



2014

# YEAR IN REVIEW

UNHCR JORDAN



**UNHCR**  
The UN Refugee Agency  
مفوضية الأمم المتحدة للاجئين

The year 2014 brought with it some significant achievements for UNHCR in Jordan and its ability to respond to the needs of more than 620,000 registered refugees living in and out of camps across the country. The operation's outreach capacity was enhanced in urban areas with the opening of offices in Irbid and Mafraq. The opening of the Azraq camp in April concluded months of hard work by colleagues and partners and enhanced the ability of UNHCR to better support the Government of Jordan in providing protection and assistance to newly arriving refugees. It also ensured that essential services in Zaatari camp would not be overburdened. In Amman, the relocation of the Branch Office has significantly improved the reception and registration facilities and offers a more effective working environment for our dedicated staff.

The UNHCR Jordan cash assistance programme distributed almost USD 50 million to refugees living outside of camps, utilising data gathered from our cutting-edge biometric identity verification technology. The programme is now being commended globally for its dignifying impact on the lives of urban refugees in a uniquely cost-effective and efficient manner. The infrastructure upgrades to the Azraq and Zaatari camps, and the implementation by UNHCR and partners of over fifty five community support projects will benefit Jordanian and Syrian communities alike well into the future.

## REPRESENTATIVE'S NOTE

The close cooperation between sixty-four United Nations agencies, non-governmental organisations and government ministries has ensured the smooth coordination, monitoring and evaluation of an effective response to the refugee crisis in a challenging operating environment. The Refugee Response Appeal (RRP6) totalling some USD 1 billion for 2014 met three-quarters of its target. The increasing focus on enhancing linkages between the refugee response and the longer term development needs in Jordan gained currency throughout the year.

The achievements in 2014 were numerous, but so too were the challenges we were faced with throughout the year. The entrenched and protracted nature of the Syrian crisis has meant that international humanitarian attention has waned as the international community gives greater consideration to the fear of regional conflagration and domestic security concerns resulting from the conflict. This decrease in support means that it is increasingly important to be accountable for the resources that are entrusted to us. Our first priority is and will remain the needs of refugees, whatever the circumstances.

I would like to take this opportunity to express my sincere appreciation to the people and Government of Jordan for their partnership with UNHCR, and for Jordan's ongoing generosity in

hosting refugees. I look forward to a continuation of Jordan's proud history of providing sanctuary to those fleeing conflict. I would also like to commend UNHCR staff and our partners for their tremendous work throughout the year in some challenging circumstances, and to thank them for the great commitment they have consistently shown to protecting and assisting refugee communities. Our gratitude also goes out to our donors, who have supported us throughout this crisis, and enabled us to provide critical and life-saving assistance to the needy and vulnerable. This report is a worthy reflection of the work that has gone into understanding and responding to the needs of refugees living in Jordan. As we look forward to 2015, we will again need to show our steadfast commitment to supporting the most vulnerable and to those who have found safety here.

A handwritten signature in black ink that reads "Andrew Harper". The signature is written in a cursive, slightly slanted style.



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# HIGHLIGHTS

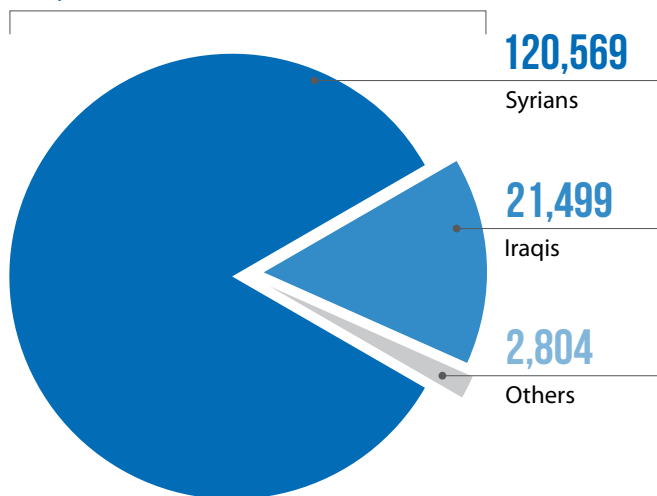
## OPENING OF FOUR OPERATIONAL SITES

-  Azraq Refugee Camp
-  Khalda Registration Centre
-  Mafraq Registration Centre
-  Irbid Registration Centre



Azraq Refugee Camp ©UNHCR/J. Kohler

**144,872** Newly registered refugees in 2014



## "LIVING IN THE SHADOWS" JORDAN HOME VISITS REPORT 2014

**41,976 HOUSEHOLDS** were interviewed by UNHCR and partner organization International Relief and Development (IRD) to collect data on the Home Visits Report, which examines the situation of Syrian refugees registered with UNHCR and living outside camps in Jordan.

