

Key messages:

All new activities in the camp **MUST** be approved and coordinated with: (a) the government (b) camp management. Camp management will approve requests supported by the relevant sector and if they are cost effective, focused, constructive and have the greatest possible impact. All activities in the camp have an effect on overall security, so it is imperative to go through the correct procedures before commencing any activity in the camp. Any organisation that does not respect this condition will have their permission to operate in the camp revoked by camp management.

Contact Sobia Oberg oberg@unhcr.org or Kilian Kleinschmidt kleinsch@unhcr.org

Actions:

Ref	Actions from previous meetings	Who	When	Done?
Emerging issue				
Security				
2/7	Incident reports should be completed for all incidents, and shared with UNHCR FSA	All	Ongoing	Ongoing
Camp Management				
06/08	Any meetings with refugees should now take place in the shared meeting area in the buffer zone. Pedestrian gate is open.	All	Ongoing	Ongoing
03/09	Agencies planning to have a regular physical presence in the compounds should express their interest to UNHCR camp management	Mohamed Jertila Jertila@unhcr.org	Ongoing	
03/09	Base Camp Management: Team Connect Contact details across Please Fill RFO in advance of any issues.	Azmi Alhasany Team Connect azmi@team-connect.co 0798021719		
29/10	Mass Information PI/External Relations	Naserddine Touaibia touaibia@unhcr.org 0798611914		
03/12	All agencies planning to distribute any NFI item in the camp must get prior approval from camp management. All assessments need to be coordinated and require prior approvals.	Sobia Oberg oberg@unhcr.org 0796324737		
11/03	Electricity	Yanal Madanat almadana@unhcr.org 0797056990		
29/04	External Relations	Gavin David White white@unhcr.org 0798175813		

The General security situation in the camp for the reported week was calm. Water is the main issue in the camp. All activities for the UN/IC inside camp went smoothly.

Agencies are requested to report all the security issues. Phil Priestley (priestle@unhcr.org), UNHCR security analyst is consolidating the data in order to analyse the security trends particularly in Za'atari Camp.

There is an increase in the private water tanks (around 1200). With the approaching hot weather these water tanks will increase and eventually increase in the need of desludging as well. Naturally the water demand is increasing so does the consumption. There is a big increase in the washing machines in the camp.

Captain Mahmoud Bani Essa who is the focal point from SRAD for Community Policing project has been nominated as the Liaison Officer replacing Major Bassam. He can be contacted at **0772388281**.

On 26th April 2014 some angry refugees who gathered in JHAS clinic demanded to meet with UNHCR representative regarding the new plan of JHAS service delivery. FSA accompanied the UNHCR field officer and met with some street leaders and JHAS clinic manager and listened to their complaint against the new policy to shorten the working hours at the main clinic.

On 26th Apr 2014 a brawl erupted among the refugees in D10, resulting in the burning down of one tent. The two parties were sent to police station for investigation.

26th Apr 2014, four refugees were brought to the camp from Mafraq police directorate after having escaped from the camp illegally.

26th Apr 2014 a group of refugees were seen by police patrol trying to smuggle foodstuffs via the sand wall, and when the police chased them, they escaped.

27th Apr 2014 the issuance of the security IDs process by police at the registration area was very slow and they finished work early with total of 72 cases/350 individuals, while the daily average in the past was 200 cases/1100 individuals.

Mafraq Coordination Meeting: Mafraq Coordination meeting was held on 28 April where a presentation of the on-line referral database was given. Lessons learnt by the case workers/ managers meeting in Irbid were provided by the Irbid team. Forum looked at the ways forward to improve coordination in Mafraq Governorate by effective service delivery while avoiding the duplications as well as bringing all the humanitarian actors together. A smaller group was established to work on the 3W matrix and to contact/find all the relevant actors involved.

Site Planning and Infrastructure:

- Relocation of refugees at one block in district 9 according to new planning layout of 10x10 plot for each family with the help of field team.
- Finalizing and updating the master plan to an organized layout for each district.
- Two shades were completed at the bus station waiting area. Shading for base camp will start next week.
- UNHCR Field staff monitored the construction of roads by World Vision. There is some concern about promises made to refugees about additional roads being built that are not actually planned for. Field staff is following up with WV.
- Field staff met with the refugee community in D6, 7, 8 to discuss the planned reorganization of streets to allow for better vehicle access.
- In District 9, Field staff supported UNHCR Site Planning to encourage refugees living near the ring road to move their caravans/tents.

Electricity:

1. Installation of underground cables for the transformers in D12, D11 and D6 to make them ready to be connected to the existing grid.
2. Installation of street lights in government compounds D12,11,6,5,3
3. Balancing the loads in D3.
4. Repairing & installing new fence around the transformers in D 10 & 11
5. Field Staff supported the UNHCR electrician to meet with the community in D8. The functioning of the newly fitted transformers and necessary safety measures were explained to the refugees, to ensure smooth connectivity for all. Staff reiterated the urgent need for all individuals living under power lines to move at least 15 meters away for their own safety. For those areas not yet receiving electricity in D8, it is hoped that there will be access within a month.

