



2014

YEAR IN REVIEW

UNHCR JORDAN



UNHCR
The UN Refugee Agency
مفوضية الأمم المتحدة للاجئين

The year 2014 brought with it some significant achievements for UNHCR in Jordan and its ability to respond to the needs of more than 620,000 registered refugees living in and out of camps across the country. The operation's outreach capacity was enhanced in urban areas with the opening of offices in Irbid and Mafraq. The opening of the Azraq camp in April concluded months of hard work by colleagues and partners and enhanced the ability of UNHCR to better support the Government of Jordan in providing protection and assistance to newly arriving refugees. It also ensured that essential services in Zaatari camp would not be overburdened. In Amman, the relocation of the Branch Office has significantly improved the reception and registration facilities and offers a more effective working environment for our dedicated staff.

The UNHCR Jordan cash assistance programme distributed almost USD 50 million to refugees living outside of camps, utilising data gathered from our cutting-edge biometric identity verification technology. The programme is now being commended globally for its dignifying impact on the lives of urban refugees in a uniquely cost-effective and efficient manner. The infrastructure upgrades to the Azraq and Zaatari camps, and the implementation by UNHCR and partners of over fifty five community support projects will benefit Jordanian and Syrian communities alike well into the future.

REPRESENTATIVE'S NOTE

The close cooperation between sixty-four United Nations agencies, non-governmental organisations and government ministries has ensured the smooth coordination, monitoring and evaluation of an effective response to the refugee crisis in a challenging operating environment. The Refugee Response Appeal (RRP6) totalling some USD 1 billion for 2014 met three-quarters of its target. The increasing focus on enhancing linkages between the refugee response and the longer term development needs in Jordan gained currency throughout the year.

The achievements in 2014 were numerous, but so too were the challenges we were faced with throughout the year. The entrenched and protracted nature of the Syrian crisis has meant that international humanitarian attention has waned as the international community gives greater consideration to the fear of regional conflagration and domestic security concerns resulting from the conflict. This decrease in support means that it is increasingly important to be accountable for the resources that are entrusted to us. Our first priority is and will remain the needs of refugees, whatever the circumstances.

I would like to take this opportunity to express my sincere appreciation to the people and Government of Jordan for their partnership with UNHCR, and for Jordan's ongoing generosity in

hosting refugees. I look forward to a continuation of Jordan's proud history of providing sanctuary to those fleeing conflict. I would also like to commend UNHCR staff and our partners for their tremendous work throughout the year in some challenging circumstances, and to thank them for the great commitment they have consistently shown to protecting and assisting refugee communities. Our gratitude also goes out to our donors, who have supported us throughout this crisis, and enabled us to provide critical and life-saving assistance to the needy and vulnerable. This report is a worthy reflection of the work that has gone into understanding and responding to the needs of refugees living in Jordan. As we look forward to 2015, we will again need to show our steadfast commitment to supporting the most vulnerable and to those who have found safety here.

A handwritten signature in black ink, reading "Andrew Harper". The signature is written in a cursive, flowing style with a large initial 'A'.



