

JORDAN INTER-SECTOR WORKING GROUP UPDATE

November 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>

I. General / Inter-Sector Update



Winterization: The coordinated Winterization response in urban/rural settings is now targeting more than 200,000 individuals with in kind or monetised assistance. In camps, all refugees will receive winter clothes, blankets, and winter vouchers to purchase needed items during the winter months. More than 22,000 families have already received assistance in late November and into early December, while about 10,000 families are expected to be covered by the end of December. In Azraq camp, about 8,000 individuals received blankets, clothes and NRC winter vouchers while in Zaatari, all refugees received the Saudi National Campaign items (including winter clothes and dates). UNICEF has provided winterization cash (18JD) to all children aged 0/12 among 21,000 extremely vulnerable refugee families in urban areas; 14JD to all children aged 0/14 in Azraq and Zaatari; and in-kind clothes kits to 17,800 aged 0/16 at the border, in urban and at camp reception. Discussions are taking place between UNHCR-NRC and the private sector present in the camp regarding the winter vouchers distribution that will start in mid-December.

Coordination Tools include:

- A regular Winterization Task Force. Minutes, strategies and supporting documents can be found at http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=67
- For planning purposes, organizations enter their activities into Activityinfo, JOR-RRP6 Plan database; while for monitoring purposes partners use JOR-RR6 Monitor, www.syrianrefugeeresponse.org
- On 16 November, the RAIS Winterization module was launched, to log assistance provided against households, thereby reducing the risk of duplication.
- The Services Advisor is used to identify service providers country-wide, and facilitate the referral of cases in need of winterization assistance. <http://data.unhcr.org/jordan/services-advisor/>

The updated Winterization dashboard is available at:

<http://data.unhcr.org/syrianrefugees/download.php?id=7613>

ITS Evictions: From late November into early December, reports of planned evictions of some ITS sites have been received. On 2nd December, an eviction took place at Al Hwejeh in Mafraq, 15km from the Rabaa Al-Sarhan registration centre. Approx 120 persons were present on the site, then transferred through Rabaa to Azraq camp. Additional evictions are reportedly planned in December. For more information, contact the chair of the ITS Task Force, Shane O'Brien (obriens@unhcr.org). The ITS Task Force has developed Operational Guidance for humanitarian organizations who may be working in areas with ITS.

Planning for 2015 3RP/JRP: Agency appeals have now been collected and reviewed by the sectors. A draft infographic is available at <http://data.unhcr.org/jordan/3rp/>. This remains a draft for review by participating agencies, and has not been formally released.

II. Sector information



BASIC NEEDS

ITS Basic needs guidance note: The Basic Needs Sector members formed a sub-working group to respond to the ITS Task force request on specific sector guidelines on assistance delivered to populations resident in informal settlements. The sub-WG drafted a note to document basic principles that should be followed by agencies offering Basic Needs assistance to residents of ITS in Jordan following an analysis of available data. It is based on the Do-No-Harm principle, meaning that the assistance provided should avoid creating any heightened vulnerability for beneficiaries. For example, partners should not create incentives for people to leave other areas of Jordan, including refugee camps, and move to ITS.

UNHCR/NRC Hygiene kits/vouchers distribution in Zaatari –PDM results: NRC published the results of the PDM conducted in October with the objective of better understanding to what extent the distribution of hygiene kits, by NRC on behalf of IMC, was successful and to collect feedback on the quality and quantity of hygiene kit distributed. NRC interviewed 159 individuals, both males and females, who received the IMC hygiene items. With similar responses from both gender groups, the majority of the interviewees (70%) responded that the quality of the products was good but the quantity was not enough to cover the needs of the family (77%). Also, no beneficiary reported having sold the items.



EDUCATION

Gender coding training: ESWG gender focal points conducted a gender marker training for sector members on 6th November 2014 at UNICEF. This training session was conducted to equip participating agencies with skills on how to develop projects that are gender sensitive.

Comprehensive child focused assessment in Zaatari and Azraq: UNICEF is conducting a comprehensive child focused assessment in Zaatari and Azraq with education, youth, child protection and other sectors. They plan to visit 13, 000 households in Zaatari in partnership with REACH. Unlike the JENA assessment conducted by REACH which had a smaller sample size, this exercise plans to reach almost all households from which they will collect data.

