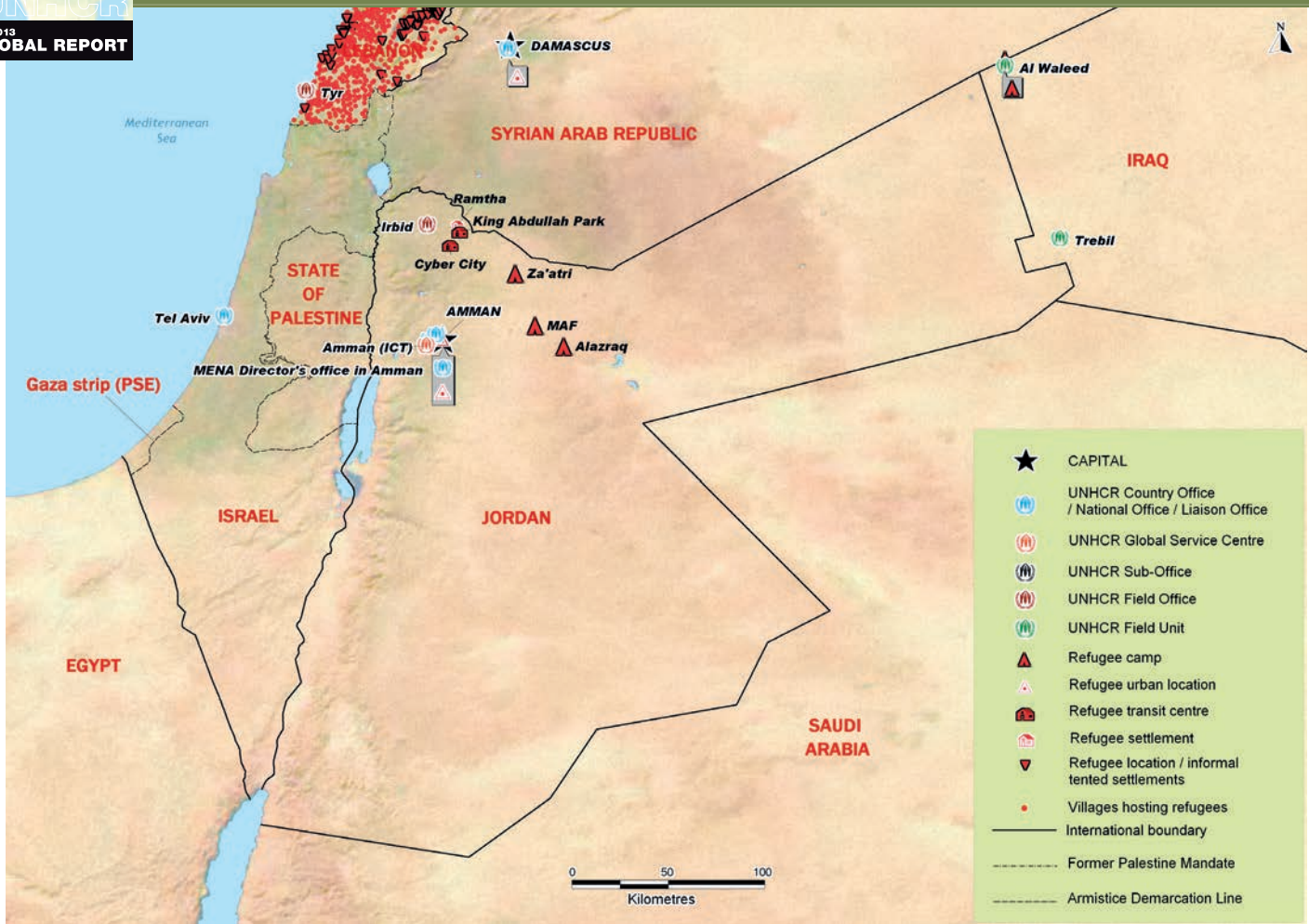


# JORDAN



## | Overview |

### Operational highlights

- Nearly one tenth of Jordan's population by year-end were refugees from the Syrian Arab Republic (Syria), their numbers having increased from 119,400 to 585,300 in 2013. There were also more than 25,500 refugees of other nationalities registered by UNHCR in Jordan (the majority Iraqis) – their numbers having increased towards year-end.
- Despite the mass influx of Syrian refugees, UNHCR eliminated any registration backlog, successfully scaling up its protection, registration, and field interventions by opening new registration centres in Amman, Irbid and Raba Al