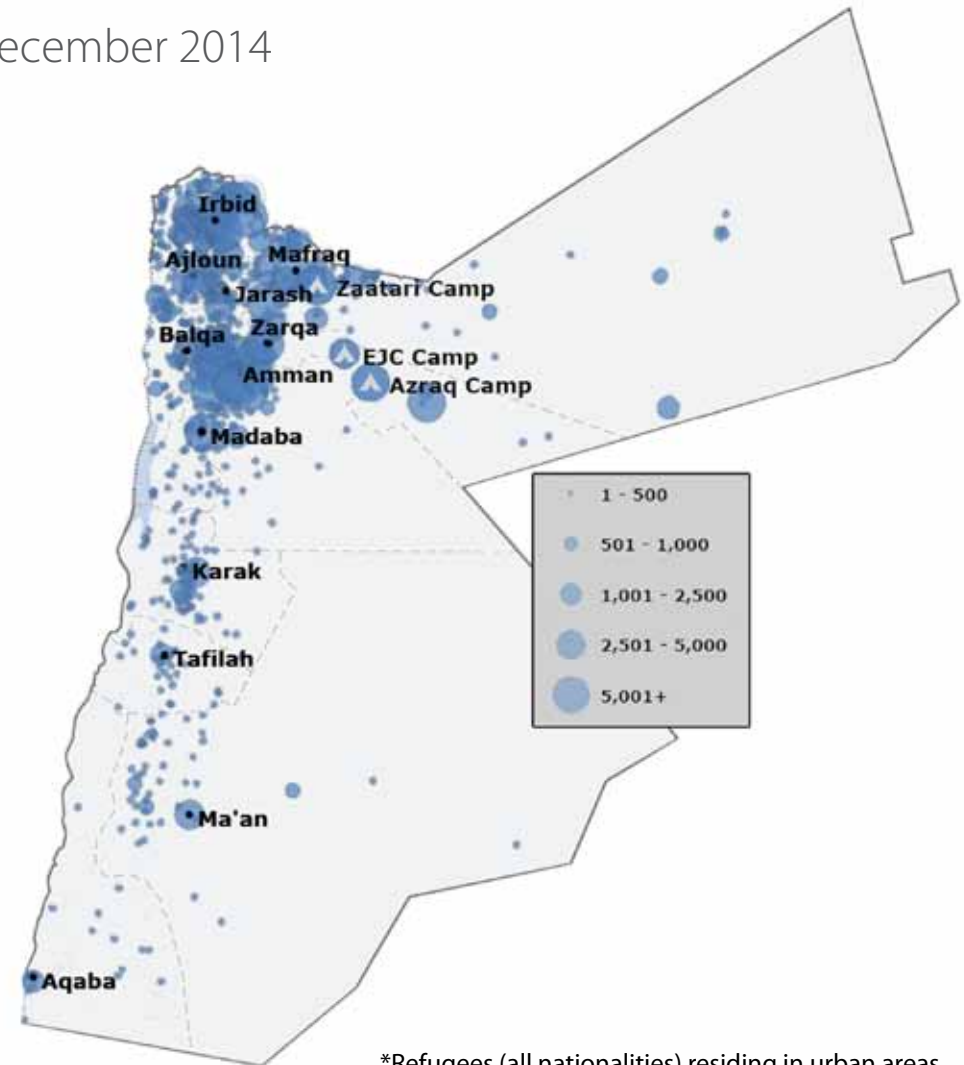
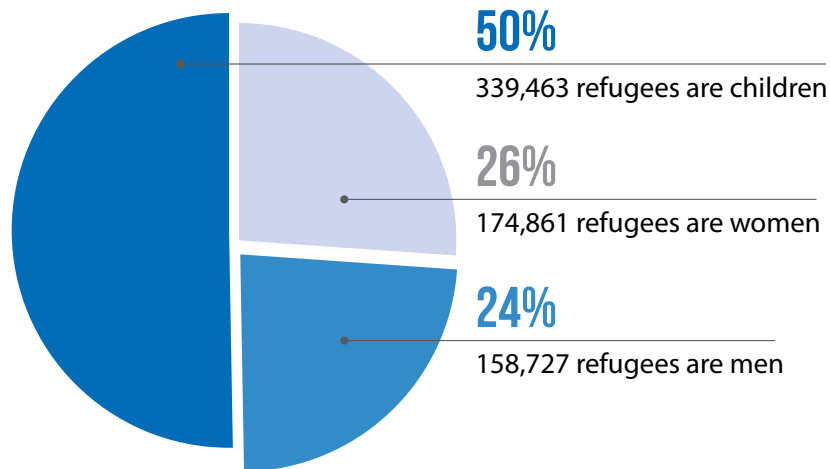
**TWO IN EVERY THREE** Syrian refugee households are below the Jordanian poverty line



**673,051** Registered refugees (all nationalities) by end December 2014

**572,767** Registered urban refugees (all nationalities)

**514,324** of registered refugees are women and children



\*Refugees (all nationalities) residing in urban areas & Syrian refugees residing in camps

**18,590** births (all nationalities), including **3,546 livebirths in Zaatari** (including women who returned to the camp to deliver, to benefit from free health services)

