

# JORDAN

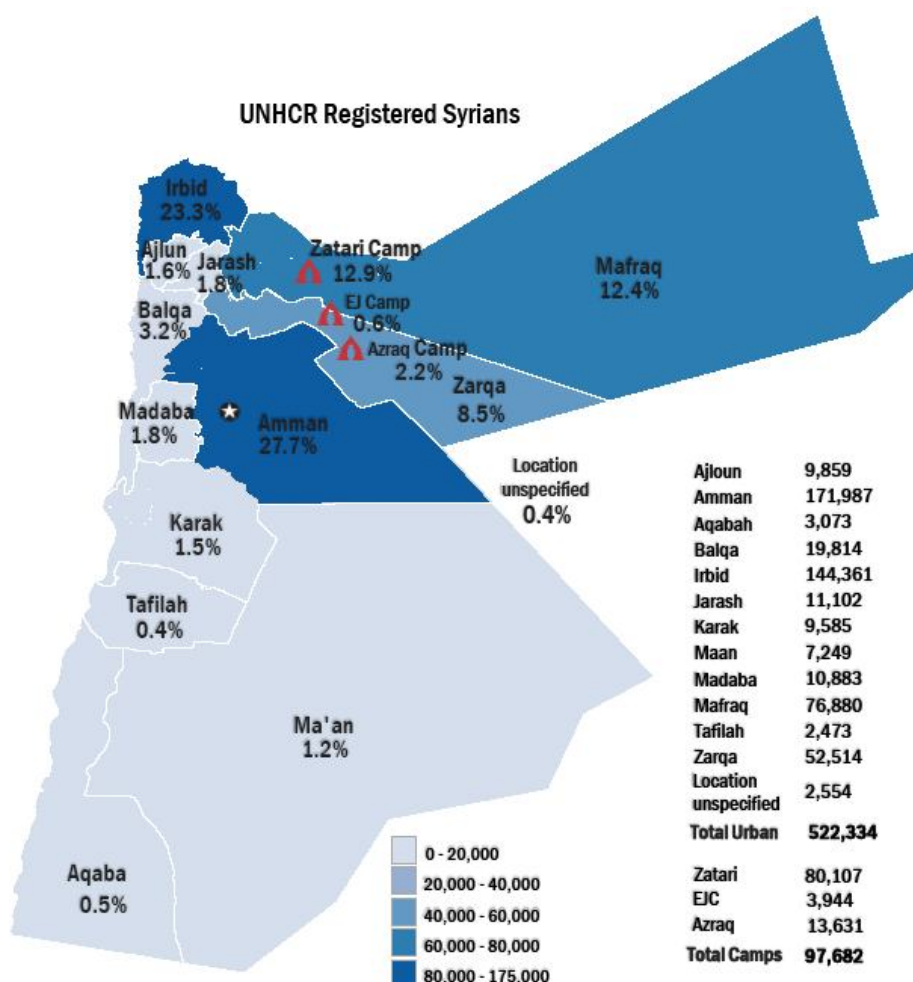
## INTER-AGENCY OPERATIONAL UPDATE

September-October 2014

### HIGHLIGHTS

- Donor generosity has helped WFP avoid anticipated cuts to food assistance to refugees during November. However, WFP still faces a critical funding shortfall in December.
- The number of new arrivals from Syria has significantly decreased since 25 September with no entries through informal border crossings registered by UNHCR since 1 November. In addition to the increased distances and insecurity that Syrians must contend with, many also report waiting lengthy periods in border areas. UNHCR continues to advocate with authorities for access to the territory.

Map: UNHCR registered Syrians as of 25 October 2014



\* Coloured map only reflects refugees living outside camps.