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HIGHLIGHTS

OPENING OF FOUR OPERATIONAL SITES



Azraq Refugee Camp



Khalda Registration Centre



Mafraq Registration Centre

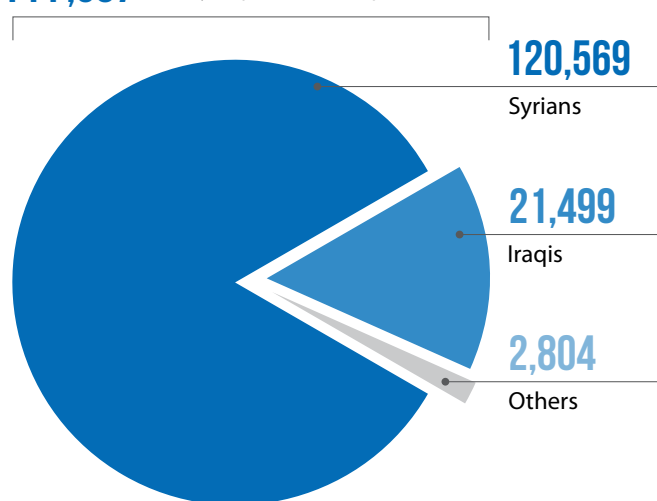


Irbid Registration Centre



Azraq Refugee Camp ©UNHCR/J. Kohler

144,387 Newly registered refugees in 2014



"LIVING IN THE SHADOWS" JORDAN HOME VISITS REPORT 2014

41,976 HOUSEHOLDS were interviewed by UNHCR and partner organization International Relief and Development (IRD) to collect data on the Home Visits Report, which examines the situation of Syrian refugees registered with UNHCR and living outside camps in Jordan.

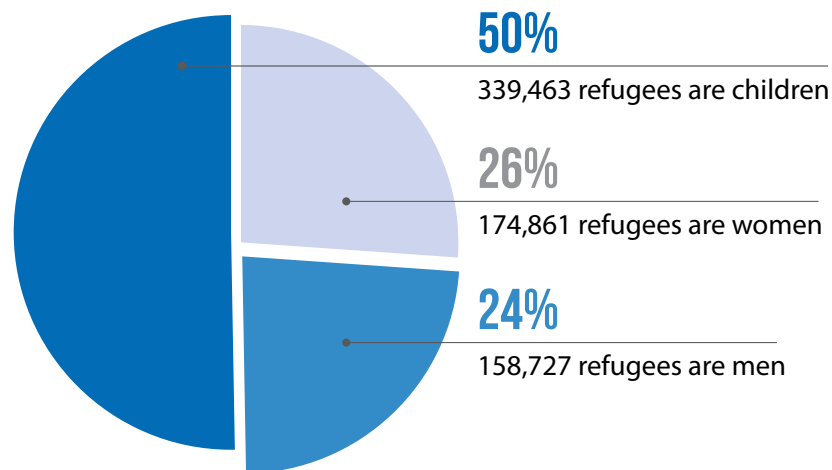
TWO IN EVERY THREE Syrian refugee households are below the Jordanian poverty line



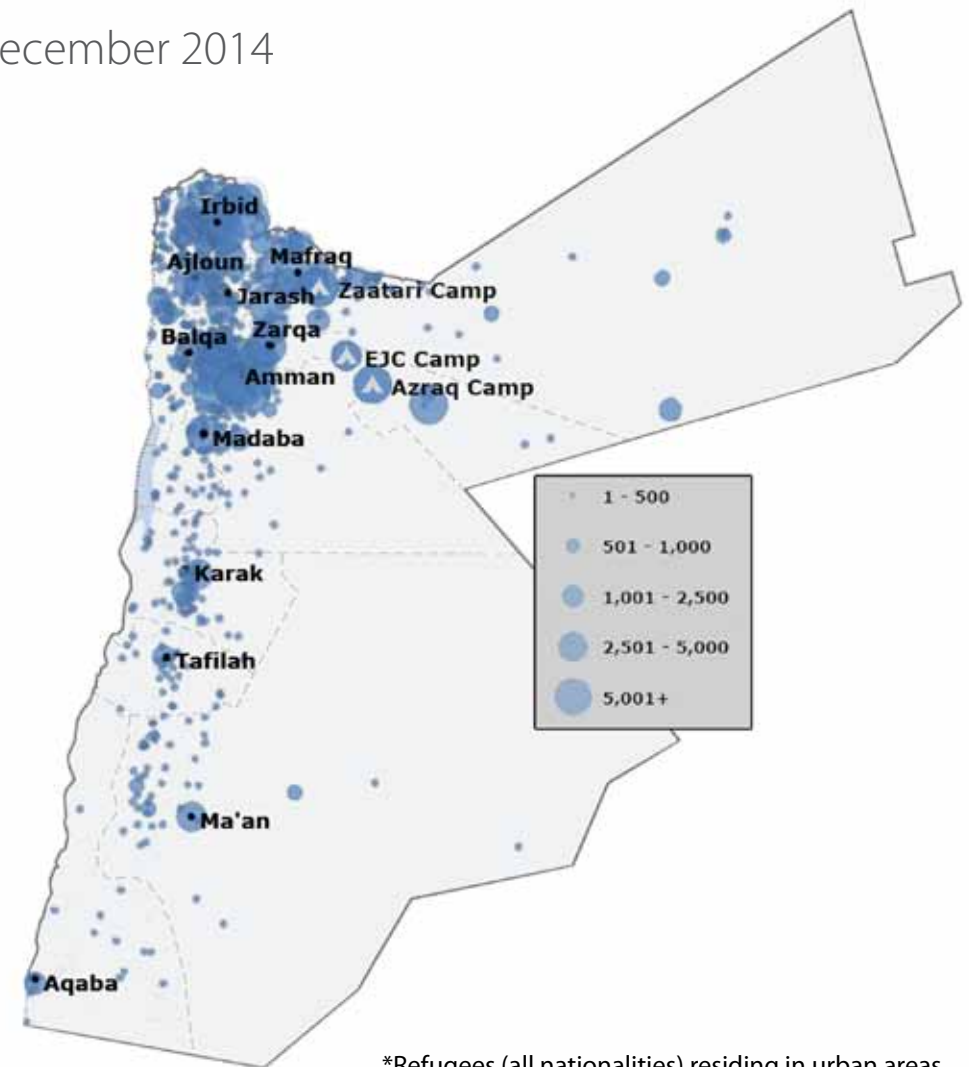
673,051 Registered refugees (all nationalities) by end December 2014