# PROTECTION



**39,000** refugees benefitted from awareness-raising sessions on child protection and Sexual and Gender Based Violence (SGBV) prevention and response

**29,000** refugees (all nationalities) received legal counselling and advice , including **legal representation before the courts to over 60 refugees**

**7,400** survivors of SGBV and children at risk of exploitation were counselled and provided with services by UNHCR and partners

**2,100** humanitarian and Government staff were trained on child protection and SGBV

**1,165** individuals were trained on international protection and refugee law through **53 training sessions**, including for **399 Border Guards and Government officials**

**40** Civil Court and Sharia Court judges were trained in order to strengthen access to justice for refugees

Syrian child with her family in their house outside the town of Mafraq.  
@UNHCR/J.Kohler



# PROTECTION AWARENESS CAMPAIGNS



“OUR SENSE OF SAFETY IS EVERYONE’S RESPONSIBILITY  
شعورنا بالأمان، مسؤوليتنا كمان”

UNHCR participated in the AMANI Campaign – an Inter-Agency Child Protection and Gender-Based Violence awareness-raising campaign. The campaign targets children and adults from harm and different kinds of violence.



25th NOVEMBER - 10th DECEMBER 2014

16 DAYS OF ACTIVISM AGAINST SEXUAL AND GENDER-BASED VIOLENCE (SGBV) - TOGETHER AGAINST SGBV AND EARLY MARRIAGE: PROTECTING, PREVENTING, RESPONDING

The '16 Days of Activism' campaign aimed to raise awareness on the elimination of SGBV with a particular focus on the prevention of early marriage. The campaign was completed in both camps and urban areas in December 2014. Over 250 activities were conducted.



BIRTH REGISTRATION CAMPAIGN

As part of a birth registration campaign, UNHCR, UNICEF and the authorities have produced a brochure and poster, detailing the procedures for refugees to obtain official birth notifications and birth certificates.

**19,922** birth certificates were issued to refugees of all nationalities by the Civil Status Department with the support of UNHCR.



CAMPAIGN FOR THE PREVENTION OF RECRUITMENT AND USE OF CHILDREN IN ARMED CONFLICTS

The campaign was a joint UNHCR and UNICEF effort to prevent and respond to child recruitment in Jordan in the context of the Syria crisis, encouraging children and the community at large to promote the campaign for children to remain with their families.

# REGISTRATION

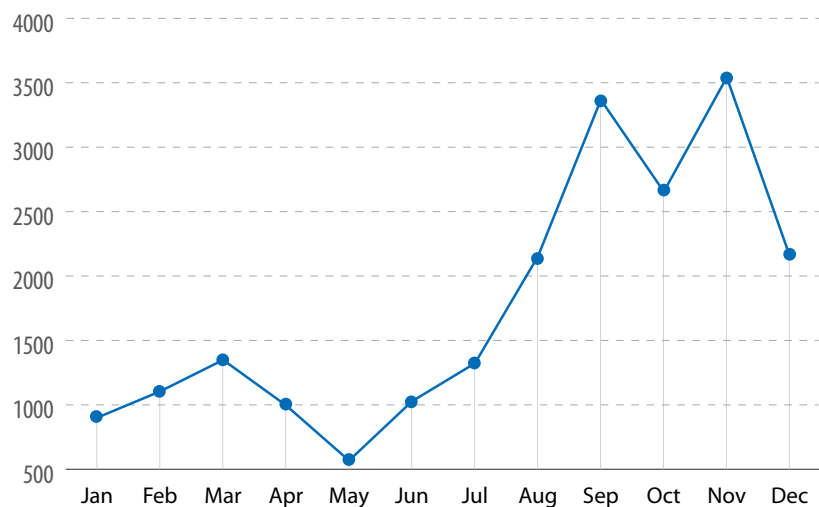
## SYRIAN REFUGEES

**623,112** Syrians were registered by UNHCR by the end of 2014

**84%** of Syrian refugees registered by UNHCR lived in Urban Areas

## IRAQI REFUGEES

**44,575** Iraqis were registered by UNHCR by the end of 2014



The number of Iraqis approaching UNHCR increased significantly in the second half of 2014, mainly as a result of the upsurge in violence in Ninewa, Salah-Al-Din and Anbar

In the picture: Documents Sorting Raba Al Sarhan ©UNHCR

## DOCUMENTS RETURN PROJECT

**219,462** identity documents, which the authorities temporarily retained from Syrian refugees upon their entry into Jordan, were sorted, classified and recorded by UNHCR in support of the Government of Jordan (GoJ). A purpose specific built database enabled UNHCR to link those documents with the individuals, thereby facilitating their return to their owners.