Sarhan. It classified and recorded more than 175,000 Syrian identity documents; introduced biometrics and joint UNHCR-Ministry of Interior service cards; and supported the establishment of civil status registry and religious courts in Za'atri camp to facilitate the provision of documents, particularly birth certificates, and reduce the risk of statelessness.

- With UNHCR support, some 125,000 Syrian refugees registered in Za'atri were accommodated in prefabs. The organization also established the camp's first community-based protection network and, ahead of 2014, built

### UNHCR's presence | 2013

<b>Number of offices</b>	<b>4</b>
<b>Total personnel</b>	<b>558</b>
International staff	92
National staff	150
JPOs	2
UN Volunteers	10
Others	304

infrastructure for a new refugee camp in Azraq.

- With 80 per cent of Syrian refugees living in urban areas, UNHCR focused on enhancing and bringing assistance and protection capacity closer to delivery points. This included supporting legal and protection partners in efforts to decentralize services, creating additional help desks, community centres and community action committees to

- strengthen the community support network with the support of local community-based organizations.
- The organization conducted 92,000 home visits to assess urban refugees' living, social and economic conditions, following which it gave some 29,900 vulnerable families cash assistance to meet their daily needs.
- To alleviate tension within host communities over scarce resources, UNHCR supported the government and host communities with a range of community support and quick-impact projects, including activities that enhanced local infrastructure, as well as smaller-scale and localized social projects, such as the creation of community centres bringing together refugees and local communities.
- Jordan's authorities and host communities contributed substantially to the protection and assistance of all refugees in 2013 by providing essential services, such as health, education and shelter. The Government maintained safe open borders for people fleeing the Syrian crisis, provided Za'atri and Azraq as refugee camps, and contributed to the protection and security of these camps through its Syrian Refugee Camp Directorate.
- UNHCR coordinated the overall refugee response with the Government of Jordan and over 50 partners, including UN agencies and national and international NGOs, through the planning processes of the 2013 and 2014 Syria Regional Response Plans (RRP5 and RRP6).

## People of concern

UNHCR's main populations of concern in Jordan during 2013 were Syrian refugees, who began arriving in March 2011, as well as Iraqi and other refugees

fleeing their own countries or Syria in the previous three years.

Type of population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
<b>Refugees</b>	Syrian Arab Rep.	585,300	585,300	52	53
	Iraq*	55,500	20,300	50	34
	Various	1,100	1,100	44	37
<b>Asylum-seekers</b>	Iraq	2,400	2,400	44	36
	Sudan	1,300	1,300	20	21
	Somalia	240	240	46	31
	Egypt	110	110	52	38
	Yemen	100	100	39	52
	Various	200	200	46	41
	<b>Total</b>		<b>646,250</b>	<b>611,050</b>	

\* Refugee figure for Iraqis is a Government estimate. Demographic breakdown refers to registered refugees only.

# | Results in 2013 |

## Achievements and impact

The following matrix contains examples of objectives and targets set for UNHCR's programme interventions in this operation in 2013. Short commentaries on the

end-year results and impact on people of concern are provided, including indications of why targets may not have been met.