### KEY FIGURES

**620,016** (25 Oct.)

Syrian refugees registered with UNHCR

**522,334**

Out of camp refugees (84.2% of total Syrian population registered)

**80,107**

Zaatari camp refugee population

**13,631**

Azraq camp refugee population

**154,300**

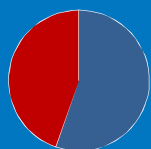
Refugees & other affected population (non-camp) received regular cash assistance (Sept)

### FUNDING NEEDS

**USD 1,014,530,914**

requested by agencies for the refugee response in Jordan (RRP6)

Gap  
39%



Funded  
61%

### PRIORITIES

- Access to protection for Syrian refugees at the border
- Winterization preparations
- Electrification of Azraq Camp

Inter-agency Update prepared by UNHCR as part of the refugee response, in cooperation with agencies who provided contributions to this edition: CARE, IOM, JHCO, NRC, UNDP, UNFPA, UNICEF, WFP.

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**Link:** Regional portal: <http://data.unhcr.org/syrianrefugees/country.php?id=107>



**UNHCR**  
The UN Refugee Agency

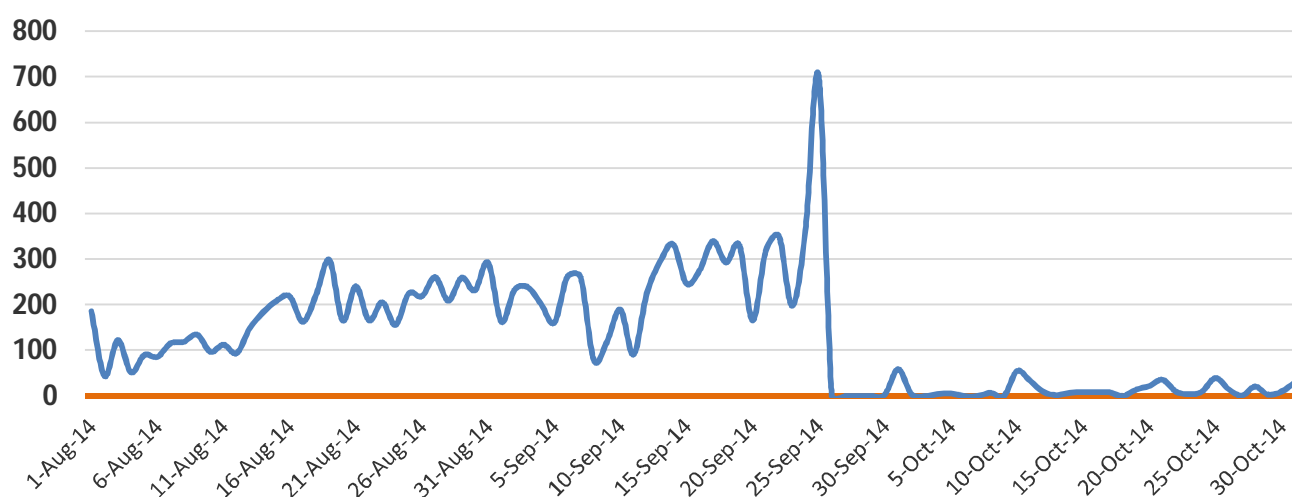
## OPERATIONAL DEVELOPMENTS AND ACHIEVEMENTS

### Protection

- Drastic reduction of new arrivals from Syria:** Since 25 September there has been a significant drop in the number of individuals transported from the border to Raba Al Sarhan registration centre, along with a decrease in the proportion of those admitted into the country as refugees. While 5,994 individuals were registered in Raba Al Sarhan in September, the number dropped to 445 individuals in October. Between 3,000 and 4,000 Syrian refugees are reportedly camped at the berm near the border at Rukban and Hadalat in northeastern Jordan. UNHCR has undertaken numerous initiatives in an effort to increase access for Syrian refugees to Jordan.

Meals and water are being provided by IOM and ICRC in conjunction with Jordanian border guards. UNHCR has also supplied 10,000 blankets for refugees along the border. With the weather conditions worsening, refugees face increasing health and hygiene risks as they are being accommodated in inadequate shelters.

