

Zaarari Protection Sector Meeting

21 November 2013

1. UNHCR updates

General registration (10-16 November)

- Total arrivals to: 1,853 individuals.
- Total registered by UNHCR: 1,955 individuals
- Average of 264 arrivals per day (compared to 375 arrivals per day last week).
- 51.92% of the totals registered during the week were females and 48.08% were males. Females between the ages of 18-35 remain the majority.
- During the reporting week, Homs is the main city of origin for those registered (34.12%), followed by Dar'a (20.00%), Rural Damascus (19.28%), Hama (14.22%), Aleppo (4.86%), Idlib (4.25%), (1.94%), Damascus (1.13%), Qunaitra (0.15%) and Alraqqa (0.05%).
- It is noticeable that the majority (99.46%) of individuals accessed Jordan through the eastern borders (Alrogban T22 & Ruwaished).
- 251 active individuals had a specific need entered; the Woman at risk (103) has the highest number in vulnerabilities followed by Single parent (42), serious medical condition (35), Disability (32), Child at risk (15), Unaccompanied or separated child (10), older person at risk (7), Specific legal and physical protection needs (6) and Torture.
- UNHCR registered 59 new born babies. Civil registry processed 14 new cases and handed over 9 birth certificates, which brings us to 133 birth certificates cumulatively.

Departures from the camp (bail out, travel abroad, leave permits, returns)

- A total of 108 individuals (30 cases) from Zaatari were bailed out or traveled abroad according to the information reported to UNHCR .
- 252 families were granted leave permits from Zaatari camp for a period from one to ten days, mostly for medical reasons or family visits.
- 773 returns.

Rabaa Alsarhan

- Should open officially on 27-28 November.
- Document Data Entry: 1,996 documents (corresponding to 542 envelopes) were entered in the database, pertaining to 1,309 refugees.
- Multiple entry cases: 11 individuals with duplicate national number were identified, which indicates that they returned to Syria at one point without having their documents back, then re-entered Jordan with another document.
- Facilitating the return of documents to returnees: the team marked as returned 567 documents in 217 envelopes belonging to 396 individuals.

- Retrieving documents to facilitate the issuance of birth certificates.

Other UNHCR updates

- HI will start being present in the reception. UNHCR and HI are currently working out the modalities.

2. Issues raised by participants

- Need more information about Intention Survey: UNHCR explained that this is a traditional tool of protection to assess intentions of people about return to country of origin, local integration and resettlement for certain profiles who cannot access other durable solutions. At a time where we are discussing technical support to SRCD and GID about the spontaneous return process the authorities are facilitating, we have to be careful that an intention survey about potential return and the UNHCR technical support project are not understood as UNHCR starting to facilitate or promote returns. UNHCR is obviously not yet in a position to start facilitating or organising returns.

A draft is being prepared at the moment and will be reviewed next week.

- 16 days of activism: OXFAM will have tiles painting activities with women and men: share theme of the campaign. UNHCR External Relations Unit is assisting CP-GBV section in compiling all events about the 16 days of activism campaign. All partners are invited to send the list of the activities, to me or directly to Frauke RILLER (riller@unhcr.org), CC Belen Anguita (anguita@unhcr.org).
- Digging work in district 2, like quarry type of work: problem because impossibility to buy sand out + need to build private latrines.
- Violence in schools: update needed from the CPWG on actions taken by UNICEF and other CP partners to reduce/prevent violence in schools.

Action 1	Get sex disaggregation for leave permits category	Sandrine /Elham (registration)	Done
Action 2	Updated needed from CPWG on digging work by children in various districts in the camp.	CPWG	28 Nov
Action 3	Share UNHCR global theme for the 16 days campaign	Sandrine	Done

3. Complaints' mechanism

During RRP6 process, national inter-agency project proposal was made to develop a Jordan wide complaint mechanism to Prevent Sexual Exploitation and Abuse.

While this project should start in 2014, UNHCR would like to develop a complaints' mechanism before the bigger project starts, even if it then has to be modified to be become a part of the integrated PSEA mechanism in 2014.

A proposal was read to the group. Comments made by the participants:

- “ANY ENTITY WORKING IN THE CAMP” should be used instead of humanitarian actors, to be more inclusive.
- Need to address the issue from the angle of refugee rights to raise their complaints and be treated with respect.
- Print instructions on the box on what should be and should not be complained here: use of helpdesk or committee meetings to get some of the other complaints out in another forum.
- Need to provide all the hotline numbers: a leaflet should be developed form this.
- 12 billboards of OXFAM across the camp can be used to disseminate posters.
- Proposal to have the FGD the following week, maybe together with community mobilization FGD already planned.
- There should be a database to support the recording of complaints reported.
- Save the Children, based on their experience, proposes to have 1 complaints’ box and 1 suggestion box with printed forms.

Action 4	Discuss with Mass Information plan to produce leaflet and posters with hotline numbers	Sandrine	Done
Action 5	Organise FGD on the complaints’ mechanism	UNHCR, UN Women, OXFAM, Action Aid, etc.	Done (below)
Action 6	Share list of FGD questions with group	Sandrine	Done
Action 7	Share hotline numbers with Naserdine TOUAIBIA, MI Officer (touaibia@unhcr.org)	All	Deadline 28 Nov

FGD questions:

- Who do you currently go to complain? How effective is it?
- Do you think a complaint mechanism would be useful?
- Which issues do you want to complain about?
- Have you heard of misconducts from service providers in the camp and were such misconducts reported? If yes, how effective was it?
(this question is more sensitive, and it should be asked with caution and depending on previous questions and the way conversation is going; no name of individuals and agencies required here; checking if happening and how people were able to raise complaints)
- Through which means would you like to raise complains (face to face, phone, meeting, letters)

- What do you expect from this mechanism?
- If we use complaint boxes, where would you feel more comfortable in placing them to deliver your complaint?
- Can you think of risks that you would face by raising complaints?
- perception of an increased protection risks women might feel if the boxes are placed at Oasis (for them, their children/families);
- Their informed willingness to be part of this.
- Any specific measures they might want us (UN Women/UNHCR) to set up, to mitigate their concerns
- Which actions do you think should be taken against people reporting false accusations? Should penalties be taken against those people and if yes, which ones?
- How should perpetrator be dealt with?

Participants			
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