JENA workshop- Zaatari: The ESWG organized a one day workshop in Zaatari camp on 30 November to discuss the recently concluded Joint Education Needs Assessment. The aim of the event was to work with sector members to identify solutions and action points that will address gaps in the education sector especially access and quality education services in the camp. At the end of the workshop, agencies came up with action plans for formal, informal and inclusive education, and community participation.



FOOD SECURITY

Targeting and appeals: After implementing the second phase of its targeting approach in October, WFP has been receiving and reviewing appeals from households who believe they are in need of WFP assistance. This appeals process is a pilot for the VAF appeals process which will be in place when the VAF is rolled out.

A committee review panel, consisting of WFP, UNHCR and INGOs (WFP implementing partners and VAF Steering Committee members) has met several times, and reviewed nearly 600 of the over 5,000 appeals received until the end of November. A total of 445 cases had their appeal approved, while 79 had their appeal rejected. Additionally, 27 cases appealed without having been removed from the beneficiary list, and 95 were deemed to require more information before a decision could be taken.

Appeals forms are available at UNHCR and WFP help desks, and can be downloaded here:

http://help.unhcr.jo/blog/wp-content/uploads/2014/11/Master-full_page-appeals-leaflet-Arabic-15-Oct-14.pdf

E-cards in communities and camps: WFP continued to distribute e-cards to those families in communities that had not yet received theirs due to delays from the bank in printing new cards, and loaded e-card entitlements for 402,765 beneficiaries in communities in November. Additionally, November entitlements were also loaded for 63,359 beneficiaries in Zaatari camp and 6,362 beneficiaries in Azraq camp.

Food parcel distributions: JHCO distributed a total of 825 food parcels for Syrian families, and a total of 360 food parcels for Jordanian families in Tafeleh, Amman, Zarqa, and Irbid governorates.



HEALTH

Cessation of free health services for Syrian refugees: As of 20 November, following a decision by the Cabinet, registered Syrian refugees are no longer entitled to access free health services at MoH facilities. Syrian refugees are now charged the same fees as non-insured Jordanians, which is around 35–60 % of what non-Jordanians pay. The rates are very low and might be affordable for non-vulnerable individuals; however, this is expected to add considerable hardship for many refugees. UNHCR has been closely following up on the issue with the government and other agencies, and issued a temporary policy on 26 November to mitigate the immediate effects of the cessation of free services. The impact of this policy will be monitored and further adjustments in UNHCR's policy will be communicated.

Eastern border update: Following the build-up of large numbers of people at the eastern border last month, ICRC increased the availability of drugs relating to chronic diseases, to address immediate health concerns and avoid interruption of treatment. In addition, there are now members of Civil Defence providing reproductive health-related services at the border, although for the time being, they are all male staff.

Hepatitis B screening of pregnant women in camps: UNFPA and UNHCR and met with the Director of Communicable Diseases in MoH to discuss hepatitis B screening in pregnant women, which is part of the national health strategy. In principle, MoH has no objections to screening being done in the camps, but there is currently a shortage of Hepatitis B immunoglobulin. Further discussions are being held about the laboratory strategy necessary to support implementation.

Nutrition

Malnutrition in new arrivals: Until 27 November, 20 children under five years old were screened at Raba Sarhan by Save the Children Jordan (SCJ) nurses, and no cases of malnutrition were detected.

MAM treatment: SCJ is currently following up on 32 cases of moderate acute malnutrition (MAM) in Azraq camp, and 65 cases in Zaatari.

Common indicators: After different indicators being used by organisations working in infant and young child feeding and malnutrition were compiled and discussed at both the SWG meeting and then smaller meetings with relevant organisations, the SWG agreed on common indicators to be used by all.

New co-chair: As of January 2015, UNHCR will step down as co-chair of the Nutrition SWG, and UNICEF will take over, continuing with SCJ.

MHPSS

4Ws report: MHPSS SWG members provided feedback on the report of the 4Ws mapping exercise carried out earlier this year. The report is now being finalized and should be published in December.