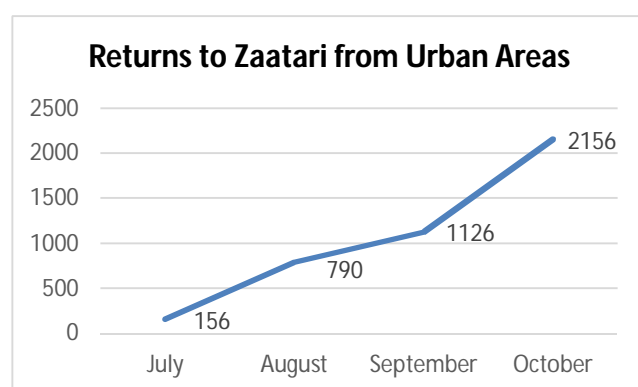
**Syrian new arrivals registered by UNHCR Jordan: August - October 2014**



- Returns to Zaatari refugee camp:**

With the strain on coping mechanisms in urban environment, winter approaching and increasing restrictions on bail-outs, there has been a rise in the number of refugees returning/ being returned to Zaatari camp (see graph "Returns to Zaatari from urban areas").

- Child protection trends:** Despite an overall decrease in the number of refugees arriving to Jordan in 2014, UNICEF has noted an increase in the number of Syrian Unaccompanied and Separated Children (UASC) entering Jordan as compared to 2013, especially unaccompanied girls. The reunification rate of separated and unaccompanied children with their families is up, however, from 63% last year to 89%, which shows improvements in the response to UASC.
- Violence free schools:** UNICEF with the Ministry of Education, Sharek Academy, and Save the Children began the roll out of two large-scale initiatives to end violence against children as part of the Ma'an Campaign for violence-free schools. Double-shifted schools are targeted to build the capacity of principals, teachers, parents and students to



prepare and activate school-based initiatives to reduce violence, to engage with communities on issues related to violence, and to better implement mechanisms used for monitoring violence in schools.

- **Counter-Trafficking Unit:** On 29 September, a new training facility for staff at the Counter Trafficking Unit (CTU) was officially opened. With the support of its donors, IOM has refurbished the facilities at the CTU and supports a wider program of training and capacity building for Jordanian officials to help prevent human trafficking of Syrian refugees and host communities. This is part of IOM's counter-trafficking project, which includes awareness raising and direct assistance for affected communities in the country.
- **Psychosocial and recreational assistance in Azraq Camp: A Safe Space for Syrian Refugees**

*"Refugees do not only need a safe place to live, food and medication. Children need to go to school; they need to learn and play. People here in Azraq have lost everything. We have to make sure to help them make their stay in Azraq as positive as a stay in a refugee camp could possibly be," says Hiba Sarhan, case manager for CARE Jordan.*

CARE's community centres in Azraq camp serve as hubs of social services for Syrian refugees. More than 170 men, women and children come to the centre every day to take part in psychosocial or recreational activities. Meeting, talking and playing with each other helps refugees cope with their experience of violence, flight and loss of family and friends. CARE offers different sessions for different groups: Parents can attend session to talk about what it means to raise children in the camp; they can exchange ideas in book clubs or in creativity sessions; children can play football, ping pong or have their faces painted and simply feel like children again. Since the camp was opened more than 7,000 children have taken part in CARE's psychosocial and recreational activities, funded by UNHCR.



CARE Community Centre in Azraq@ CARE/2014

## Winterization

Humanitarian partners have been preparing for the upcoming winter season in order to reach the most vulnerable refugee families with core relief items, shelter interventions and seasonal financial assistance. The winterization response has been coordinated through the UNHCR-led non-food-items/ cash assistance working group and shelter working group, in order to ensure complementarity of partners' interventions.