572,767 Registered urban refugees (all nationalities)

514,324 of registered refugees are women and children



18,590 births (all nationalities), including **3,546 livebirths in Zaatari** (including women who returned to the camp to deliver, to benefit from free health services)



*Refugees (all nationalities) residing in urban areas & Syrian refugees residing in camps

PROTECTION



39,000 refugees benefitted from awareness-raising sessions on child protection and Sexual and Gender Based Violence (SGBV) prevention and response

29,000 refugees (all nationalities) received legal counselling and advice , including **legal representation before the courts to over 60 refugees**

7,400 survivors of SGBV and children at risk of exploitation were counselled and provided with services by UNHCR and partners

2,100 humanitarian and Government staff were trained on child protection and SGBV

1,165 individuals were trained on international protection and refugee law through **53 training sessions**, including for **399 Border Guards and Government officials**

40 Civil Court and Sharia Court judges were trained in order to strengthen access to justice for refugees

Syrian child with her family in their house outside the town of Mafraq.
@UNHCR/J.Kohler

PROTECTION AWARENESS CAMPAIGNS



“OUR SENSE OF SAFETY IS EVERYONE’S RESPONSIBILITY شعورنا بالأمان، مسؤوليتنا كمان”

UNHCR participated in the AMANI Campaign – an Inter-Agency Child Protection and Gender-Based Violence awareness-raising campaign. The campaign targets children and parents on how to better protect children and adults from harm and different kinds of violence.



25th NOVEMBER - 10th DECEMBER 2014

16 DAYS OF ACTIVISM AGAINST SEXUAL AND GENDER-BASED VIOLENCE (SGBV) - TOGETHER AGAINST SGBV AND EARLY MARRIAGE: PROTECTING, PREVENTING, RESPONDING

The ‘16 Days of Activism’ campaign aimed to raise awareness on the elimination of SGBV with a particular focus on the prevention of early marriage. The campaign was completed in both camps and urban areas in December 2014. Over 250 activities were conducted.



BIRTH REGISTRATION CAMPAIGN

As part of a birth registration campaign, UNHCR, UNICEF and the authorities have produced a brochure and poster, detailing the procedures for refugees to obtain official birth notifications and birth certificates.

19,922 birth certificates were issued to refugees of all nationalities by the Civil Status Department with the support of UNHCR.



CAMPAIGN FOR THE PREVENTION OF RECRUITMENT AND USE OF CHILDREN IN ARMED CONFLICTS

The campaign was a joint UNHCR and UNICEF effort to prevent and respond to child recruitment in Jordan in the context of the Syria crisis, encouraging children and the community at large to promote the campaign for children to remain with their families.

