

JORDAN

UNHCR OPERATIONAL UPDATE

February 2015

KEY FIGURES

675,605

Refugees (all nationalities)
registered by UNHCR

623,691

Syrian refugees registered by
UNHCR

51,914

Refugees (Iraqi, Somali, Sudanese,
Yemeni) registered by UNHCR

83,848

Syrian Refugees in Zaatari Camp

13,903

Syrian Refugees in Azraq Camp

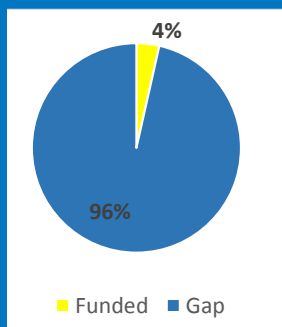
5,111

Syrian Refugees in Emirati-
Jordanian Camp

FUNDING

USD 290 million

Requested for UNHCR Jordan's
refugee response to the Syria crisis



SECOND WINTER STORM HITS JORDAN



Zaatari refugee camp during the JANA snow storm in February 2015. ©UNHCR/D.Corcoran

Snow storm "JANA"- the second severe snowstorm to hit Jordan since the beginning of 2015 - arrived on 19th February adversely affecting vulnerable populations living in camps and urban settings. Blizzard conditions blocked important access roads and damaged poorly protected shelters.

A well-prepared contingency plan, drawing partly on lessons learnt from the "HUDA" snow storm in January, and involving some 23 partner organizations, ensured that the challenges presented by "JANA" were comfortably met.

In the camps, flooding, shelter and infrastructure damage were successfully contained. In Zaatari, the transitioning of refugee families into pre-fabricated structures meant that only a small number of individuals required emergency shelters after their tents flooded. A total of 1,200 caravans have now been distributed since the beginning of 2015, meaning that 99% of the families residing in Zaatari now live in pre-fabricated structures, improving their protection needs.

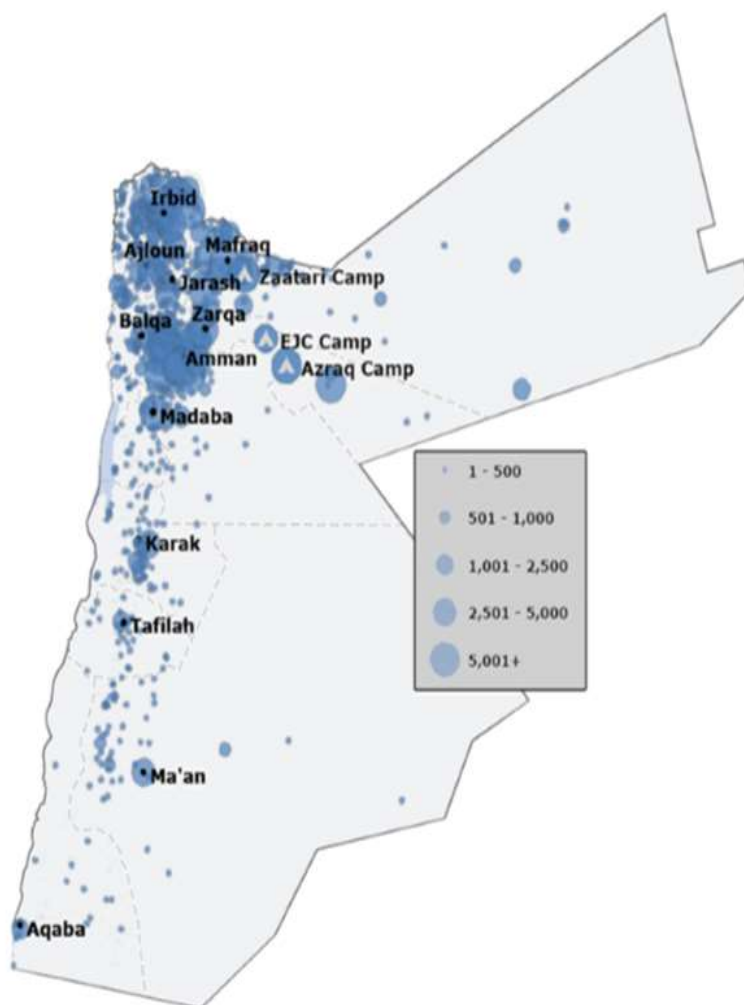
In urban areas, UNHCR along with other humanitarian agencies and community-based organizations provided non-food items (NFIs), targeted cash and vouchers and emergency shelter support. UNHCR also made available up to 15,000 USD through Community Support Committees for hot meals, bread, gas cylinders and other essential items.