- Agencies have agreed on common standards of assistance to urban refugees to promote equitable treatment and avoid duplication. Some 12 partners (CARITAS, ICMC, OXFAM, UNICEF, IRC, PU-AMI, GRC/JRC, NICCOD, Action Aid, CARE, Intersos and IRW) will distribute core relief items to out-of-camp refugees. UNHCR, CARE, DRC, NRC, IRC and AVSI will provide refugees with cash to cover their winter needs such as stoves, fuel and blankets. The targeted beneficiary population for the winterization response in non-camp settings is set to 168,000 individuals including a small number of vulnerable Jordanians, subject to funding.
- In camps, the response include the distribution of gas heaters, gas refills, plastic sheeting, high thermal blankets, winter clothes, shoes, dates and vouchers to buy winter items.
- In Azraq and Zaatari camps, UNHCR winterization work will include provision of concrete floors in 6,480 shelters in Azraq; distribution of 10,000 plastic sheets for better insulation in Zaatari; provision of 50,000 high-thermal blankets and winter clothes in both camps; distribution of 4,000 gas heaters and refill tanks to all families in Azraq and new arrivals in Zaatari. These activities are carried out either directly or in cooperation with partners. In urban areas, cash assistance is to be provided to 27,800 of the most vulnerable Syrian refugees to cover winter needs. However UNHCR has funds to provide winterization cash assistance to only half of its planned beneficiary population.
- UNICEF is procuring winter clothing kits which will be provided for children under the age of 15 at border transit points and areas of high refugee vulnerability in Jordan. UNICEF also plans to provide winter clothes to all children under 16 years old living in the camps through vouchers, in cooperation with WFP and UNHCR. In total, 44,000 children will benefit from such assistance.

- In November, NRC will conduct winterization distribution to all Zaatari and Azraq households through the voucher system. Such activities fit with wider inter-agency strategies to monetize assistance where possible and support informal micro-enterprises within the camp, contributing to decreased dependency on emergency assistance.
- **Revised Zaatari refugee camp Contingency Plan:** The existing contingency plan for flooding and cold weather has been updated for the winter. Emergency shelter spaces will be available in three districts while additional plots can be opened at short notice. Other preparations include the set up on short notice of facilities with heaters and additional water, the repositioning of mattresses and blankets, and the release of welcome meals for anyone compelled to move to emergency spaces. Arrangements are in place for medical support and to transport families and individuals who have mobility difficulties or are vulnerable. To avoid hazards all electricity will be disconnected if flooding occurs.

## Education

- **Graduation:** In early October, over 200 youth in Zaatari Camp graduated from the fourth cohort of NRC's Youth Training Centre. Certificates were handed out by representatives from the Ministry of Education, the European Union Delegation to Jordan, UNICEF and NRC. The Zaatari refugee camp Youth Training Centre provides young people with three-month continuing education programme courses including in tailoring, electrical wiring and the only certified information technology course in the camps.



*Refugee youth graduation ceremony in Zaatari © 2014.*

- **Back to school campaign:** The "Back to School" campaign, led by Save the Children with UNICEF support, reached over 100,000 people in camps and host communities through door-to-door visits, helpdesks, including at the UNHCR registration centre in Amman, and community outreach events that encouraged families to enroll their children in school. UNICEF is working with the Ministry of Education (MoE) and partners to address some of the challenges highlighted during the campaign, including a high number of children who were out of school during the past academic year, Syrian children without the Government service card required to enroll, and schools' capacity to manage waiting lists.

Enrolment records in the camps show an increase compared to last year, with nearly 19,500 students attending school in Zaatari, Azraq and the Emirati Jordanian Camp in September 2014. As a result, temporary learning spaces were set up in Zaatari to reduce overcrowding, and UNICEF is working with the MoE to recruit and train additional teachers. Textbooks and school supplies were distributed to all children in the camp.

