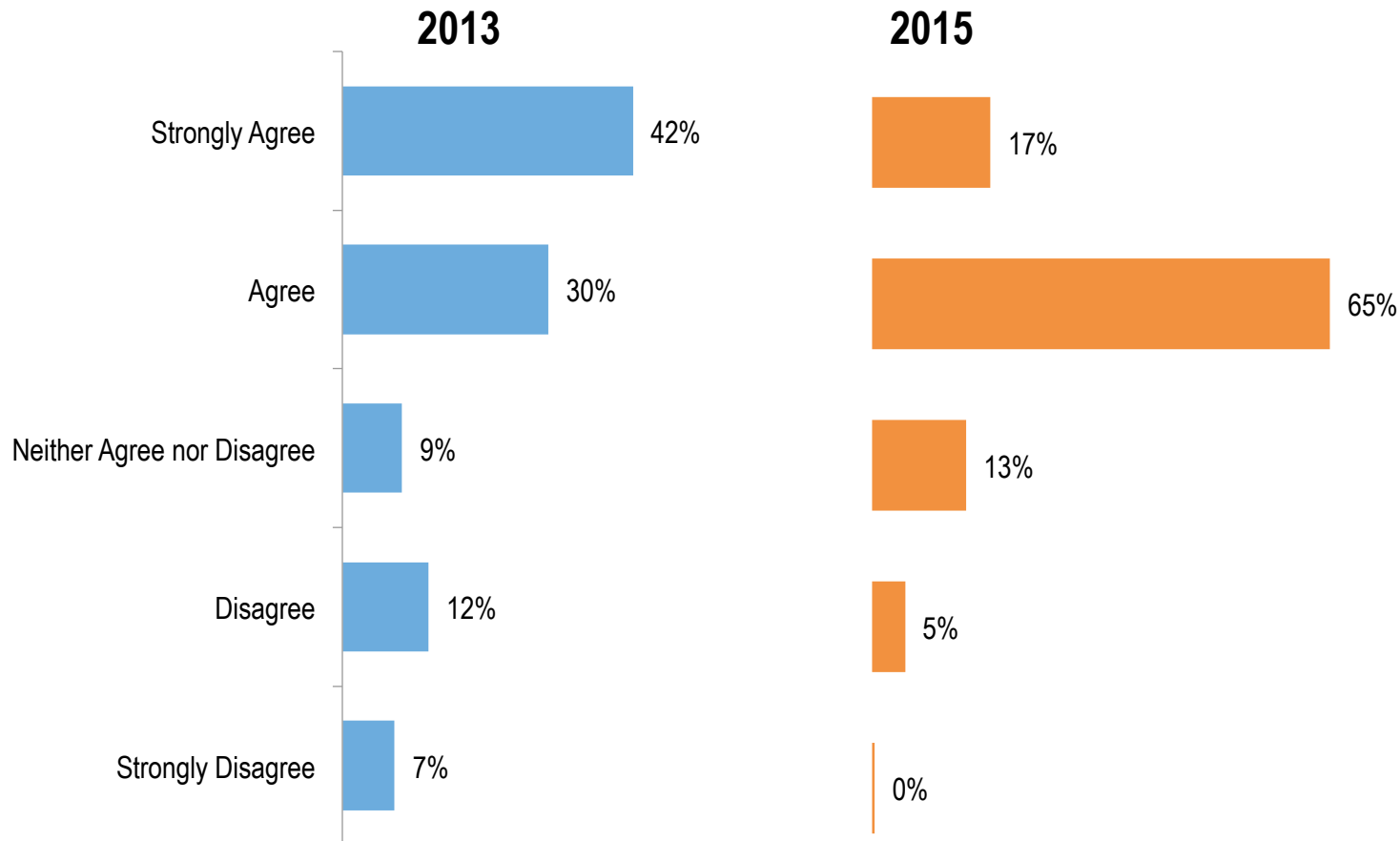


There is a strong correlation between the areas/activities perceived as unsafe those perceived as needing greater police presence. Schools and playgrounds are the only areas perceived as needing a greater police presence by a larger proportion of the population than in 2013. A need for a greater police presence in distribution centres and markets is likely to be due to their potential for overcrowding, leaving them more vulnerable to crime and unrest.

