

## JORDAN INTER-SECTOR WORKING GROUP UPDATE

March 2016



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 through the inter-agency portal and at <http://data.unhcr.org/jordan/sectors/>

### I. General / Inter-Sector Update



**Sector Priorities March 2016:** ISWG in consultation with sector chairs prepared a document including suggested priorities for the Jordan Humanitarian Fund call for proposal scheduled in April. The sector priorities document shared with OCHA can be downloaded at <http://data.unhcr.org/syrianrefugees/download.php?id=10583>.

**Establishment of Livelihoods Working Group:** The Jordan Compact from the Syrian Donor Conference held in London includes the issue of livelihoods for Syrian refugees as a key focus area. Because of a need for both day-to-day operational discussions and longer-term planning in this regard, the Inter-Agency Task Force established a Livelihoods Working Group to enhance operational coordination among agencies supporting Syrian refugees in Jordan with livelihoods. The Livelihoods Working Group aims at strengthening coordination of the livelihoods activities both in urban and camp settings and effectively utilizing the information on the refugees available on UNHCR databases through information sharing agreements with partners. The group will continuously apply a coherent selection criteria for livelihoods activities among partners through the established frameworks in urban areas and respective frameworks in camps and inform partners in Amman about livelihoods programmes in the camps shared by the respective field-level livelihoods coordination structures.

The first meeting of the Livelihoods Working Group was held on 29 March. A draft ToR for the group was circulated for review. Occupation and education overviews were provided to the participants. The working group will elect a NGO co-chair. The inter-linkage of the Livelihoods Working Group with other sectors will be discussed further. Meeting minutes, ToR and other relevant documents are available at the following site [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=73](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=73)

### II. Sector information

#### BASIC NEEDS

In March, the Basic Needs Working Group continued its collaborative response in providing around 7,947,427 USD worth of regular cash and winterization supports in urban areas and in camps to vulnerable beneficiaries in the refugee and host communities.

The number of individuals provided with Basic Needs Support in the form of cash assistance or non-food item assistance is as follows:

#### Urban:

# of individuals provided with support towards meeting their basic needs	219,892
# of individuals provided with winterization support	8,250
# of Male Headed Households provided with support in urban areas	29,473
# of Female Headed Households provided with support in urban areas	21,097

#### **Azraq camp:**

- 7,469 gas cylinders refills
- 3,434 packs of children diapers distributed to 1,716 children
- 14,774 pack of Sanitary Napkins distributed to 2,462 Individuals
- 10,246 winter clothes distributed to 9,198 Individuals
- 33,641 items distributed to 2,934 newly arriving refugees

In addition, a certain number of adult diapers and infant milk was distributed to special cases.

#### **Zaatari camp:**

- 156,090 JOD, cash assistance (gas refill) to 72,017 individuals
- 300 winterization items Kit distributed to 1,617 individuals
- 3,940 items and 745 hygiene vouchers distributed to special cases and newborns in the new arrivals' area



## **EDUCATION**

**Joint Planning for 2016/17:** On 22-23 March, UNICEF and MOE conducted a joint planning meeting. The objective was to agree on the contents of the operational plan and its implementation. The plan highlights MOE's accountability in six results areas: information and planning, access to education, professional development, teacher learning resources, student services and activities and school leadership. Through this plan, all Syrian children enrolled in schools in camps and host communities will benefit from decongested classrooms, better equipped schools (new libraries and science labs) and better trained teachers and school principals. This plan will facilitate the UNICEF and MOE collaboration up for the expansion of 50,000 additional seats in formal schools by September 2016.

**Meetings:** In March, five coordination meetings were conducted in Amman, Zaatari and Azraq.

**Formal Education:** Within 2015/2016 academic year, 145,458 Syrian students continued to access formal education in schools in camp and host community settings.

**Informal Education:** On 29 – 31 March, graduation ceremonies of IFE programmes implemented by Middle East Children Institute (MECI) took place in Makani Centers in Ramtha and Salt. Over 700 Syrian refugee and vulnerable Jordanian children aged 6-12 within six schools participated in the events. UNICEF-MECI adolescent Life Skills Trainees were also invited to attend the ceremonies and receive their certificates. For the occasion, the students performed songs and sketches for their families and community members.