REGISTRATION

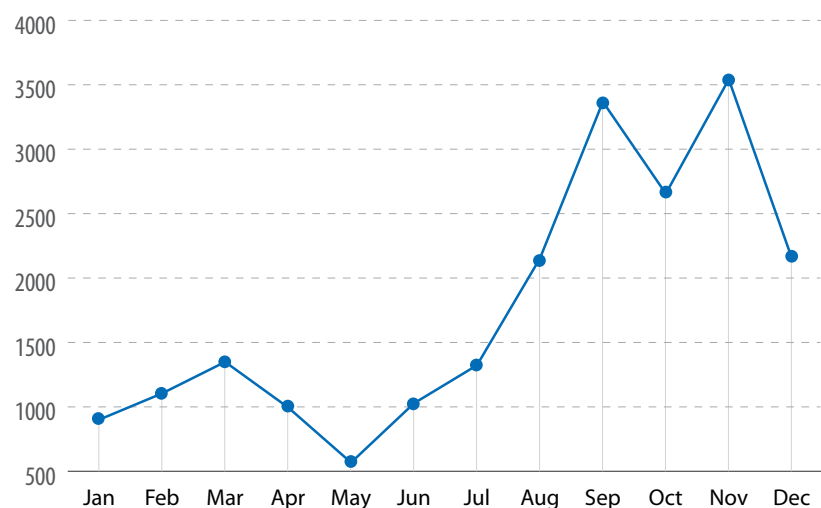
SYRIAN REFUGEES

623,112 Syrians were registered by UNHCR by the end of 2014

84% of Syrian refugees registered by UNHCR lived in Urban Areas

IRAQI REFUGEES

44,575 Iraqis were registered by UNHCR by the end of 2014



The number of Iraqis approaching UNHCR increased significantly in the second half of 2014, mainly as a result of the upsurge in violence in Ninewa, Salah-Al-Din and Anbar

In the picture: Documents Sorting Raba Al Sarhan ©UNHCR

DOCUMENTS RETURN PROJECT

219,462 identity documents, which the authorities temporarily retained from Syrian refugees upon their entry into Jordan, were sorted, classified and recorded by UNHCR in support of the Government of Jordan (GoJ). A purpose specific built database enabled UNHCR to link those documents with the individuals, thereby facilitating their return to their owners.



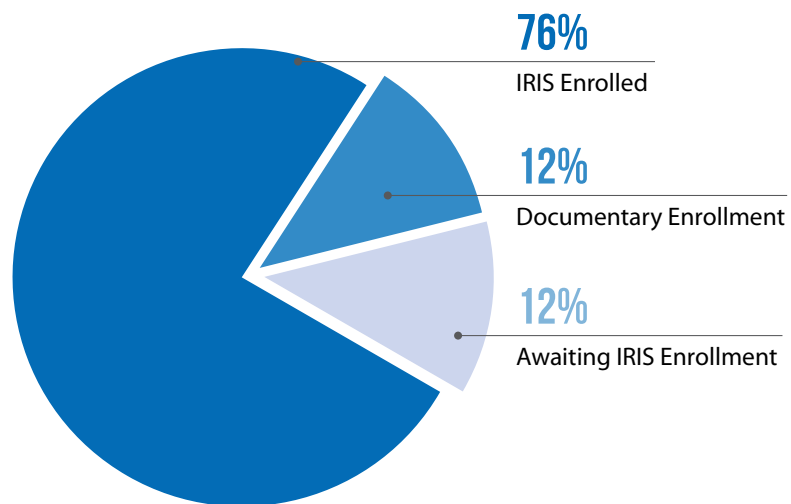
81,603 documents were returned to Syrian refugees by end of 2014.

ZAATARI CAMP VERIFICATION EXERCISE [27 JANUARY, 2014 - 20 MAY, 2014]

In 2014, UNHCR and the GoJ jointly undertook a large scale exercise to verify all Zaatari residents. Initially, refugees received their original Syrian documents which served to verify their information through an enhanced data set including biodata, biometric iris scan and photograph, collected for each individual by UNHCR. In this process, refugees also received a service card from the GoJ allowing them to access public schools and medical facilities.

