

**Area Coordination Meeting – Al Mafraq
Governor’s Office, Al Mafraq
Tuesday, 24 April, 2012**

Chair: Al-Mafraq Governor, UNHCR Senior Field Coordinator

Present: Deputy Governor of Mafraq, Office of the Governor, Police Department, Civil Defence, Department of Agriculture, Department of Public Works, Department of Social Development, Department of Health, Department of Water, Department of Education, Department of Environment, Department of Finance, Municipality of Mafraq, UNICEF, UNHCR, IOM, Islamic Centre Charity Association, Child Care Charity Association, Union of Charity Associations, Council of Joint Services, International Relief and Development, Widows and Orphans Association.

The Governor of Al Mafraq opened the meeting with a note of thanks to UNHCR and welcomed the organization of this first coordination meeting in Al Mafraq.

The UNHCR Senior Field Coordinator expressed his gratitude to the local authorities for all the work done in receiving and caring for the Syrians since the beginning of the crisis. He underlined the fact that UNHCR is supporting the Jordanian authorities in providing protection and assistance to the Syrians fleeing unrest in their country. He further stressed the need to have a coordinated approach in order to make the common response as effective as possible.

He outlined the humanitarian assistance strategy consisting of a ladder of options:

1. Syrians are received by the Jordanian host community. This is the main scenario taking place since the start of the Syria situation and is based on the generosity of the people of Jordan. UNHCR is aware about the burden this poses, and works with UN and NGO partners to assist the communities in multiple sectors. In case arrivals cannot be accommodated in the host community, option 2 may be necessary.
2. Syrians stay in existing buildings transformed into humanitarian transit sites (such as the building complexes in Al-Ramtha).
3. As a contingency option in case of larger number of arrivals, the strategy foresees the establishment of sites. So far this option is not used and remains the decision of the central Government of Jordan. Sites might become necessary with the increasing number of Syrian arrivals, but they remain the less favourable solution. UNHCR is aware that very valuable work has been done in Mafraq at a contingency level on the preparation of the site and is thankful for that.

The Governor of Al Mafraq thanked UNHCR for its support and for the presentation of the strategy. He informed about the limited resources of the municipality in responding to the needs of the new arrivals and requested support in enhancing its capacity for maintaining the required level of services in the city both for the local population and the

new arrivals. According to the Governor, around 40 to 60 new families are adding to the local population on daily basis which is putting extra burden on the available resources of the municipality. They arrive both legally and illegally.

The Governor then requested the participants to share their on-going activities as well as to underline their needs for further assistance.

The efforts and needs highlighted were as follows:

Director of Education (Bedouin area)

- 400 Syrian students attending local schools in the area.
- No waiting list, whoever arrives is integrated in the local system.
- Need to build additional schools, libraries, computer labs and to provide school items and school health services.
- If new schools cannot be constructed, renting might be a solution

Director of Education (Mafraq City)

- 540 Syrian students attend local schools on a normal basis.
- All service are provided to them, in the same way as for Jordanian students.
- 400 to 450 additional students are known to be present in the 4 sub-districts of the directorate but did not show up so far.
- 4 additional schools need to be built or rented (i.e. 35 classrooms)
- School material, computer labs, science labs, playgrounds and vocational training centres are needed.

Director of Water Management

- The department has contributed to the construction of the camp in Mafraq (2,5 km pipelines have been placed to connect to the water station, 45 standard water tanks and 1 mobile water tank made available).
- 1500 Syrian families live in the city of Mafraq and have become a burden as sewage infrastructures are insufficient and water shortages are noted.
- An emergency sewage disposal, more water pipes, pumps, 3 cars for field teams and 10 additional water tanks are needed.

Director of Civil Defence

- 300 Syrians in need of urgent health assistance have been transferred to Zarqa and Irbid.
- The establishment of a civil defence station is needed.
- 2 ambulances, an emergency car and a water lorry are also needed, as well as 45 additional staff.