**Recommendation:** maintain police presence at distribution points and markets and increase patrols around schools and playgrounds according to school timetables.

# Police presence at social events

Do you think police should become more involved in social events (community outreach programs)?



At 82%, 10% more people strongly agree or agree that police should have more involvement in social events in 2015 than in 2013.

Moreover, while 7% of the population strongly disagreed that police should be more involved in social events in 2013, 0% did in 2015.

**Recommendation:** adopt a proactive approach to attending social events in the community.



# Places for interacting with police

In 2013, the police station (63.7%), checkpoints (25.7%) and the street (20.3%) were the most frequently cited locations that people went to communicate with the police.

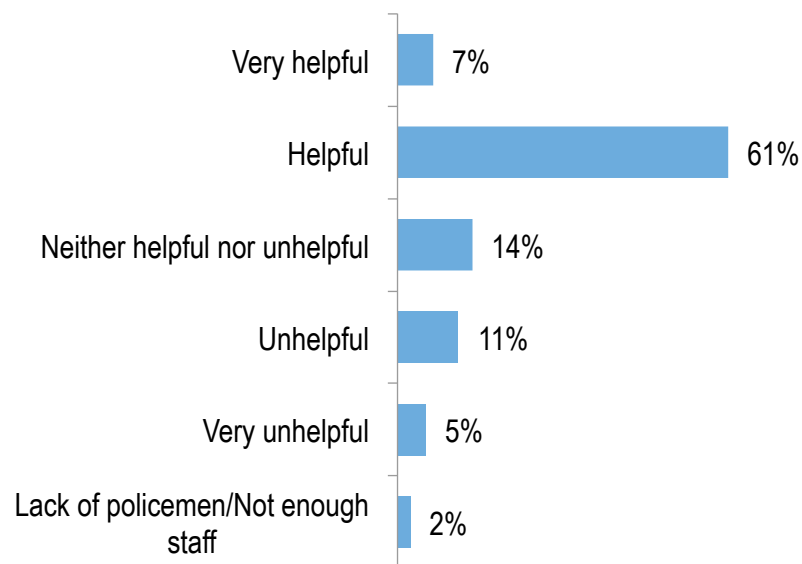
In 2015, 89.8% of the population who had interacted with the police reported the main police station as one of the places that they would go if they wished to speak to them.

Furthermore, 81% of the population that interacted with the police chose the main police station as the *only* location for communicating with the police. The second most frequently cited location for communicating with police was the street (9%). **Only 2% cited the community police station as a place for communicating with the police.**

**Recommendation:** Although this is to be expected due to the presence of the community police being relatively new in the camp, it indicates that awareness raising of the services provided at the community police station would be beneficial to the population.

# Helpfulness of main police station

How did you perceive the level of cooperation at the police station?