75,744 refugees were verified.

Biometric Registration—Iris Enrollment



CASH ASSISTANCE

REGULAR CASH ASSISTANCE

23,200 Households were provided with monthly cash grants (**91,030 individuals of all nationalities**)

43% of beneficiaries are single female-headed households

17% of beneficiaries are elderly-at-risk

ONE-TIME WINTERIZATION CASH ASSISTANCE

30,243 Households (all nationalities) received one-time winterization cash grants

URGENT CASH ASSISTANCE (UCA)

2,258 Households (all nationalities) received urgent cash assistance (UCA). UCA is provided to particularly vulnerable individuals including single women, single female headed households, elderly persons (60 and above), large families of more than six members, families with babies, toddlers or children attending school, and foster families caring for unaccompanied or separated children.



CASH ASSISTANCE



**50.5
MILLION USD**

provided as cash assistance to refugee families (of all nationalities) in 2014

71%

Cash assistance to **Regular Cash Beneficiaries**

28.8%

One Time Winterization Cash Assistance

0.2%

Urgent Cash Assistance

11,906

refugee families still on the waiting list for cash assistance, who will be supported when funds are available

OUTREACH & COMMUNICATION WITH COMMUNITIES

HELPLESKS & MOBILE REGISTRATION FIELD MISSIONS

UNHCR organizes helpdesks and mobile registration missions around the country to be closer to refugees and to facilitate access to UNHCR services to refugees who live far from UNHCR offices in remote locations and who are at risk of becoming more destitute.

300,000 Refugees were counselled and assisted from Protection, Community Services, Field, Health and Registration units, during **144 field missions**.

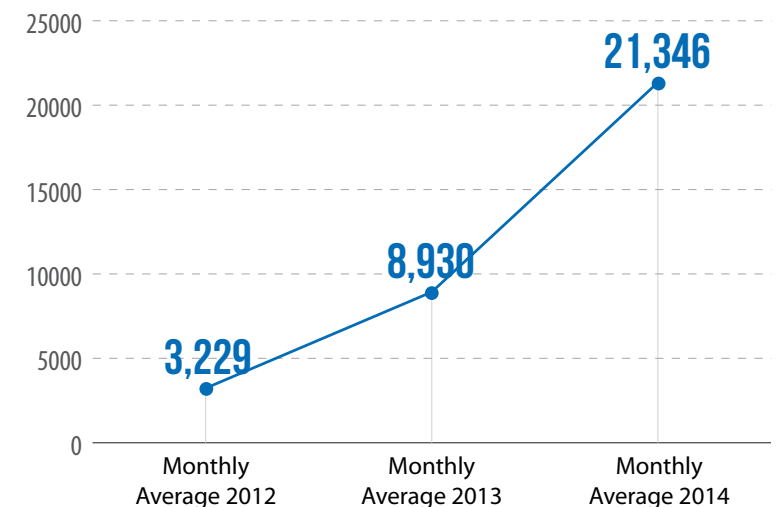
This includes **14** mobile registration missions, which benefitted a total of **9,733** individuals.

Queue	Offered	Handled	Abandoned	Dequeued	Waiting	Wait Time	NotReady	Logn
Community-Arabic	71	11	56	0	0	00:00:00	2	
Community-English	0	0	0	0	0	00:00:00	2	
detection-Arabic	8	1	7	0	0	00:00:00	2	
detection-English	0	0	0	0	0	00:00:00	2	
Health-Arabic	22	3	19	0	0	00:00:00	2	
Health-English	0	0	0	0	0	00:00:00	2	
HomeVisit-Arabic	273	73	199	0	0	00:00:00	2	
HomeVisit-English	1	1	0	0	0	00:00:00	2	
Protection-Arabic	36	7	29	0	0	00:00:00	2	
Protection-English	1	1	0	0	0	00:00:00	2	
Registration-Arabic	99	17	81	0	0	00:00:49	2	
Registration-English	0	0	0	0	0	00:00:00	2	
Resettlement-Arabic	76	21	54	0	0	00:00:00	2	
Resettlement-English	0	0	0	0	0	00:00:00	2	