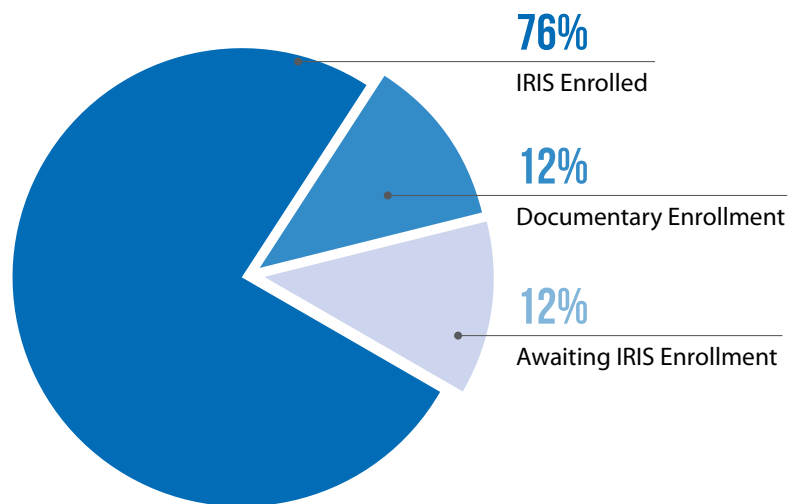
**81,603** documents were returned to Syrian refugees by end of 2014.

## ZAATARI CAMP VERIFICATION EXERCISE [27 JANUARY, 2014 - 20 MAY, 2014]

In 2014, UNHCR and the GoJ jointly undertook a large scale exercise to verify all Zaatari residents. Initially, refugees received their original Syrian documents which served to verify their information through an enhanced data set including biodata, biometric iris scan and photograph, collected for each individual by UNHCR. In this process, refugees also received a service card from the GoJ allowing them to access public schools and medical facilities.

**75,744** refugees were verified.

Biometric Registration—IRIS Enrollment



# CASH ASSISTANCE

## REGULAR CASH ASSISTANCE

**23,200** Households were provided with monthly cash grants (**91,030 individuals of all nationalities**)

**43%** of beneficiaries are single female-headed households

**17%** of beneficiaries are elderly-at-risk

## ONE-TIME WINTERIZATION CASH ASSISTANCE

**30,243** Households (all nationalities) received one-time winterization cash grants

## URGENT CASH ASSISTANCE (UCA)

**2,258** Households (all nationalities) received urgent cash assistance (UCA). UCA is provided to particularly vulnerable individuals including single women, single female headed households, elderly persons (60 and above), large families of more than six members, families with babies, toddlers or children attending school, and foster families caring for unaccompanied or separated children.



# CASH ASSISTANCE



**50.5  
MILLION USD**

provided as cash assistance to refugee families (of all nationalities) in 2014

**71%**

Cash assistance to **Regular Cash Beneficiaries**

**28.8%**

**One Time Winterization** Cash Assistance

**0.2%**

**Urgent** Cash Assistance

**11,906**

refugee families still on the waiting list for cash assistance, who will be supported when funds are available

# OUTREACH & COMMUNICATION WITH COMMUNITIES

## HELPDESKS & MOBILE REGISTRATION FIELD MISSIONS

UNHCR organizes helpdesks and mobile registration missions around the country to be closer to refugees and to facilitate access to UNHCR services to refugees who live far from UNHCR offices in remote locations and who are at risk of becoming more destitute.

**300,000** Refugees were counselled and assisted from Protection, Community Services, Field, Health and Registration units, during **144 field missions**.

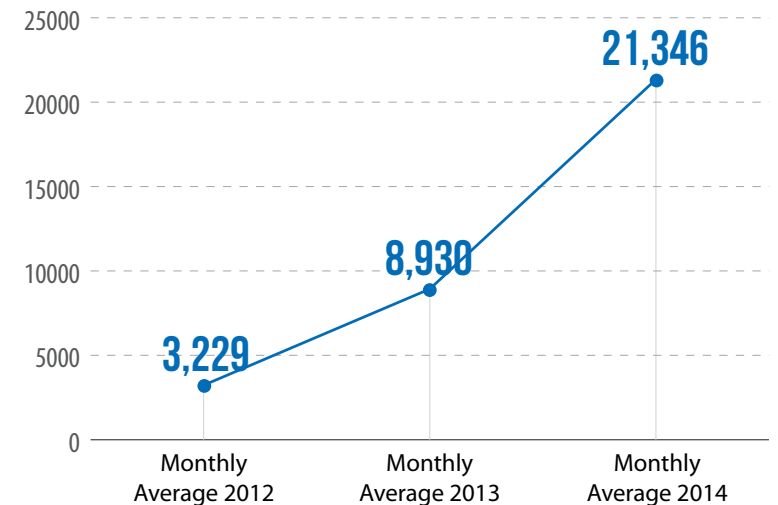
This includes **14** mobile registration missions, which benefitted a total of **9,733** individuals.