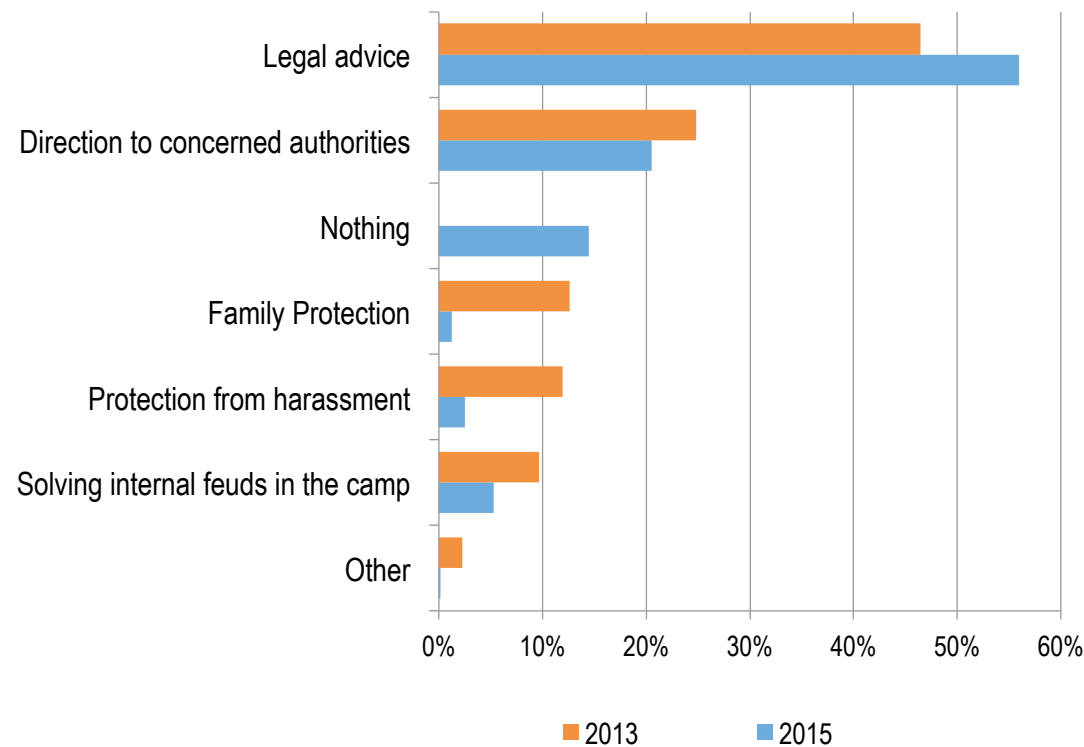
In 2015, over two thirds of the population (68%) who had visited the main police station perceived the level of cooperation there to be very helpful or helpful.

This reflects a drop since 2013, when 88% of those who had visited the main police station found the level of cooperation to be very helpful or helpful.

The key drivers behind this require further exploration. It is likely, however, to be influenced by the increased usage of the police station straining the station's capacity, as well as the rise in expectations of the services provided by the police that has resulted from a better understanding of Jordanian law and an increased reliance on the Jordanian legal systems as refugees spend more time in the camp.

**Recommendation:** Aim to spread the load with CP station and mobile police stations to ease burden on main station.

# Services provided to respondents who had visited the main police station



In 2015, legal advice (55.9%) and direction to the concerned authorities (20.5%) were the most frequently cited services provided at the main police station by those that had visited it.

This trend is the same as that seen in 2013, when 46.4% and 24.8% of those who had visited the main police cited receiving legal advice and direction to concerned authorities, respectively.

# Theft and reporting of theft

Trends between districts with regard to the level of theft have remained similar since 2013. Districts 3 and 4 continue to be the districts that have experienced the most theft, with 19.7% and 22.6% having experienced theft, respectively.