URBAN VERIFICATION

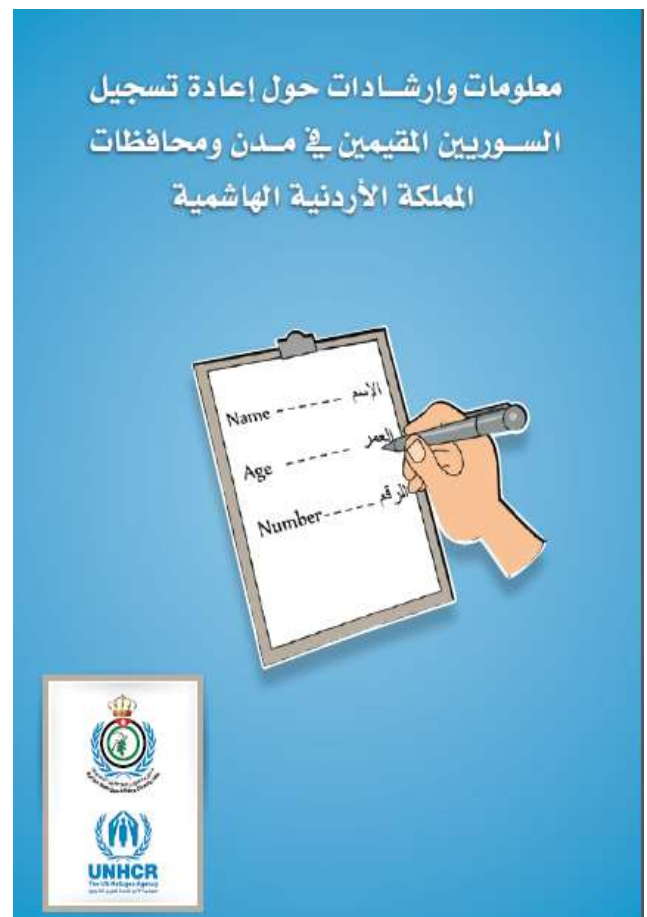
On 15th February the Ministry of Interior (MOI) began a country-wide urban verification exercise to re-register Syrian nationals, including all refugees registered with UNHCR residing outside of refugee camps. Currently the number of registered Syrian refugees residing outside of camps stands at 520,763, or 83.4% of the total registered Syrian refugee population.

The exercise intends to ensure that each Syrian residing outside of camps is issued with a new identity document in order to access their legal entitlement to services such as health and education. The process started in Amman and Irbid in February and will extend to the entire country by mid-April.

UNHCR has provided support to the Syrian Refugee Affairs Directorate (SRAD) during the roll-out of the exercise, including through the dissemination of key messages to refugees to clarify the registration requirements and benefits. UNHCR Helplines and Helpdesks noted a significant rise in enquiries throughout the month related to the exercise, as outlined below.



Location of Syrian refugee in Jordan. ©UNHCR



UNHCR urban verification leaflet, February 2015.
©UNHCR

ROYAL VISIT TO ZAATARI

On 7th February, HRH The Prince of Wales arrived in Jordan as part of a six-day visit to the Middle East. UNHCR accompanied the Prince on his visit to Zaatari camp along with the UK's International Development Secretary, Justine Greening, who announced a further 100 million GBP in assistance for refugees and host communities in Jordan, Lebanon, Turkey and Iraq, as well as to provide support to those inside Syria affected by the conflict. The British delegation also visited a UNICEF youth centre and a WFP supermarket at Zaatari.



UNHCR Representative to Jordan and UNHCR Camp Manager accompany HRH The Prince of Wales and the UK's International Development Secretary (from right to left) on a visit to Zaatari Camp. ©UNHCR/N. Touaibia

“A DANGEROUS TURNING POINT”

In his 26 February speech to the United Nations Security Council on the Humanitarian Situation in Syria, António Guterres, United Nations High Commissioner for Refugees expressed his concerns at the worsening humanitarian impact of the Syrian war, and the consequences for neighbouring refugee host countries.

“The continued growth in displacement is staggering. But at the same time, the nature of the refugee crisis is now changing. As the level of despair rises, and the available protection space shrinks, we are approaching a dangerous turning point.”

He also warned about the deteriorating living conditions of refugees, referring to the survey of 40,000 Syrian families in Jordan that found that two-thirds were living below the Jordanian's poverty line (<http://www.unhcr.jo/home-visits-report/>).

The High Commissioner expressed his hope that at the next pledging conference on 31 March in Kuwait (*Kuwait III*) international support will at last match the overwhelming needs of Syrian refugees in refugee host countries, notably those in Lebanon, Jordan and Northern Iraq.

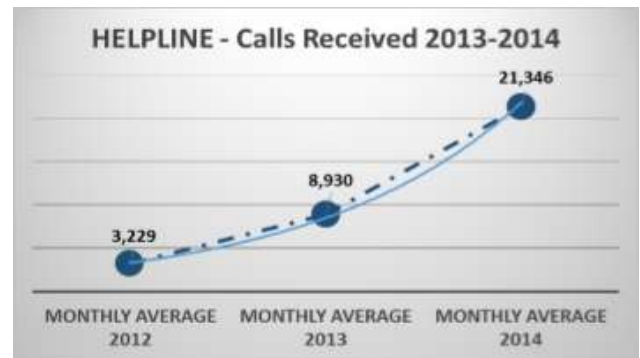


António Guterres © UN Department of Public Information/E. Debebe

OUTREACH

Helpline: Increase of 5% of calls answered

The UNHCR Helpline team answered 29,095 calls in February, an increase of over five percent on calls from January, partially reflecting the public interest in the urban verification exercise. The majority of calls continue to be related to cash assistance (40.7% of total calls answered) including the winterization supplement and replacements for lost or stolen ATM cards for those unable to use the iris recognition system. Another 13% of the calls were related to Syrians enquiring about resettlement.