Queue	Offered	Handled	Abandoned	Dequeued	Waiting	Wait Time	NotReady	Loggr
Community-Arabic	71	11	56	0		00:00:00	2	
Community-English	0	0	0	0		00:00:00	2	
detection-Arabic	8	1	7	0		00:00:00	2	
detection-English	0	0	0	0		00:00:00	2	
Health-Arabic	22	3	19	0		00:00:00	2	
Health-English	0	0	0	0		00:00:00	2	
HomeVisit-Arabic	273	73	199	0		00:00:00	2	
HomeVisit-English	1	1	0	0		00:00:00	2	
Protection-Arabic	36	7	29	0		00:00:00	2	
Protection-English	1	1	0	0		00:00:00	2	
Registration-Arabic	99	17	81	0		00:00:49	2	
Registration-English	0	0	0	0		00:00:00	2	
Resettlement-Arabic	76	21	54	0		00:00:05	2	
Resettlement-English	0	0	0	0		00:00:00	2	

**256,155** Total number of calls answered in 2014

**1'34"** Average waiting time before being answered

Number of calls answered by UNHCR Helpline



Helpdesk in Zarqa @UNHCR

# OUTREACH & COMMUNICATION WITH COMMUNITIES

كل ما يبحث عنه اللاجئين في موقع واحد



حديث اللاجئين  
Talking With Refugees



الرئيسية قصصنا خدمات المفوضية من نحن

- معلومات عامة
- حول المفوضية
- السامية للأمم
- المتحدة لشؤون اللاجئين
- التسجيل في المفوضية
- الدعم المالي
- الدعم الغذائي
- خدمات الهوية الأمنية
- الإجراءات للحصول على



قصة الشهر الأكثر مشاهدة شاركنا حكايتك خدمات بالقرب منك

معلومات الاتصال الخط



## REFUGEE PRODUCTION (SOAP AUDIO)

"We Are All Refugees" is a six-episode radio soap that went on air in 2014. The soap dealt with topics that affect refugees of all nationalities, and Jordanian host communities. The aim was to develop a deeper understanding of daily challenges and the importance of mutual understanding between the refugee and host communities.

Link: <http://help.unhcr.jo/blog/>

**250,000** Individuals visited the Talking with Refugees webportal ([help.unhcr.jo](http://help.unhcr.jo)), which is a UNHCR website in Arabic providing information on existing services for refugees. The Talking with Refugees Youtube channel and Whatsapp account, had **600 subscribers** and **28,000 followers** respectively by the end of 2014

**180,000** refugees in urban areas reached with three **UNHCR SMS campaigns** including an Anti-Fraud Campaign and a campaign on the UNHCR Helpline

**28,000** Syrian refugees are members of **eight UNHCR WhatsApp groups**



Syrian refugee at a UNHCR clinic in Zaatari camp @UNHCR/D.Hamdan

## UNHCR-FUNDED CLINICS IN CAMPS BY THE END OF 2014



Azraq Refugee Camp



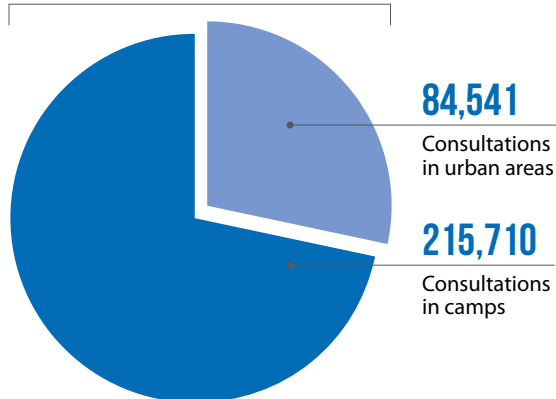
Zaatari Refugee Camp

\* Three clinics newly opened in camps during 2014

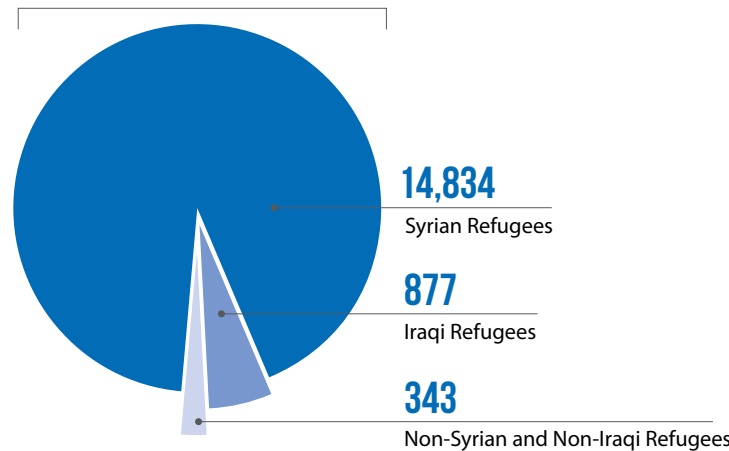
## IN URBAN AREA

UNHCR supported six clinics of the Jordan Health Aid Society (JHAS) and Caritas and one mobile medical unit, serving out of camp refugees