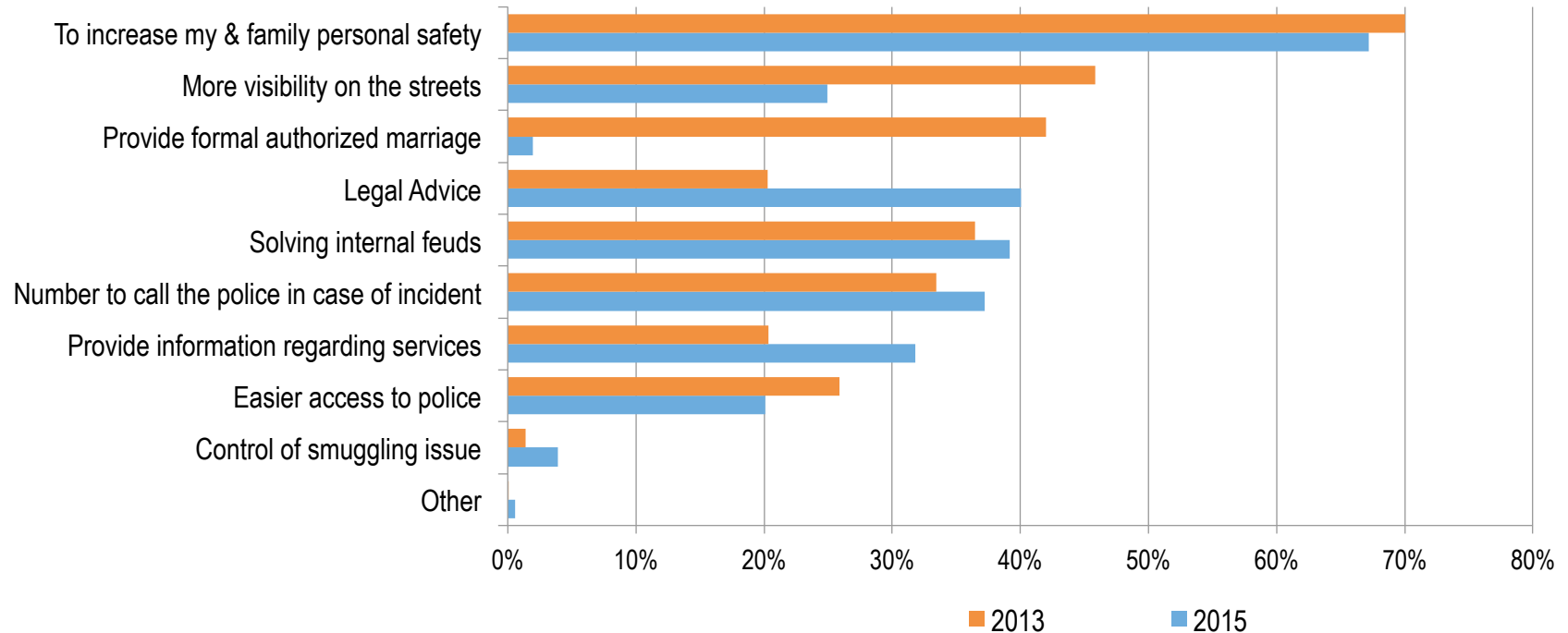
There is little difference in experiences of theft between households that can be locked (11.2%) and households that cannot be locked (14.3%), suggesting that the ability to lock one's house does not determine the safety of leaving it unattended.

In 2015, 88.5% of people who had experienced theft did not report it to the police compared to 76.2% in 2013. 100% of people who reported theft reported it to a police officer at the main station.

**Recommendations:** further information dissemination on the action that can be taken by police with cases of theft may increase the number of thefts that are reported. Increase patrols in district 3 and 4 to combat theft.

# Expectations of Police

What do you expect from the police?



The expectations of police have changed somewhat since 2013, with more people expecting that they provide services regarding legal issues in 2015 and less that they provide marriage certificates and have high visibility.

**Recommendation:** equip Community Police to give basic legal advice and effectively signpost refugees to where they can receive more advanced legal advice.

# Conclusion

Community Police have had a positive impact so far in the short time that they have been operational in the camp.

Areas for improvement include finding ways to address the disparity in perceptions of safety between men and women, boys and girls.

The need for ensuring safety of those attending school is particularly pressing.

The introduction of Community Police Assistants will be a vital asset in this. The team should determine priority areas according to the results presented here and continue to work in partnership with residents to solve problems.

# Dissemination of survey findings

We would like to share the findings of the survey with the following groups:

- UNHCR Camp Management
- Protection Working Group and
- Field security officers
- Partner organisations in the camp
- Other interested organisations
- Journalists

We encourage you to do the same. This will help develop a shared understanding of factors which impact on safety in the camp, build cooperative relationships, promote the achievements of SRAD in Za'atari Camp, and attract potential donors.