2013 activities	People of concern (PoC)	2013 comprehensive target	2013 year-end result
<b>FAVOURABLE PROTECTION ENVIRONMENT</b>			
<b>Access to the territory improved and risk of <i>refoulement</i> reduced</b>			
<p><b>Result/impact:</b> The Government of Jordan maintained open borders, allowing an average of 4,000 Syrians to enter its territory daily in the first four months of 2013. While advocating for the continuation of this open-border policy, UNHCR carried out extensive training and capacity building for the Jordanian armed forces, border guards and the Syrian Refugee Camp Directorate (SRCD).</p> <p>The Office established a daily return monitoring mechanism to provide counselling to refugees on the risks associated with returning to Syria and to assess if the movement and motivations of those returning was voluntary.</p> <p><b>Gap:</b> Fighting in Syria, close to the Jordan border, prompted the authorities to tighten control at border crossings, leading to a drop in new refugee arrivals from Syria.</p>			
# of border guards and government officials trained	Syrian refugees	400	328
<b>FAIR PROTECTION PROCESSES AND DOCUMENTATION</b>			
<b>Quality of registration and profiling improved or maintained</b>			
<p><b>Result/impact:</b> UNHCR opened three new registration facilities – in Amman (Khalda), Irbid, and at the Syrian border in Raba Al Sarhan – where all new arrivals crossing non-official border points were registered by UNHCR and the Jordanian authorities before being transferred to the camps. This joint process, along with the introduction of biometric registration, improved the protection and the delivery of relevant services to refugees in need of specific support upon arrival. Moreover, new arrivals in urban areas could register without delay.</p> <p><b>Gap:</b> Due to competing registration priorities, UNHCR did not conduct mobile registration in all remote areas hosting Syrian refugees. It organized transport for refugees to register in Khalda and Irbid.</p>			
% of PoC registered on an individual basis	Syrian refugees	100%	100%
<b>SECURITY FROM VIOLENCE AND EXPLOITATION</b>			
<b>Protection of children strengthened</b>			
<p><b>Result/impact:</b> UNHCR identified almost 1,500 Syrian children at risk, of whom over 1,000 were unaccompanied or separated children (UASC). With government and NGO partners in camps and host communities, the organization developed procedures and referral mechanisms to strengthen services, which led to the creation of inter-agency emergency standard operating procedures (SOPs) for child protection, a joint action plan with UNICEF to prevent and respond to child recruitment, the establishment of a best interest determination (BID) panel in Za'atri refugee camp, and the development of alternative care guidelines.</p> <p><b>Gap:</b> More training and awareness-raising activities are needed in order to ensure procedures are in place and adhered to, for the benefit of all refugee children, including those considered as being in conflict with the law.</p>			
% of UASC for whom a best interest process has been initiated or completed	Syrian refugees	100%	100%
<b>Risk of sexual and gender-based violence (SGBV) reduced and quality of response improved</b>			
<p><b>Result/impact:</b> The quality and pace of case management improved significantly in 2013. At Za'atri camp this was helped by more women within the camps' police and ministry teams. The close monitoring of young women, girls and boys leaving the camp, by UNHCR, the authorities, refugees and other partners, facilitated the safe integration of SGBV survivors into the community. BID assessments were completed for all child survivors, who were then referred to medical, psychological, legal and financial assistance.</p> <p><b>Gap:</b> Available services in the south of Jordan and in the Jordan Valley remained scarce and those in the north were under increasing pressure due to the density of the refugee population. Considerable effort was invested to establish SGBV services for women and girls, but specialized services for other groups was weak, particularly for male SGBV survivors.</p>			
# of reported incidents of SGBV	Syrian refugees	300	441