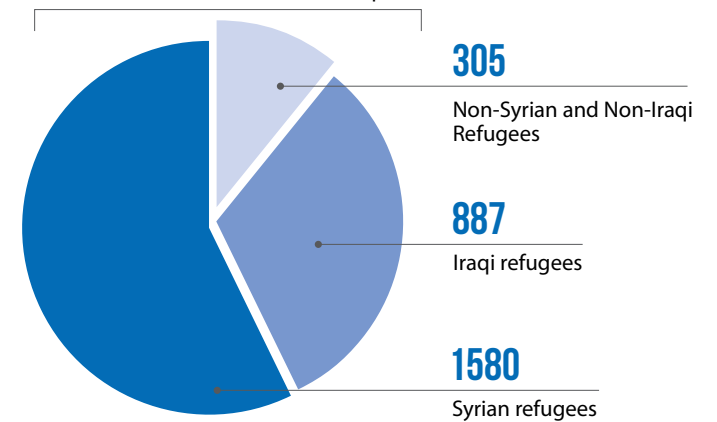
**300,251** Primary healthcare consultations to refugees of all nationalities



**16,054** Referrals for Secondary Healthcare Services to affiliated Health Facilities



**2,772** Cases referred for Tertiary Care Services to Ministry of Health and UNHCR Affiliated Hospitals







The campaigns were implemented by the Ministry of Health with the support of UNHCR, WHO, UNICEF and IOM. In the picture: Polio campaign ©UNHCR/J. Kohler

## OPENING OF THE BURN AND RECONSTRUCTIVE SURGERY UNIT AT PRINCESS BASMA HOSPITAL IN IRBID

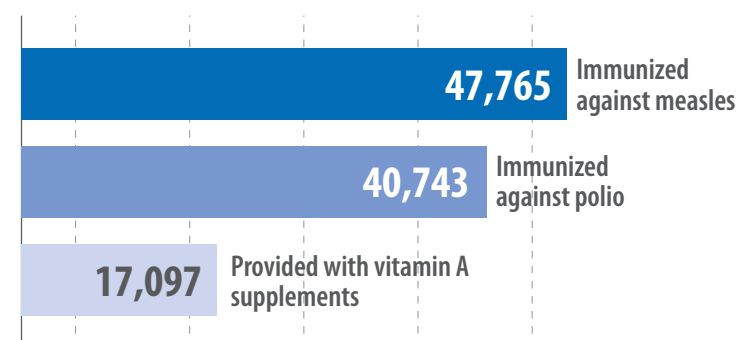
**1.5 MILLION JORDANIAN CITIZENS AND REFUGEES** in the North can access integrated burns and reconstructive surgery services.

**UNHCR supported and equipped the unit composed of a burns department, a reconstructive surgery department, three operation rooms, an intensive care unit, a rehabilitation department and an out patient department with a total capacity of 40 beds. It is considered the first of its kind in the northern governorates and the second in the Kingdom.**

**3 National Polio Immunization campaigns** targeting high risk areas throughout 2014

**589,352** Polio doses given to Syrian children under the age of 5

**105,605** vaccinations at Raba Al Sarhan for newly arrived Syrian refugees under the age of 15



# PROJECTS IN HOST COMMUNITIES

**55** Projects were implemented in 2014 including community support projects (CSPs) encouraging peaceful co-existence with host communities, and Water, Sanitation and Hygiene (WASH) infrastructure projects to improve water supply in target communities in northern Jordan

**1,6  
MILLION**

Syrian refugees and host communities benefitted from CSPs and WASH infrastructure projects in **22 locations across all 12 Governorates in Jordan**



Renovation of a playground in Madaba (CPS Project) @UNHCR/J.Kohler

**3.5 MILLION  
(USD)**

Budget allocated to Community Support Projects (CSPs), in host communities during 2014

**45** CSPs implemented by partner organizations International Relief and Development (IRD), Mercy Corps (MC) and the Agency for Technical Cooperation and Development (ACTED)


# PROJECTS IN HOST COMMUNITIES

Inauguration of a water project in Irbid. @UNHCR/J.Kohler


**240,000** Individuals (Syrian refugees and host communities) benefitted from **10 WASH (Water, Sanitation, Hygiene) infrastructure projects** implemented by partner organizations IRD and MC