**Azraq Camp:** With the influx of refugees from the berm into Azraq camp, UNICEF and partners increased their collaboration for the coordinated response. To respond to the emerging educational needs in Azraq Camp Village 5 and to ensure availability of education services for the recently arrived children, an urgent education coordination meeting was held to gauge capacity of all partners.

Within formal education, UNICEF is closely monitoring the population numbers to carefully plan available seats for the newly arrived out-of-school children.

**Capacity Building:** ESWG conducted a two-day Inter-Agency Network for Education in Emergencies (INEE) / MS training in Azraq camp, engaging about 30 persons, including ESWG sector members and SRAD. The trainees were oriented about the INEE five domains, 19 standards, Education in Emergency, and gender.

**Services Advisor:** The ESWG members were oriented on the Services Advisor portal, which will empower members to provide refugees with an effective referral mechanism in the host community, urban and camp settings.

## **FOOD SECURITY**

### **Aktion Deutschland Hilft (ADH) - WVI Jordan project in Azraq Camp:**

Due to the number of schools' attendees dropped, total number of beneficiaries decreased to 2,394 students  
Totally distributed to the students: 50,414 date bars and 50,414 juice drinks.  
Two protection sessions were conducted targeting football players in Azraq camp.  
On 24 March, Football Festival involving 500 girls took place.

### **JHCO:**

In cooperation with IOCC and Helping Hand for Relief and Development distribution of food parcels (cost 20 JOD):  
158 food parcels were distributed to Syrian and Jordanian households in Amman.  
190 food parcels were distributed to 1,334 Syrian households in Mafraq.

In cooperation with Islamic Relief Worldwide and Near East Council of Churches Committee for Refugee Work,  
479 food parcels were distributed to 479 Syrian and Jordanian HH in Karak and Madaba.

### **Generous individual and corporate donations:**

600 powdered milk to 200 Syrian and Jordanian households in Zarqa;  
600 powdered milk to 600 Syrian and Jordanian households in Mafraq;  
210 food parcels to 210 Jordanian households in Amman.

## **HEALTH**

### **National Immunization Day (Polio Campaign)**

1.2 million under five children across Jordan, including 140,480 Syrian refugees in host communities and settlements and 51,102 other nationalities were vaccinated over the period of 27-31 March 2016.

### **Reproductive Health Sub-Working Group**

Jordan Ministry of Health has granted free access for Syrian Refugees to Maternal Child Health (MCH) services and family planning. To benefit the waiver, refugees have to submit valid UNHCR registration, MOI cards and MOH white cards. The set of services will include antenatal care (Regular ANC that covers lab tests, blood sugar and blood pressure checkup and supplement), post-natal care (General examination, blood test, FP counselling, FP methods, and installation or refill or insertion) and children care (birth -5 years old), including growth and development monitoring, general examination, follow-up visits, complete checkup, regular tests and visits and prophylactic supplement if needed.

## **PROTECTION**

**Inter-Agency Protection Strategy 2016:** The PWG has completed Inter-Agency Protection Strategy 2016 for Jordan. The strategy aims at ensuring access to protection for Syrian refugees and other population affected by the Syrian crisis. The main objective include:

- i. Advocate for access to territory, to seek asylum and have their rights respected, particularly non-*refoulement* and family unity, with particular attention to the refugees stranded at the border.
- ii. Engage and empower refugees, ensuring access to services for the most vulnerable individuals.
- iii. Reduce the risk and mitigate the consequences of Sexual and Gender-Based Violence in accordance with the survivor centred approach and Age, Gender and Diversity Mainstreaming.
- iv. Increased and more equitable access to quality child protection interventions for boys and girls affected by the Syria crisis.