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## Health

- **Opening of the hospital in Azraq refugee camp:** The hospital, which is run by the International Federation of the Red Cross/Crescent opened its doors to refugees on 12 October. Services currently available include outpatient consultations, in-patient pediatric services, non-emergency surgical interventions, emergency room, lab investigations and X-ray services as well as a maternity ward. The opening of the hospital will greatly improve access to secondary care and reduce the need for referrals from the site.
- **Reproductive health in Zaatari:** UNFPA conducted two workshops (7–10 September and 14–17 September) in Zaatari camp on Emergency Obstetrics and Best Practices. The workshops targeted gynecologists, nurses and midwives, and a total of 37 participants from JHAS, IMC, Institute of Family Health (IFH) and Moroccan Field Hospital



attended. The training used an interactive approach including pre- and post-tests, as well hands-on practice, and covered life-saving technical interventions to save mothers' and newborns' lives.

- **Expansion of mental health services:** In September, IMC received approval to commence mental health service provision in the Emirati Jordanian Camp. Provision of services started in the course of October.

## Food Security and Nutrition

- **Food targeting in urban areas:** In October, WFP started to move from blanket to targeted food assistance to refugees in host communities, with a reduction of 6.5% in the number benefitting from food assistance. Refugees excluded by this new approach have been identified as not needing food assistance based on criteria defined in the Comprehensive Food Security Monitoring Exercise (CFSME). The CFSME was conducted by WFP in early 2014 to evaluate the level of food security among registered Syrian refugees living in Jordanian communities. It found that 85 per cent of Syrian refugee families would not have sufficient resources to put enough food on their table without the WFP support. Refugees who will no longer be receiving this assistance can appeal if they believe they have strong grounds and need food assistance to get by. WFP is working closely with UNHCR and partners to monitor the programme and ensure that the assistance continues to reach those in need.



*Refugee children in Zaatari camp during WFP food distribution.*  
©WFP/J. Eid/ 2014.

- While emergency donor support has enabled WFP to provide full food assistance (24JD/person/month for out of camp refugees) to eligible Syrian refugees in October, the organization lacks sufficient funding to continue regular assistance to food-insecure refugee households in December and beyond.

## \$ Cash assistance

- **Cash assistance to vulnerable refugees living outside camps:** The number of refugee families benefitting from UNHCR unconditional monthly cash assistance was increased slightly in October. In September, UNHCR provided an average of US\$130 per family to 20,273 refugee families (81,580 individuals), assistance that reached 20,492 refugee families (82,502 individuals) the following month. The number of eligible refugee families on the waiting list is still significant (7,800 families), however, and growing. The inclusion of additional beneficiaries depends on the availability of funds. All Syrian families registered with UNHCR are visited by IRD (International Relief and Development) volunteers to assess eligibility. For each JD allocated to cash assistance, 98% goes directly to the beneficiary, with only 2% needed for processing fees. 57.5% of the beneficiaries of the programme are children.
- **Pilot voucher project in Zaatari:** Since September NRC has been providing limited value vouchers (2 JOD) in Zaatari for UNHCR-funded hygiene items for all new arrivals and referrals. A review of spending patterns at the two registered retailers reveals that the vast majority of beneficiaries spend their vouchers on the day of issue. Real-time monitoring reveals that some two thirds of refugees spend their vouchers on hygiene and/or cleaning items with around one third spending the vouchers on food. NRC staff have been present at the supermarkets throughout the pilot to provide technical support on the voucher scanning process and to identify any problems experienced by the recipients.

## Shelter and NFIs

- **Expansion of Urban Shelter programme:** NRC's Integrated Urban Shelter Programme continues to expand in host communities in northern Jordan. To date, the project has brought onto the market an additional 2,400 housing units, providing adequate shelter and security of tenure for more than 7,800 Syrian refugees. Construction works continue on a further 1,600 housing units, with more than 6,400 Syrian refugees on the programme's waiting list. In Irbid, the programme covers 62 villages located in seven districts. A satellite NRC office has been established in Jerash where 175 housing units have been committed since project implementation started in July 2014.
- **Distribution of core relief items to camp and out-of-camp refugee populations.** In September, IOM, NRC, and Syrian volunteers distributed shoes to refugees in Azraq, where a significant proportion of the population arrive in very destitute conditions. These shoes will help ensure that refugees of all ages have safe and comfortable protection from the rocky desert terrain and the threat of scorpions and other dangerous insects. In total new shoes were given to 2,069 families. IOM is planning a second round of distribution in late November.