**3.3 MILLION (USD)** WASH Infrastructure Projects Budget for 2014


## HIGH IMPACT PROJECTS IN 2014

 **42,857** (Total Syrians and Jordanians with extra 35 Litres per person per day)

**Rehabilitation of Mahasi Water Pumping Station** (Irbid Governorate)

 **35,000** (Total Syrians and Jordanians with extra 35 Litres per person per day)

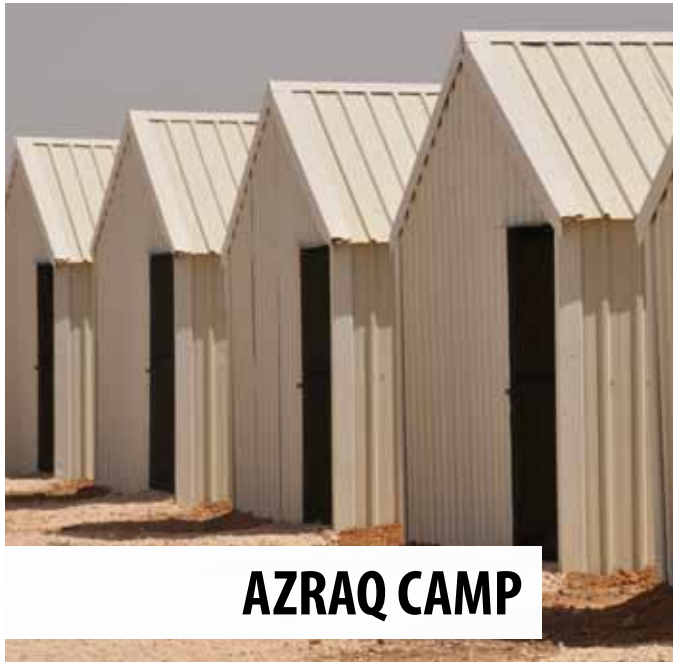
**Rehabilitation of Wadi Al Arab Well** (Irbid Governorate)

 **35,000** (Total Syrians and Jordanians with extra 35 Litres per person per day)

**Replacement of 100 valves for Irbid Water Networks** (Irbid Governorate)



# SHELTER & INFRASTRUCTURE



**8,029** T-Shelters constructed  
**2,892** of them were enhanced with reinforced concrete flooring

Construction of the market place for Village 3

Construction of **50 vendor stalls**

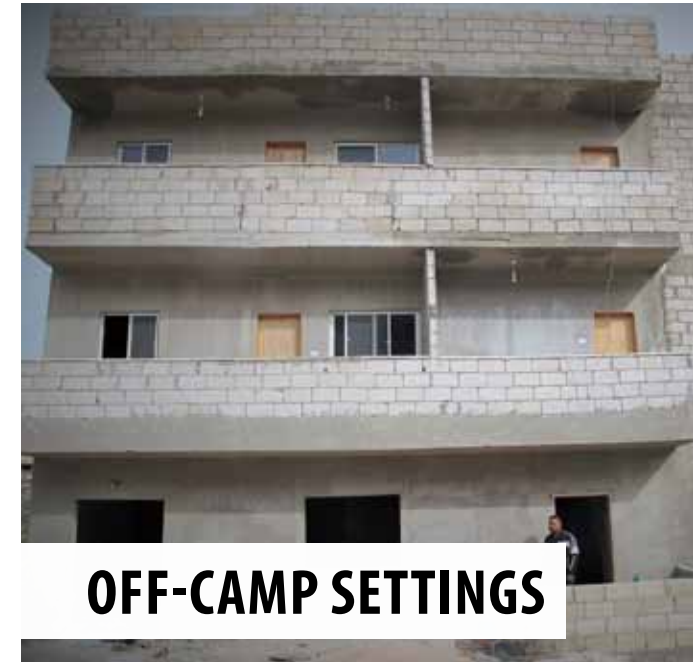
**348,550** sq metres of roads and basic service and governance facilities were constructed and maintained



**6,597** prefabricated containers (caravans) were distributed

**15,248** emergency shelters (tents) were distributed

**250,218** sq metres of roads and basic service and governance facilities were constructed and maintained



**1,921** substandard shelters were upgraded

**3,569** housing units were completed

**7,830** sealing off kits were distributed

**100** refugee households benefitted from the urban shelter programme

# CORE RELIEF ITEMS



**18,199** New Arrival Households provided with Core Relief Items

The regular kit includes: blankets, mattresses, sleeping mats, plastic sheets, kitchen sets, jerry cans and buckets. For refugees arriving in Azraq camp the kit also contains a kitchenette, a gas bottle and a solar lamp

**66,000** Households received Core Relief Items replenishment

Replenishment of the regular kit is provided for items that were depleted. Replenishment of hygiene kits includes soap, tooth paste and toilet paper

**3,531** Households newly arriving to the camps in winter provided with Winterization Core Relief Items

Winterization kit included: two high-thermal blankets per person. Families in Azraq Camp also received gas heaters, gas cylinders and gas refills

**48,275** Clothing kits were distributed to **20,425 households** in camps. Each kit includes two clothing items

# EXTERNAL RELATIONS



**390**  
missions facilitated  
by UNHCR



In the pictures, from up left: Malala visit to Zaatari Camp; Haakon Magnus Prince of Norway visit; visit of US Ambassador to the United Nations Samantha Power; World Refugee Day commemoration at UNHCR Office in Amman; Inauguration of Azraq Camp; Irbid Exchange communication project; Foreign Minister of Australia Julie Bishop visit; UN High Commissioner for Refugees, António Guterres, on a visit to a refugee home in Amman.

## DO YOU SEE WHAT I SEE PHOTO PROJECT\_ZAATARI CAMP 2014



Photojournalist Brendan Bannon worked with refugee children in Jordan to help them use photography to document their environment and express themselves.

The pictures were used for the Child Protection Conference organized in October in Sharjah, UAE.