Caravans:

During the reporting week, 9 caravans were received and delivered by Field staff to individuals identified by Community Services as having a particular need. Following several internal meetings on the subject of caravan lists verification, a new method is planned for drawing up caravan lists. All lists previously collected will be set aside. There will be no input for the new lists from street leaders. New lists will be drawn up, based on tent to tent visits by IRD staff. However, due to the sensitivity of this exercise and the potential for

corruption if it is clear why data is being collected, the information will be gathered as part of regular community monitoring activities, rather than a separate exercise. Once the information is collected by IRD staff, with UNHCR monitoring, UNHCR Field staff will go back and verify the lists. Depending on the amount of time between the completion of the lists and the arrival of new caravans, another verification may be necessary. A meeting was held between UNHCR Field Unit and IRD Manager to discuss the preparation of lists for future caravan distributions.

Health:

The Ministry of Health (MoH), SRAD and UNHCR met to discuss the issue of the unregulated food stalls in the markets and the potential for food-borne disease transmission in the camp. The need to conduct an updated mapping of the several hundred stalls selling food products was highlighted. UNHCR has already arranged a meeting to discuss this exercise with REACH. The MoH has offered to carry out chest x-rays and stool specimen analysis on all vendors, as is the standard regulation for Jordan food establishments. SRAD was supportive of this initiative as part of an overall process of engagement with market stall owners (food hygiene, electricity, use of water resources). Follow-up with the MoH and REACH is to be undertaken.

The new Saudi Clinic facility (District 5) is in process of opening, with the move of services to the new facility expected to be completed in the coming week. An up-date on this change of venue for the Saudi Clinic will be obtained on Monday at the Health Co-ordination meeting.

Field and Security staff attended a meeting in the old JHAS clinic within JHAS staff and refugees to discuss the reduction in working hours of the clinic which has caused much concern in the surrounding community. After the meeting JHAS staff expressed concerns due to the high demand on their services at the site and the continued displeasure of the refugees about the reduction in presence.

WASH:

Work is ongoing to improve the water supply system in the camp and this shall carry on next week as well. The amount of water supplied to district 8 will increase after receiving and approving the population counting. In addition, work started on the second round of the vector control (rodents) program. Oxfam demonstrated their water supply network to the refugees to discourage them from connecting pumps to the system. UNICEF called for a meeting to discuss the water supply issue. UNHCR Field Staff has spent substantial time this week responding to complaints related to the water supply in the camp. This included responding to refugees who came to base camp to make complaints about access to drinking water points and the water supply. During the week, staff monitored distribution trucks, asking for details on the distribution process and to see documentation used whilst carrying out the distribution. This was met with resistance by some truck drivers.

Food: Second cycle for the month started on 16th April with 10 JOD vouchers as well as Saudi dates. Continue proving bread that is 21.200 MT now from 4 sites daily. Schools continue with the biscuits. After security incident school attendance has dropped. 11,754 recorded these days. New arrivals are receiving welcome meals only in Raba Sarhan. 134 new MAM cases enrolled into the WFP nutrition programme and 42 PLW cases added.

Protection:

New arrivals: With the opening of Azraq, discussions are underway regarding the continued use of the Za'atari reception area. For the coming weeks, the site will run as normal, with reduced staff, whilst the number of new arrivals and police returns is monitored.

Azraq opening: Although no real concerns have been expressed by the community about Azraq, many refugees were asking about the possibility of transfer in between camps. The refugees are aware of the facilities available in Azraq but many have expressed a preference for Za'atari based on a perception of greater freedom in the camp.

Verification

Cumulative statistics:

86,645 individuals have been totally called for verification since Jan. 28.

65,762 individuals have been totally processed as at April 29, 2014.

58,771 are active and 6,991 individuals have been totally inactivated since the starting date. This makes so far 10.6% of verified inactivated. In addition to this, 13,430 have been so far inactivated as they did not show up after 10 days from the initial scheduled interview and their documents have been sent back to Raba. This brings the total cumulative inactivations to 23.5%.

As of today, 2,869 individuals are on hold, pending inactivation, which happens 10 days after the initial no-show date.

57.4% of the active individuals are children.

11,504 (19.5%) under 5 years old cumulative processed.

Community services: Age and disability group is updating the matrix. Agencies are encouraged to share information. Work is being done on alternative collectors. Currently two SoPs are being formulated one is for children at distribution points and the other on disabilities.

Organizations are encouraged to attend the Community Mobilization WG meetings every second Tuesday.

Youth Task Force: MSF is looking at the possibilities to help youth in hospitals. Help male over 18 as it has been observed that they are under served and are in need of more services. IMC, Save the children and IRD are trying to tackle children related issues in the districts.

Next meeting will be on Tuesday 06 May, 2014, at Za'atari Base Camp meeting room 4, at 14:00.