The total of budget requirements is 121,413,528 USD. The strategy can be accessed at the following link: [PWG 2016 Strategy](#)

**Sharia Court and Access to Justice in Azraq Camp:** The Sharia Court has recently been established in Azraq camp, with the support of UNHCR. Alongside the court, UNHCR/ARDD legal aid services have been increased in the camp. This represents a breakthrough in access to justice for refugees living in the camp and particularly when solving issues related to Jordanian Personal Status Law (which includes marriage procedures, divorce, birth certificate, fixing kinship and custody issues), or obtaining legal representation and redress in cases of SGBV and Child Protection.

#### **Prevention of Sexual Exploitation and Abuse (PSEA) Network:**

The PSEA Network has developed the Inter-Agency SEA Community-Based Complaint Referral Mechanism Protocols to collectively address the needs of survivors, and will be used for receiving, referring and reporting complaints of sexual exploitation and abuse that may be brought to their attention by humanitarian personnel, refugees and host community members. The Protocols are to enhance the implementation of each agency's existing Code of Conduct, policy, standards and regulations that have the same purpose, and guide the behaviour of personnel.

These Protocols are the result of a series of consultations on community-based complaint mechanisms with refugee women, men, girls and boys from diverse backgrounds in Zaatari and Azraq camps, in Mafraq, Irbid, Amman, Ma'an and Karak, and a PSEA survey with humanitarian agencies providing services to refugees within the Syrian Emergency Response in Jordan. They have been developed through discussion and consultations amongst the PSEA Network Focal Points and contextualized according to the particular circumstances of refugees in Jordan.

The protocols expand upon existing SGBV, CP and other relevant standard operating procedures, and with community based structures, and incorporate international safeguarding and PSEA standards and good practice were incorporated into the design and dissemination.

The Network is finalizing common advocacy and training materials to rollout the mechanism.

[http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=74](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=74)

#### **Sexual and Gender Based Violence (SGBV) Sub-Working Group:**

The group continues to implement its capacity building strategy with an intense calendar of training opportunities for the service providers from national and international organizations. Up to date, over 550 actors have taken part in the capacity building initiatives, which include:

- SGBV and Child Protection SOP and referral pathways;
- Advanced SGBV and Child Protection case management;
- Gender, masculinities and engaging men and boys in SGBV prevention and response;
- Psychological First Aid and Interview Techniques;
- Minimum Initial Services Package (MISP);
- Reproductive Health Protocols;
- Clinical Management of Rape (CMR).

#### **Child Protection Sub-Working Group:**

CPSWG 2016 work plan was finalized after review and discussion in the working group meeting. Work plan can be found on the inter-agency information sharing portal.

[http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=27](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=27)

**The National Protection Technical Committee:** The protection from violence national committee initiative is being ongoing on the national level by (UNHCR, UNFPA and UNICEF) in partnership with National Council of Family Affairs and with participation of MoE, MoSD, MoL, MoH, FPD and Juvenile police). The Committee acts as a coordination body between the National family protection team and all international organizations working on the field.

Through the mentioned partners, the national family protection team will have information on the field dynamics, while the partners will have knowledge on the national strategy and activities towards family protection.

The coordination function of the technical committee is to facilitate information flow between the policy level and the national and international organizations working on the technical level; to identify challenges and problems; to find solutions and to provide forum for the national and international actors.

#### [Mental Health Psychosocial Support Sub-Working Group:](#)

**MHPSS 4Ws mapping exercise:** The 2015/2016 mapping specifically focuses on MHPSS interventions, collecting information on the broad range of mental health and psychosocial support activities provided to all beneficiary groups in Jordan. The assessment took place in November 2015 - January 2016. The estimated data collection timeframe of two weeks was extended twice to accommodate additional inputs by agencies. The overarching aims of the interventions mapping exercise center around enhancing coordination, collaboration, referral systems and accountability for all the involved agencies; improving transparency and legitimacy of the MHPSS sub-sector through structured documentation, and providing data on patterns of practice to share lessons for the future responses. The information provided by the 4Ws mapping can feed into national plans for emergency preparedness; help to identify gaps in service provision, geographic and target group coverage, human resources and technical expertise; help the participating organizations to plan their programming and funding appeals.