2013 activities	People of concern (PoC)	2013 comprehensive target	2013 year-end result
<b>BASIC NEEDS AND ESSENTIAL SERVICES</b>			
<b>Health status of the population improved</b>			
<p><b>Result/impact:</b> UNHCR provided primary and secondary health care to 269,883 Syrian refugees in urban areas and at Za'atri Camp, and tertiary care to 1,209 Syrians. In addition to organizing health education and counselling, the Office launched a community health project to reach vulnerable refugees in urban areas.</p> <p><b>Gap:</b> Limited health infrastructure and a large refugee population meant refugees dispersed in urban areas required better access to services. While global acute malnutrition remained low, the identification of some cases of malnutrition and anaemia among pregnant women illustrated the need to maintain and strengthen close monitoring.</p>			
<b>Extent PoC have access to primary health care</b>	<b>Syrian refugees</b>	<b>60%</b>	<b>50%</b>
<b>Population has optimal access to education</b>			
<p><b>Result/impact:</b> Beyond working to increase Iraqi refugee children's enrolment in Jordanian schools, UNHCR helped some children access education through private schooling, and 38 students with serious protection, psychological or health problems attended community-based schools. The organization also continued to improve referral systems with education partners, particularly for children with disabilities.</p> <p><b>Gap:</b> While the Ministry of Education waived school fees for Iraqi refugees towards the end of 2013, efforts were required to raise awareness among refugee families about the need to enrol children in school.</p>			
<b>% of PoC aged 6-13 years enrolled in primary education</b>	<b>Iraqi refugees and asylum-seekers</b>	<b>100%</b>	<b>93%</b>
<b>Services for persons with specific needs strengthened</b>			
<p><b>Result/impact:</b> In terms of financial support, UNHCR gradually increased its monthly cash assistance from some 7,700 families to over 18,000 by the end of the year. This assistance provided for small bonuses for specific purposes, such as the start of the school year and winterization. In addition, UNHCR provided another 11,890 vulnerable families with cash for winterization at the end of 2013.</p> <p><b>Gap:</b> Lack of funding prevented UNHCR to reach its target of 40,000 refugee families benefitting from cash assistance.</p>			
<b># of families with specific needs receiving cash grants</b>	<b>Syrian refugees</b>	<b>40,000</b>	<b>29,890</b>
<b>DURABLE SOLUTIONS</b>			
<b>Potential for resettlement realized</b>			
<p><b>Result/impact:</b> In total over 2,300 individuals (Iraqis, Somalis, Sudanese and Syrians) were submitted to various resettlement countries.</p> <p><b>Gap:</b> The influx of Syrians into Jordan led to prioritization of activities related to registration and processing, affecting resettlement activities and output.</p>			
<b>% of PoC identified in need of resettlement submitted for resettlement</b>	<b>Iraqi refugees</b>	<b>100%</b>	<b>85%</b>

## Partners

### Implementing partners

#### Government agencies:

Jordan Armed Forces, Ministry of Interior, Ministry of Planning and International Cooperation, Ministry of Public Works and Housing

#### NGOs:

Agency for Technical Cooperation and Development, Caritas, CARE, German Federal Agency for Technical Relief, International Medical Corps, International Relief and Development, INTERSOS, Japan Emergency NGO, Jordan Hashemite Charity Organization, Jordan Hashemite Fund for Human Development, Jordan Health Aid Society, Jordan River Foundation, Legal Aid, Mercy Corps, Norwegian Refugee Council, Noor al-Hussein Foundation, Save the Children International

#### Others:

IOM, UNOPS, UNRWA, UNV, WFP

### Operational partners

#### Government agencies:

Ministries of Interior, Labour, Education, Social Development, Planning and International Cooperation, Health, Water, Foreign Affairs, Family Protection Department, Syrian Refugee Affairs Directorate

#### NGOs:

*Action contre la faim*, ActionAid, Adventist Development and Relief Agency, Aman Association, ARDD-Legal Aid, CARE International, Center for Victims of Torture, Children without Borders, Danish Refugee Council, Finn Church Aid, Finnish Red Cross, *Fundación Promoción Social de la Cultura*, Global Communities, Handicap International, Institute for Family Health/Noor Al Hussein Foundation, International Catholic Migration Commission, International Medical Corps, International Orthodox Christian Charities, International Relief and Development, International Rescue Committee, Internews, Islamic Relief Worldwide, Japan Emergency NGO, Jesuit Refugee Service, Jordan Bar Association, Jordan Red Crescent, Jordanian Women's Union, Juvenile Police Department, Lutheran World Federation, Madrasati Initiative, Medair, *Médecins du Monde*, Mercy Corps, Movement for Peace, Muslim Aid, National Alliance Against Hunger and Malnutrition, National Center for Culture and Arts, Nippon International Cooperation for Community Development, Operation Mercy, Oxfam, *Première Urgence-Aide Médicale Internationale*, Questscope, Relief International, Royal Health Awareness Society, Save the Children - Jordan, Taghyeer, *Terre des Hommes*, *Terre des Hommes - Italia*, The Association of Volunteers in International Service, TRIANGLE GH, UAE Red Crescent Society, *Un Ponte Per*, WAAJC, WarChild - UK, World Vision International, Y-PEER

