

JORDAN INTER-SECTOR WORKING GROUP UPDATE

January 2014



This update is a coordination tool to improve communication between sectors and up to the Inter-Agency Task Force (IATF). It focuses on processes, rather than achievements. The latter are covered through separate monthly sector dashboards, available on the portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

Issues referred for consideration by the Inter-Agency Task Force (IATF):

1. Request to take decision on coordinated needs assessments protocol for the operation. While the registry is being set up, at a minimum this means checking with the Sector Chair at the earliest stages of the assessment, prior to government approval and donor funding.
2. Request to pass this message to donors, asking to make any future assessment funding conditional on review through the Sector or ISWG system.

I. General / Inter-Sector Update



Coordinated Needs Assessment: A workshop, facilitated by ACAPS, was held on 29th January for sector chairs and representatives, and the Host Community Support Platform (HCSP). The workshop agreed to set up a coordinated needs assessment structure, but to keep this very light in the initial stages. Follow-up actions included 1) to develop a registry as an on-line tool, which could be common between the HCSP and ISWG; and 2) to draft simple SOPs and guidelines regarding an 'approval' process by sector chairs/camp and urban coordination. The results will be discussed in a small group, before presentation to the ISWG/HCSP.

A new inventory of over 180 assessments from 2012 and 2013 is now available on the portal. http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60

Vulnerability Targeting for Syrian Refugees: The Steering Committee has been formed and met twice to agree on the purpose of the Vulnerability Assessment Framework (VAF), scope and time line, and has held initial discussions on multi-sector indicators. This is running parallel to the WFP Comprehensive Food Security Evaluation Monitoring Exercise (CFSME), the results of which will feed back into the VAF process. A technical workshop with sector members took place on 5th February to agree on common indicators to assess vulnerability. During February, refugees will be consulted on their concept of vulnerability, during the course of a planned participatory assessment.

Azraq Policy: Following a series of discussions in the IATF and Azraq Coordination, it was agreed that the interagency position on Azraq would be reviewed in coordination with the government.

RRP6 Reporting: A new module has been established on Syrianrefugeeresponse.org to allow RRP6 partners to report back on achievements against the agreed RRP6 indicators. Trainings for all partners will follow in February.

Contingency Planning: As agreed at the RRP6 planning phase, a contingency plan for a large refugee influx or return will be maintained by the IATF. To update existing contingency plans, a scenario setting exercise will follow in early March, before being passed to the sectors to elaborate.

II. Sector information

CASH

The **Cash WG Internal Operational Strategy 2014** has been circulated for comments and amendments by partners. The Strategy focuses on the development of common monitoring and evaluating tools, coordination of needs assessments, common vulnerability criteria, joint advocacy messages, and good practices in the targeting of assistance for Jordanians.

Winterization: Minor technical problems that caused discrepancies on beneficiary figures in RAIS have been identified and fixed. Only a small amount of cases (2 per cent) have been duplicated. UNHCR is working with partners to cross check the number of beneficiaries.

Oxfam self-assessment on cash impact on Syrian households in host communities and ITS: **1)** Positive impact of Cash assistance: cash assistance was used for rent (including previous months' rent), debt repayment, utilities, large household appliances, medical care for children, clothing, school fees and food beyond what was covered by the WFP vouchers. It also helped in improving social networks by allowing people to repay loans from family, neighbours, and landlords, and reduce household tensions. **2)** Areas of improvement: Some duplication occurred. Cash has been used for medical expenses. Short term assistance has a very limited impact. Humanitarian assistance is contributing to tension between Jordanians and Syrians and in increasing rent costs.

Joint letter to banks: CWG has received two answers. The technical group will meet again and contact the banks in order to ask for additional offers.

EDUCATION

Working structures: In January, the Education Sector Working Group (ESWG) adopted the work plan for 2014 and started the revision of the related ToR and structure to ensure the main objectives of the working group are met: **1)** To provide a coordination forum in which all the appropriate organisations and institutions collaborate with the aim to support the Jordanian education system in current and future emergencies; **2)** To plan and implement a response strategy: applying norms and standards, developing capacity, responding to needs, monitoring and evaluation, and conducting advocacy; **3)** To ensure continued access to quality education in a safe and protective environment for all vulnerable children. In doing so, the ESWG has a particular responsibility to ensure that programmes are accessible and adapted to the needs of all children.

ESWG Strategic Advisory Group (SAG): first steps to create a SAG that facilitates timely and effective decision-making and strategic planning, recognising the practical impossibility of involving all ESWG members in all aspects of strategic planning.

Inter-Agency Network for Education in Emergencies (INEE) Minimum Standards sub- working group: call for expression of interest in January – SWG will oversee the promotion, training, implementation and contextualisation of the INEE Minimum Standards in Jordan.