The mapping highlighted a larger proportion of Level 4 services as compared to previous years. It has been recommended to support the adoption of guidelines and clear referral mechanisms to the specialized MHPSS services, with links to existing SOPs in relevant sectors. Moreover, adequate training and supervision should be ensured for personnel providing specialized services. The recommendation is addressed to all staff delivering mental health and psychosocial support.

#### **SHELTER**

**Urban Update:** Since the beginning of 2016, shelter interventions in urban areas scaled up. A total of 100 housing units were completed in unfinished buildings by NRC, and a further 66 shelters were upgraded to adequate standards by IOCC and NRC, helping 366 individuals (84 women, 65 men, 120 girls, 97 boys).

Within the framework of Cash for Rent projects implemented by Caritas and ICMC, total of 3,299 (893 women, 771 girls, 916 men and 719 boys) Syrian refugees benefited from conditional cash for rent assistance during the past three months.

Complementing these shelter interventions, NRC provided 1,729 Syrians and 874 Jordanians in the northern governorates with information about their rights to adequate housing.

**Azraq Camp Update:** Since opening of the camp and by the end of March, out of 10,023 ready shelters, a total of 4,650 shelters are currently allocated. A comprehensive energy plan to connect electricity to every household is ongoing with the installation of the low voltage poles. Once the project is completed, each shelter will have an allowance of 1kWh/day, enough power to operate lights, a refrigerator, a television, fan, and charge phones.

**Zaatari Camp Update:** Camp restructure is complete in all districts. The asphalt road construction of quantity of 8.8 km is finished.

#### **WASH**

In March, essential WASH services were provided to approximately 116,712 people, including an estimated 65,354 children, living in Zaatari, Azraq, King Abdullah Park and Cyber City camps. These services included daily provision of an average of almost 3.84 million liters of treated water, maintenance of sanitation facilities, collection and disposal of over 1.45 million liters of wastewater and 688 m<sup>3</sup> of solid waste, as well as dissemination of key WASH messages.

### **Zaatari Camp:**

An average of 3.1 million liters of water was distributed each day with the water provided from the three internal boreholes.

Desludging activities continued with an average of 1.16 million liters of wastewater collected and treated per day, of which, approximately 90% of the wastewater generated in the camp was treated at the internal wastewater treatment plant with the remaining 10% transported to the external municipal treatment plant. The collection of solid waste continued with an average of 429 m<sup>3</sup> collected and disposed at the local municipal landfill daily.

### **Azraq Camp:**

Over the month, an average of 642 m<sup>3</sup> of water was provided each day by the internal borehole, with approximately 247m<sup>3</sup> of wastewater desludged and 254 m<sup>3</sup> of solid waste collected and disposed of each day.

In order to meet the urgent needs of the influx of refugees accommodated in the public area, 19 toilets (10 for females and 9 for males) with septic tanks were constructed in addition to 8 shower units (5 for females and 3 for males) and 3 tap stands (with 12 taps). The new WASH facilities have been incorporated into the delivery schedules for water, solid waste collection and wastewater.

The WASH facilities in blocks 4, 10 and 13 in village 5 were prepared for the new arrivals: water lines were tested and disinfected, WASH blocks were checked and repairs were carried out.

Mobilization activities were carried out in the reception center with a particular focus on mothers and children.

### **King Abdullah Park (KAP) and Cyber City (Irbid governorate):**

Construction of a concrete septic tank is underway.

Water was provided, wastewater and solid waste collected and transported to municipal facilities as usual. The mobilization activities were carried out.

### **WASH in Schools:**

One new WASH block has been completed in a school in Irbid.

Mobilization sessions on importance of key WASH practices and facilities in schools started with the discussions with Imams from local mosques. The importance of personal hygiene for children in schools and need of close follow up by parents was highlighted.

Up to date, 28,530 students have been reached through the WASH in Schools Project. This exceeds the initially planned number by 4,530.

Distribution of hygiene kits to students in ten schools was completed in March and followed up by the assessment.

## **III. Contacts**

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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](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)