#### Others:

FAO, German Society for International Cooperation, ILO, IOM, UN Women, UN-Habitat, UNICEF, UNDP, UNESCO, UNFPA, WFP, WHO

## Assessment of results

Despite the mass influx to Jordan of Syrian refugees, UNHCR scaled up its registration and protection activities, as well as field operations. By year-end, the situation in Za'atri stabilized and UNHCR was providing greater assistance to refugees in urban areas, including through cash assistance, home visits and the winterization programme. A targeted registration strategy, that included opening additional registration facilities and the introduction of biometrics, cleared the backlog of registration for Syrian refugees.

The extremely high number of refugees in Jordan – by December 2013 they accounted for nearly one tenth of the country's population – caused increasing tension with host communities over scarce resources, such as water. UNHCR assisted the government in supporting refugees and advocated, on its behalf, for adequate resources from the international community to face the impact of an already protracted Syrian crisis on both refugee and host communities. Burden sharing and international support were crucial in this respect. A key concern remains maintaining a single approach for all refugees when levels of funding and resources, as well as Government policies, tend to result in varying levels of access to services for different nationalities.

## Working with others

UNHCR compiled the fifth Syria Regional Response Plan 2013 (RRP5) for Jordan, as the main inter-agency appeal, including 57 UN agencies, NGOs, and the Government. UNHCR chaired the inter-agency task force, composed of UN agencies and NGOs, and oversaw the response, as well as planning for 2014 (RRP6), which resulted in the launch of the new plan in December 2013.

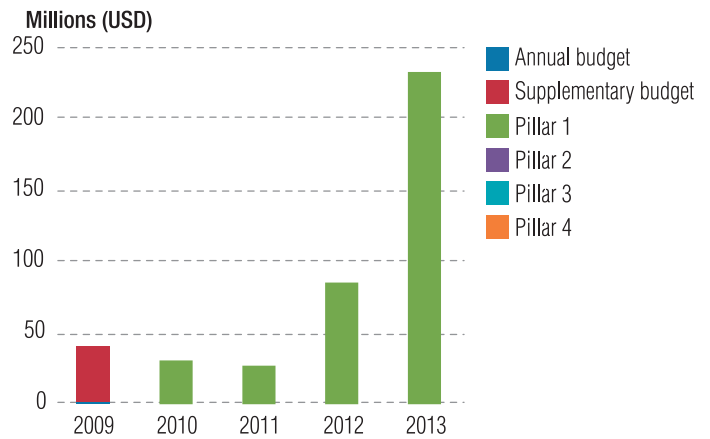


# Financial information

The needs related to the Syria Situation increased significantly during the year. The final 2013 comprehensive budget for UNHCR's operation in Jordan was set at USD 367.6 million, compared to USD 151 million in 2012. The level of funding available for this operation allowed for overall expenditure of USD 234 million, corresponding to 64 per cent of overall requirements.

Under the 2013 inter-agency Syria Regional Response Plan (RRP5), the overall requirements presented by all participating organizations for the needs of the Syrian refugee population in Jordan amounted to USD 976.6 million.