Transport guidance: Guidance and checklist on designing and implementing school access, mobility and transport projects was finalised following extensive consultation with education partners, all relevant key stakeholders and sectors.

FOOD SECURITY

E-vouchers: Following the successful e-voucher pilot project, the full rollout of the e-voucher programme began on 19th January in three governorates in Jordan; Byader Wadi Al-Syer in Amman, Ajloun and Jerash.

WFP plans to reach a total of 39,521 beneficiaries (10,987 households) with the e-cards in January which will be uploaded for the February cycle.

Coordination: The monthly Food Security Sector Working Group meeting was held on 30th January. Items on the agenda included: a) monthly reporting on activities where it was decided that members of the group will report on their activities even if not included in the RRP6; b) a presentation on the GBV and CP SOPs was provided where it was decided that members of the sector will participate in the SOP trainings; and c) updates on the Vulnerability Assessment Framework and the Coordinated Needs Assessment workshop (see 'General/Inter-Sector update' for further information).



HEALTH

New arrivals: IOM medical team started providing screening and vaccination services for new arrivals at the Rabaa Al Sarhan Transit Centre as of 11th January 2014.

Medication procurement: In response to the increasing numbers of scabies cases detected and the shortage of effective scabies treatment in Jordan, UNHCR is in the process of internationally procuring Permethrin 5%. The medication is expected to be available for use end of February.

Polio update: One new polio case confirmed in Al-Hasakeh Province in Syria; the total number of reported polio cases in Syria remains at 17 as one previously confirmed case was withdrawn after review; no confirmed cases in neighbouring countries.

Nutrition Sub-Working Group

Treatment for Moderate Acute Malnutrition: Following official approval by the Jordan Food and Drug Association (JFDA), WFP, through partner Medair, officially launched the nutrition programme for the treatment of Moderate Acute Malnutrition (MAM) in Syrian refugee Children Under the age of five (CU5) and Pregnant and Lactating Women (PLW) residing in community settings on 26th January in Mafraq, Ramtha, Irbid, Zarqa and Amman. Implementation in Za'atari camp with partner Save the Children Jordan will begin in February.

Reproductive Health Sub-Working Group

RH Capacity: In Za'atari camp, two additional gynecologists are now working at the JHAS/UNFPA clinic in District 3, as part of a plan to expand capacity to meet the increasing demands of reproductive health services. In addition, a new full-time vaccination nurse was hired for the same clinic, and is also providing family planning sensitization as well as referrals for family planning services simultaneously. In EJC, a new gynecologist is working full time to provide RH services at the IFH/UNFPA clinic. Aman Association will open new reproductive health clinic in Al Nasser Area/Amman, UPP/JWU are now having four reproductive health clinics (Amman, Zarka, Irbid and Mafraq). IMC deployed 3 reproductive health mobile clinic in the north/ UNFPA participated with UNHCR and UNICEF in Maternal and neonatal facility assessment conducted at UNFPA/JHAS clinics and Moroccan hospital in Za'tari and also at Mafraq Gyno and pediatric hospital in Mafraq.

Assessments: Data collection in IMC's Assessment of Health Care Access in out-of-camp refugees was completed and is currently being analysed. Initial findings have shown a significant gap in the provision of RH services, with overcrowding of health facilities cited as a problem across respondent groups.

Mental Health and Psycho-Social Support (MHPSS) Sub-Working Group

New activities: ACF (Action Contre La Faim) have initiated/planned activities in different sectors, including MHPSS, operating in two areas in Irbid (Kitm and Na'aimah), and targeting 600 households including Syrians and Jordanians. The planned MHPSS project will include psychosocial support, peer groups, psychological support and referrals.

Coordination: The monthly MHPSS WG meeting was held on 15th January at the Ministry of Health. WHO and IMC updated the group with progress on the Mental Health Gap Action Program (mhGAP). IMC provided a brief presentation on the recently completed e-learning version of the mhGAP which will be implemented within the next month, while WHO updated on the mhGAP-trained centers in Amman, Irbid, Mafrq & Ramtha. The mhGAP is a program launched by WHO in 2008 to scale up services for mental, neurological and substance use disorders in low and middle income countries.



NON- FOOD ITEMS (NFIs)

NFI Sector Strategic priorities for 2014: **1)** Put in place a voucher system for both camp and urban refugees. The NFIs for new arrivals will not be replaced by vouchers, however people need to have more choices and opportunities to define their needs and find ways to cover them. **2)** Harmonisation of the NFI packages in terms of quantity and quality of the context. **3)** Development of a Post-Distribution Monitoring mechanism to monitor the use and effectiveness of the distributed NFIs in camps and urban.

Distribution of winterization NFIs is on-going; agencies not being able to procure gas cylinders have distributed the equivalent in cash. See below for distributions in Zaatari.



PROTECTION

Verification in Zaatari: See Zaatari below.