In non-camp settings, JHCO continues to distribute core relief items and cash assistance in addition to facilitating the distribution of in-kind donations for refugees.

## Access to Energy

- **Solar energy in Azraq:** Solar streetlights are currently being installed in Azraq camp. This is the crucial step in supplying electricity to residents of the new camp, which opened in April 2014 and which hosts almost all newly arriving refugees in Jordan.
- **Electricity in King Abdullah Park:** King Abdullah Park, which is located in Irbid Governorate and hosts some 700 Syrian refugees, was connected to the main electricity grid in September. As a result all refugee accommodation and community buildings now have access to electricity. Previously, a generator at the site provided electricity a few hours per day.

## Water, Sanitation and Hygiene

- **Rehabilitation of WASH facilities:** UNICEF and partners have completed the rehabilitation of WASH facilities in 264 host community schools and has conducted hygiene promotion in all of the facilities with the Japanese Emergency NGO (JEN). Another 100 schools will receive WASH renovation works and hygiene promotion activities in the next phase of activity.

## Community Empowerment and Self-Reliance

- **Renovation of a Community Sport Centre in Ajloun:** On 26 October, the Community Sport Centre managed by Kafrankeh Charity Association, in Ajloun governorate was officially inaugurated after a renovation by UNHCR and ACTED. This Community Support Project (CSP) aims to strengthen social cohesion by providing learning opportunities for the entire community, and will directly benefit 500 children, including 400 Jordanians and 100 Syrian refugees.
- **UNDP Socioeconomic household survey:** UNDP Jordan conducted a socioeconomic household survey with the aim of rapidly assessing the impact of the Syrian crisis on Jordanian host communities in Irbid and Mafrq. The survey questionnaire was developed based on the previous Household Income and Expenditure survey (HIES) administered by the Department of Statistics in 2010 in order to chart the changes in the household socio-economic status as a result of the Syrian crisis.

The survey of 4,608 households was conducted from October-December 2013 and covered a wide range of issues relating to household income sources and levels, expenditures, and community priorities. Overall, 35.8% of the

sample households in Mafraq perceive “garbage collection (Solid Waste Management)” as the highest priority to address, which was followed by “decreasing income” (35.7%) and “provision of health services” (25.7%). In Irbid, 38.5% of the sample households responded that “decreasing income” was the highest priority, which was followed by “provision of health services” (36.9%), which was listed by four sub-districts as their top priority (64.7% in Wastiyah). The third priority identified was “Finding a job” (30.3%).

The survey results will feed into the design of UNDP’s “Mitigating the impact of the Syrian Refugees crisis on Jordanian Vulnerable Host Communities” programme, in particular on livelihoods, employment creation, and municipality support. The results of the survey can be viewed at:

[http://www.hostcommunities-jo.org/wp-content/uploads/2014/01/HIES\\_Part1.pdf](http://www.hostcommunities-jo.org/wp-content/uploads/2014/01/HIES_Part1.pdf)

[http://www.hostcommunities-jo.org/wp-content/uploads/2014/01/HIES\\_Part2.pdf](http://www.hostcommunities-jo.org/wp-content/uploads/2014/01/HIES_Part2.pdf).

## FINANCIAL INFORMATION

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Agencies are very grateful for the financial support provided by donors who have contributed to their activities with unearmarked and broadly earmarked funds, as well as to those who have contributed directly to the operation.

### Donors who have contributed to the operation in 2014:

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