## Expenditure in Jordan | 2009 to 2013



## Budget, income and expenditure in Jordan | USD

Operation	PILLAR 1 Refugee programme	Total
<b>FINAL BUDGET</b>	<b>367,567,319</b>	<b>367,567,319</b>
Income from contributions <sup>1</sup>	241,864,755	<b>241,864,755</b>
Other funds available / transfers	-2,840,261	<b>-2,840,261</b>
<b>Total funds available</b>	<b>239,024,494</b>	<b>239,024,494</b>

### EXPENDITURE BY OBJECTIVE

#### Favourable Protection Environment

International and regional instruments	590,246	<b>590,246</b>
Law and policy	552,976	<b>552,976</b>
Administrative institutions and practice	5,200,153	<b>5,200,153</b>
Access to legal assistance and remedies	594,994	<b>594,994</b>
Access to territory and <i>refoulement</i> risk reduced	1,498,839	<b>1,498,839</b>
Public attitude towards people of concern	0	<b>0</b>
<b>Subtotal</b>	<b>8,437,208</b>	<b>8,437,208</b>

#### Fair Protection Processes and Documentation

Registration and profiling	11,378,037	<b>11,378,037</b>
Status determination procedures	2,508,547	<b>2,508,547</b>
Individual documentation	552,977	<b>552,977</b>
Civil registration and status documentation	276,488	<b>276,488</b>
<b>Subtotal</b>	<b>14,716,048</b>	<b>14,716,048</b>

#### Security from Violence and Exploitation

Prevention and response to SGBV	2,275,419	<b>2,275,419</b>
Freedom of movement and detention risk reduced	866,734	<b>866,734</b>
Protection of children	1,937,555	<b>1,937,555</b>
<b>Subtotal</b>	<b>5,079,708</b>	<b>5,079,708</b>

Operation	PILLAR 1 Refugee programme	Total
<i>Basic Needs and Essential Services</i>		
Health	12,234,803	<b>12,234,803</b>
Reproductive health and HIV services	829,464	<b>829,464</b>
Nutrition	1,122,772	<b>1,122,772</b>
Food security	10,599,225	<b>10,599,225</b>
Water	1,548,959	<b>1,548,959</b>
Sanitation and hygiene	3,803,193	<b>3,803,193</b>
Shelter and infrastructure	68,682,874	<b>68,682,874</b>
Basic and domestic items	17,741,621	<b>17,741,621</b>
Services for people with specific needs	46,529,585	<b>46,529,585</b>
Education	455,410	<b>455,410</b>
<b>Subtotal</b>	<b>163,547,907</b>	<b>163,547,907</b>
<i>Community Empowerment and Self-Reliance</i>		
Community mobilization	5,300,229	<b>5,300,229</b>
Coexistence with local communities	1,073,052	<b>1,073,052</b>
Self-reliance and livelihood activities	37,269	<b>37,269</b>
<b>Subtotal</b>	<b>6,410,550</b>	<b>6,410,550</b>
<i>Durable Solutions</i>		
Comprehensive solutions strategy	149,077	<b>149,077</b>
Voluntary return	254,111	<b>254,111</b>
Resettlement	626,093	<b>626,093</b>
<b>Subtotal</b>	<b>1,029,281</b>	<b>1,029,281</b>
<i>Leadership, Coordination and Partnerships</i>		
Coordination and partnerships	578,155	<b>578,155</b>
Emergency management	37,269	<b>37,269</b>
Donor relations and resource mobilization	982,444	<b>982,444</b>
<b>Subtotal</b>	<b>1,597,868</b>	<b>1,597,868</b>
<i>Logistics and Operations Support</i>		
Logistics and supply	3,255,760	<b>3,255,760</b>
Operations management, coordination and support	3,275,331	<b>3,275,331</b>
<b>Subtotal</b>	<b>6,531,091</b>	<b>6,531,091</b>
<i>Headquarters and Regional Support</i>		
Global strategic direction and management	141	<b>141</b>
<b>Subtotal</b>	<b>141</b>	<b>141</b>
Balance of instalments with implementing partners	26,684,585	<b>26,684,585</b>
<b>Total</b>	<b>234,034,387</b>	<b>234,034,387</b>

<sup>1</sup> Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.