Helpdesk: Queries increase by 55% in February

UNHCR Helpdesk noted a 55% increase in queries on the previous month with 6,123 queries received in February.

Field Office Amman organized ten mobile helpdesks in different governorates serving 1,087 families. Appointments for renewal or registration of their status were given to a total of 297 Syrian and 16 non-Syrian families and a particular emphasis was placed on briefing refugee families on the urban verification exercise. The rise in renewal appointments given at helpdesks in comparison to prior months was attributed to the urban verification exercise. The helpdesks this month targeted refugee families and individuals seeking information on requirements relating to the urban verification exercise.



UNHCR Helpdesk in Zarqa. ©UNHCR/J. Kohler

The UNHCR Irbid Helpdesk answered 1,303 queries, a 76% increase on the queries taken in January, again with the urban verification exercise being a key factor in the rise. In addition, 1,027 persons were given advice on financial assistance.

The UNHCR Mafrq Helpdesk staff received 3,733 individuals providing advice from Protection, Community Services, Field, Health and Registration staff.

PROTECTION

Launch of UNHCR's Participatory Assessment exercise

UNHCR launched its annual urban participatory assessment exercise with ten partners nationally and refugees from the Syrian, Iraqi, Somali and Sudanese refugee communities. The data collection phase of the exercise lasts from 22 February until 5 March with the release of the findings on 22 March. A similar exercise took place in Zaatari camp in December last year and another will begin in Azraq in mid-March.

Participatory assessments and refugee consultations aim to promote the meaningful participation of the refugee community through constructive dialogue; to map information on refugees' specific needs and the protection risks they face; to discuss their priorities and proposed solutions, as well as the capacities within the refugee community to respond to their situation accordingly. The participatory assessment will also incorporate discussions on sexual and gender-based violence (SGBV) with people living with disabilities as well as with men and boys.

Child Protection and Sexual and Gender-Based Violence

UNHCR established a new Legal Aid service for individual at risk and survivors of SGBV in two Women and Girls safe spaces in Zaatari Refugee Camp jointly run by UNHCR, UNFPA, UN Women and NHF/IHF (Noor Hussein Foundation/ Institute for Family Health). This new service aims to improve awareness about and access to legal remedies such as legal counselling and legal representation in court. Lawyers providing such legal services are specialized in women's rights and SGBV issues.

UNHCR also provided direct support to 285 children at risk and SGBV survivors through case management and services, including psychosocial, legal, health, food and NFI, cash and safe shelter support in urban and camp settings, applying best interest determination procedures in cases of child survivors.

UNHCR conducted two workshops on responding to the protection needs of lesbian, gay, bisexual, transgender and intersex (LGBTI) refugees: one for UNHCR staff and one for partner agencies, with over 40 UNHCR and partner staff participating.

In February, UNHCR and UNFPA, which co-lead the SGBV sub-working group, released the report on *"16 Days of Activism against Sexual and Gender-Based Violence – 2014 Jordan"* on behalf of over 30 participating agencies. A major focus of the campaign was early marriage. The campaign reached and sensitized over 35,000 refugees and members of the host community. <http://data.unhcr.org/syrianrefugees/download.php?id=8274>



Inter-Agency "Strengthening SGBV and Child Protection Services and Systems Project" poster, March 2014.

FINANCIAL INFORMATION

Syria response:

UNHCR Jordan's funding needs: **USD 290 million**

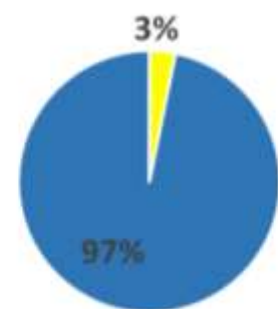
Total recorded contributions: **USD 10.6 million**

Iraq situation:

UNHCR Jordan's funding needs: **USD 40.2 million**

Total recorded contributions: **USD None**

UNHCR Jordan Total Funding Needs



■ Funded ■ Gap

UNHCR PARTNERS

Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), International Medical Corps (IMC), International Organization for Migration (IOM), International Rescue Committee (IRC), International Relief and Development (IRD), Jordan Health Aid Society (JHAS), The Jordan Hashemite Fund for Human Development (JOHUD), Jordan River Foundation (JRF), Ministry of Interior (MOI), Ministry of Planning and International Cooperation (MOPIC), Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Première Urgence - Aide Médicale Internationale (PU-AMI), Syrian Refugee Affairs Directorate (SRAD).

DONORS

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