CP/GBV Standard Operating Procedures: The last of the initial training sessions for area-based protection actors has been concluded. Training sessions will now be offered according to demand. In February, the Inter-Agency SOP Project will continue its work with other sectors (non-CP and non-GBV actors) and working on community mobilisation. In addition, four animated public service announcements/prevention messages produced as part of the Project in January will be rolled out following endorsement by the CP and SGBV Sub-Working Groups.

Child Protection Sub-Working Group

Birth registration: UNHCR, UNICEF and the SRCD have produced a public information brochure in Arabic and English entitled: 'Protect your child: Register their birth', detailing the procedures for refugees to obtain **(i)** official birth notifications and **(ii)** birth certificates, including the types of documents required to obtain birth registration. The brochure also provides details of Civil Status Departments and UNHCR offices in the main Governorates hosting refugees, where refugees can obtain assistance in registering their children's birth. A birth registration campaign is being launched, with copies of the brochure being distributed in Child Friendly Spaces, UNHCR Registration Centres (including the verification centre in Zaatari), Help Desks and in urban police stations.

SGBV Sub-Working Group

Briefing Note: the SWG is finalising a Briefing Note to be shared with media, donors and other partners.

Strategy and Work Plan review and update

The SWG has recently reviewed last year's Strategy and Work Plan and discussed the priorities for 2014. Prevention and mainstreaming interventions have been identified as focus areas for this year. The group also highlighted the need to work more intensively on engaging men and boys, and reach out more effectively to GBV survivors with restricted movements and other individuals with specific needs, including people with disabilities and LGBTI individuals.

Early and Forced Marriage Task Force: The working structures have been established for the Early and Forced Marriage Task Force, and a situational analysis is underway.



SHELTER

Development of guidelines for shelter interventions: The Shelter WG is in the process of developing guidelines and minimum standards for shelter interventions. The guidelines set a series of mechanical, civil and electrical standards for the upgrading of substandard housing units and interventions that increase the availability of housing units in unfinished buildings. These guidelines will be observed by all partners and are necessary to avoid duplication and ensure activities meet minimum standards. The guidelines raise a series of legal issues, such as property ownership, that require further investigation before the guidelines can be finalised.

WASH and Shelter coordination: The Shelter WG has requested stronger coordination with the WASH Sector regarding shelter interventions for the upgrading of housing and unfinished buildings. The Shelter WG needs to avoid duplication with this intervention as many shelter interventions have WASH components such as the installation of water tanks and plumbing. The WASH WG has a series of minimum standards for interventions and the Shelter WG should also follow these standards.

A UN-Habitat Study on the Impact of Syrian Refugees on Housing in Jordan was presented at both the Shelter WG and the IATF in January. UN Habitat proposes to build 30,000 units over 3 years for refugee housing, as part of both the RRP and NRP processes, linking with the private sector to address supply problems for housing.



WASH

WASH Minimum Standards: The WASH WG is developing minimum standards for the WASH Sector to be used as a guidance document for partners. The unit of 30 litres per person per day is the agreed minimum standard for refugee households; however, this may vary based on other influencing factors on a case by case basis.

National Resilience Plan (NRP): There is need for more coordination with the government for a more centralised approach in 2014 with the launch of the NRP. The WASH WG requires stronger linkages to the NRP and should help with the facilitation of data collection for gap analysis and prioritisation of WASH activities. The UNICEF WASH team will organise a meeting for partners involved with WASH activities who would like clarification on the distinctions between NRP and RRP6 along with identification of NRP projects.

Hygiene promotion: A separate working group will be established by UNICEF to monitor and evaluate hygiene promotion activities in the WASH programme.



ZAATARI

Verification process: The re-registration / verification exercise started in Zaatari on Monday 27th January. As of the end of January, more than 1,000 individuals were processed. Processing is expected to increase over time, with higher intake rates on a daily basis. As part of the re-registration/verification exercise, the Government of Jordan returns Syrian documents, and all refugees also receive a Ministry of Interior Service Card, a new Ration Card, a Proof of Registration and a Health Booklet.

NFI-related: Distribution of clothes and blankets has been completed.. The last cycle of heaters and gas cylinders distribution is in mid-February. There is a need for better coordination on private donations and distributions in Zaatari, and SOPs for private donations will be reviewed.

WASH-related: The on-going rat control campaign has so far been successful and will continue throughout February. On 28th January engineers and consultants visited Zaatari as part of the initial assessment for the development of a wastewater network. A WASH coordination working group meeting will start in Zaatari as an addition to the Amman based meeting. The first meeting will be held on 10th February in Zaatari and is scheduled to take place every 3–4 weeks.

IV. Contact

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Jordan refugee response portal page at <http://data.unhcr.org/syrianrefugees/country.php?id=107>;

ISWG page http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60