Link: [refugee-photo-project.unhcr.org/en/](http://refugee-photo-project.unhcr.org/en/)  
New York Times: [goo.gl/FTW12d](http://goo.gl/FTW12d)

# INTER-AGENCY COORDINATION

2014 Syria Regional  
Response Plan

Jordan

UNHCR has coordinated the entire refugee response, involving **64 UN agencies, international and national NGOs, in collaboration with the Government of Jordan (GoJ), and line ministries.**

UNHCR also planned and coordinated a **USD 1 Billion inter-agency appeal** for the 2014 Refugee Response Plan (RRP6), which was funded at **75%**.



Over **150** Dashboards, analyses and thematic inter-agency reports were produced by the 8 technical sectors with the support of the UNHCR Inter-Agency and Information Management team.

Ground-breaking and innovative systems were developed including the use of ActivityInfo, for transparent activity tracking; and the Vulnerability Assessment Framework (VAF), for targeting assistance on the basis of vulnerability. All relevant data on the response is available at [data.unhcr.org/jordan/](http://data.unhcr.org/jordan/).

# UNHCR PRESENCE



In order to be near refugees and thereby enhance provision of assistance and services, UNHCR decentralized its activities, which led to the opening of **4 new operational sites and 4 new offices** in 2014.

## NEW OPERATIONAL SITES

Azraq Camp  
Irbid Registration Centre  
Khalda Registration Centre  
Mafraq Registration Centre

## NEW OFFICES

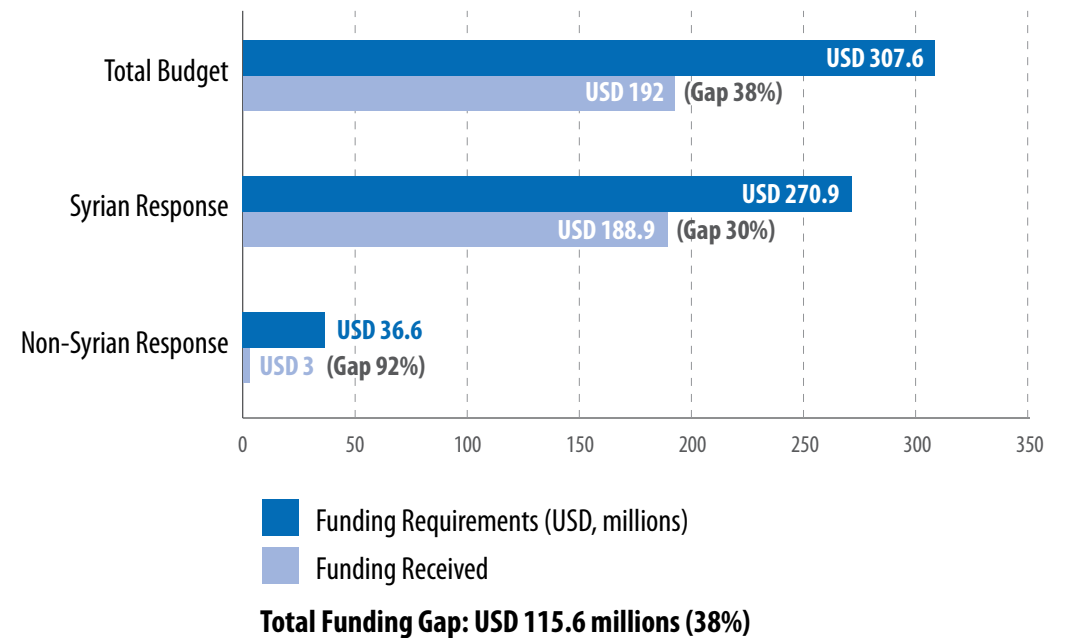
Azraq Field Office  
Irbid Field Office  
Khalda Office  
Mafraq Sub-Office

**698** UNHCR Jordan's total number of staff



# DONOR SUPPORT TO UNHCR

**UNHCR is grateful to donors who have supported UNHCR programmes worldwide and in Jordan in 2014:** Australia, Bahrain, Canada, Denmark, EU, Finland, France, Germany, Ireland, Italy, Japan, Kuwait, Luxembourg, Netherlands, Norway, Oman, Qatar, Saudi Arabia, Spain, Sweden, Switzerland, UAE, UK, USA, Private donors.



# PARTNERSHIPS

UNHCR would like to thank all actors involved in the refugee response in Jordan, including the following PARTNERS who have received funding from UNHCR in 2014: Agency for Technical Cooperation and Development (ACTED), Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), Caritas Jordan, International Medical Corps (IMC), International Organization for Migration (IOM), International Relief and Development (IRD), International Rescue Committee (IRC), Japanese Emergency NGOs (JEN), Jordan Health Aid Society (JHAS), Jordan River Foundation (JRF), Ministry of Interior (MOI), Mercy Corps (MC), Ministry of Planning and International Cooperation (MOPIC), Ministry of Public Works and Housing (MPWH), Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Syrian Refugee Affairs Directorate (SRAD), The Jordan Hashemite Fund for Human Development (JOHUD).







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