Mayor of Mafraq

- The on-going arrival of Syrians has become a burden for the host community, especially as all efforts are made to provide the visitors with the same services as the Jordanian citizens.
- 1,500 families live with host communities in the Governorate, representing 7,500 individuals approximately (list of names available).
- This leads to increasing pressure on infrastructures and rising prices.
- Problems linked to overpopulation are experienced in the sectors of water, health, housing, education, security and sanitation.
- The total amount of garbage collected in the municipality has increased from 100 to 150 T.
- 2 cars, 2 mobile motors, 200 garbage containers, spare parts, fuel and 40 additional cleaners are needed.

Director of Agriculture

- The department has provided assistance to Syrians indirectly, through logistical support to other departments.
- Needs are tractors and other agricultural material.

Head of the Joint Services Committee

- Stressed again the important increase in garbage collection.
- Underlined the strain put on water availability.

Director of Public Works

- The department has been supervising the works in Mafraq site.
- More water tanks are needed for the camp, as well as levelling machines.

Director of the Police Department

- There is a need to maintain the same level of security as before the arrival of Syrians.
- Growing population means growing needs: new staff, cars and material.
- The whole operational capacity has to be scaled up.
- The exact costs have not been defined yet.

Director of Health

- The department provides services through 3 hospitals and 87 health centres.
- The services provided to the Syrians are equivalent to those provided to Jordanians (hospitals, health centres, maternity and school health).
- The department is in the process of identifying potential communicable diseases.
- Additional material is needed: 4 ambulances, X Ray, endoscopy monitors, ICU, dialyses, physiotherapy, etc. to provide services to 1,000 additional patients.
- The department relies on the certificate delivered by UNHCR to know whom the services are provided to.
- If needed services are not available, the department refers the patient to other hospitals.

Head of the Social Development Department

- The need for tents, blankets, mattresses, pillows, metal beds, tables, chairs, clothes and a list of consumables for the site was highlighted.
- It was made clear that in the event of the implementation of the third option mentioned above, UNHCR would provide all material needed in kind.

Other partners' interventions:

UNICEF

Regarding education, UNICEF reminded the participants that a protocol has been signed with the Ministry through MoPIC to support the Government in welcoming Syrian students in their schools. All requests in this particular sector should therefore be channelled through the Ministry.

Head of orphans and widows CBO

- Works with Syrians since the onset of the crisis.
- Staff has needed to be doubled from 5 to 10.
- Provide in-kind support, cash assistance and health services free of charge.
- Refers cases to JHAS.
- Underlines the fact that some Syrians come to benefit from free services and return to Syria.
- Needs are additional staff (outreach teams) and cars.

Islamic Association Centre

- Underlines the fact that Jordanians are helping their brothers because of kinship and blood links.
- The 7,000 Syrians living in Mafraq are for the vast majority poor people.
- 90% of the needs are responded to but this represents a heavy workload.
- 1,000 houses need to be rented in order to alleviate the burden on host communities.
- Cash for rent is not affordable for CBOs.
- Called for more coordination since some Syrians have received a lot of assistance, while others have received nothing.

The UNHCR Senior Field Coordinator underlined the fact that UNHCR intervenes in support of the Government of Jordan, with targeted assistance in line with UNHCR's mandate and capacities. He mentioned that UNHCR has its own financial constraints and would therefore not be able to respond to all the needs raised during the meeting. As the lead agency coordinating the relief efforts, UNHCR will nevertheless inform all partners of the needs existing in Mafraq and will tackle some of the issues raised through the implementation of its own programmes (cash assistance, Quick Impact Projects, special health assistance, in-kind support to local government).

The Governor of Al Mafraq thanked the assembly for their contributions and, as a conclusion, expressed the needs of his own office: 4 computers, 3 cars and extra workspace. He closed the meeting with a note of thanks to UNHCR.

Next meeting: 15 May 2012 at 10:00 at the office of the Al-Mafraq Governor

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