Zaatari stress management training: The MHPSS group in Zaatari is finalizing plans for stress management training for staff who had been complaining of burnout. Once the training is finalized, it will be piloted with MHPSS service providers there, followed by other service providers.

New mental health clinics: IMC announced plans to open new mental health clinics in Jerash, Ajloun, Karak and Tafilah, in collaboration with MoH.

Reproductive Health (RH)

Common indicators: The RH SWG finalized common indicators to be reported on by all group members as applicable. By January 2015, group members will report on the indicators in order for there to be a common baseline to better assess the efficacy of RH services and programming.

Capacity building: In November, UNFPA/IFH carried out MISP trainings for MoH and NGO staff in Madaba and Amman; and an RH basics training for CBOs in Jordan Valley. Each training was attended by around 25–28 participants. UNFPA also submitted 32 participants to MoH for their family planning (FP) logistics training, and will be supporting MoH in FP; NGOs participating can be enrolled in the national logistics system, obtain supplies from MoH and report back to them.

FP logbook: Feedback was compiled from different organisations who piloted the FP logbook, and a finalised version was endorsed at the monthly SWG meeting. The document can be downloaded here:

<https://data.unhcr.org/syrianrefugees/download.php?id=7569>

Any organizations who wish to obtain an Excel version of the document can contact UNFPA.



PROTECTION

16 days of activism preparations: On 25th November, the SGBV SWG launched the 16 days of activism campaign in Jordan. This year's theme is "Together Against Sexual Gender Based Violence

and Early Marriage." Participating agencies will conduct activities both at host community and camp level to address protection issues through awareness raising activities with the refugee community.

Registration of marriage- exemption of fines: In November, the cabinet of ministers approved the exemption of fines for registration of marriages for both Syrian refugees and Jordanians until December 31, 2014. Agencies within the sector have collaborated in disseminating this information through SMS, meetings, flyers and radio programs to encourage registration.

LGBTI workshops: UNHCR conducted two workshops on 17th and 18th November to raise awareness on LGBTI protection concerns facing refugees in Jordan. Discussions centered on definitions of key concepts, LGBTI rights in the Middle East and refugees currently living in Jordan.

[For Mental Health and Psychosocial Services \(MHPSS\), see under Health above.](#)



SHELTER

Post-distribution monitoring tool for shelter interventions: The Shelter WG has established a taskforce to develop a standardised post-distribution monitoring tool for Shelter interventions. The PDM will be used specifically to measure and assess the needs of women, girls, boys, and men in relation to shelter assistance. The taskforce is led by the Shelter WG gender focal points and will hold its first meeting on the 11th December.

Support from Handicap International (HI) for the Shelter WG: HI has offered support to agencies who require Shelter accessibility assessment and a training course on disability access to Shelters. This would be particularly important for the upgrading of housing units and the completion of unfinished buildings. Kindly contact Marwaa Mubarak (hi.access.officer.irbid@gmail.com) for more information.

Azraq camp Shelter construction update:

- Village II: Complete with 1,998 T-shelter units.
- Village III: Complete with 2,619 T-shelter units.
- Village V: 1,128 T-shelters completed and 1,994 T-shelters under-construction.
- Village VI: Complete with 2,284 T-shelter units.
- Flooring: 1,892 shelters have been enhanced with reinforced concrete flooring.
- Construction of the market place is completed for village 3 (50 shops built). Site preparation for market area of village 6 is ongoing.



WASH

WASH minimum standards for the host community: The WASH WG have drafted the WASH Minimum Standards for the Host Community.

WASH in Zaatari camp:

- Drilling of borehole 3 is now complete to a depth of 500 metres.
- Distribution of 3,800M³ of water per day is on-going. .
- De-sludging of 1,700M³ of wastewater per day is on-going.
- Collection of 750M³ of solid waste per day is on-going.

- Installation of the on-site trickling system and MBR wastewater treatment units is on-going by the airstrip at the edge of district 12.

WASH in Azraq camp:

- Distribution of 2,251M³ of water per week is on-going.
- De-sludging of 764M³ of wastewater per week is on-going.
- Collection of 554M³ of solid waste per week is on-going.
- THW have installed 160 ceramic seats in latrines across Azraq. They have been installed to improve hygiene and reduce smell.

IV. Contact

For more information, please 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