256,155 Total number of calls answered in 2014

1'34" Average waiting time before being answered

Number of calls answered by UNHCR Helpline



OUTREACH & COMMUNICATION WITH COMMUNITIES

كل ما يبحث عنه اللاجئين في موقع واحد

 **حديث اللاجئين**
Talking With Refugees 

الرئيسية قصصنا خدمات المفوضية من نحن

> <


معلومات عامة
حول المفوضية
السامية للأمم
المتحدة لشؤون
اللاجئين
التسجيل في
المفوضية
الدعم المالي
الدعم الغذائي
خدمات الهوية
الأمنية
الإجراءات
للحصول على

الرمال احترقت قدمي
التقيت بها في ملعب الأطفال في داخل مخيم الأزرق شاهدت قدميها المحترقتان وهي تتسلى أحد الألعاب، "را"

قصة الشهر
الأكثر مشاهدة
شاركنا حكايتك

خدمات بالقرب منك

مخرجات الانصاف الخط




REFUGEE PRODUCTION (SOAP AUDIO)

"We Are All Refugees" is a six-episode radio soap that went on air in 2014. The soap dealt with topics that affect refugees of all nationalities, and Jordanian host communities. The aim was to develop a deeper understanding of daily challenges and the importance of mutual understanding between the refugee and host communities.

Link: <http://help.unhcr.jo/blog/>

250,000 Individuals visited the Talking with Refugees webportal (help.unhcr.jo), which is a UNHCR website in Arabic providing information on existing services for refugees. The Talking with Refugees Youtube channel and Whatsapp account, had **600 subscribers** and **28,000 followers** respectively by the end of 2014

180,000 refugees in urban areas reached with three **UNHCR SMS campaigns** including an Anti-Fraud Campaign and a campaign on the UNHCR Helpline

28,000 Syrian refugees are members of **eight UNHCR WhatsApp groups**



UNHCR-FUNDED CLINICS IN CAMPS BY THE END OF 2014



Azraq Refugee Camp



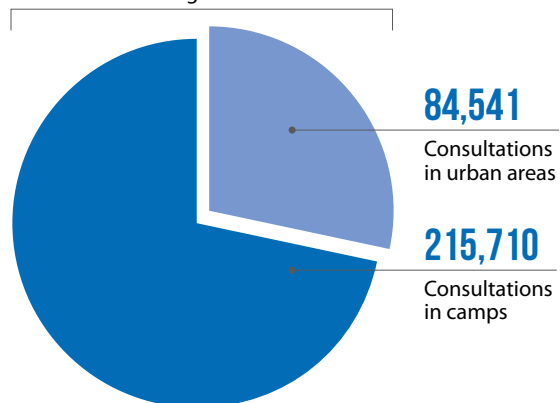
Zaatari Refugee Camp

* Three clinics newly opened in camps during 2014

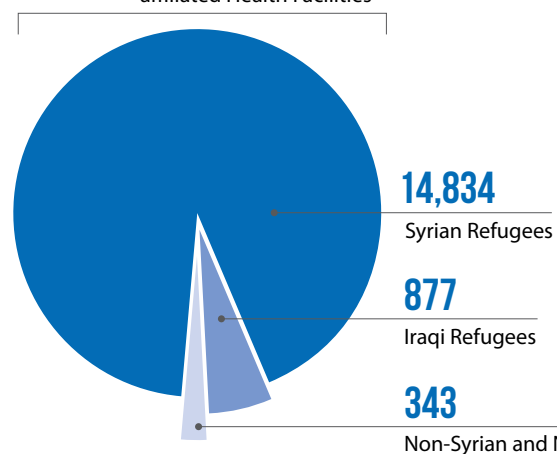
IN URBAN AREA

UNHCR supported six clinics of the Jordan Health Aid Society (JHAS) and Caritas and one mobile medical unit, serving out of camp refugees

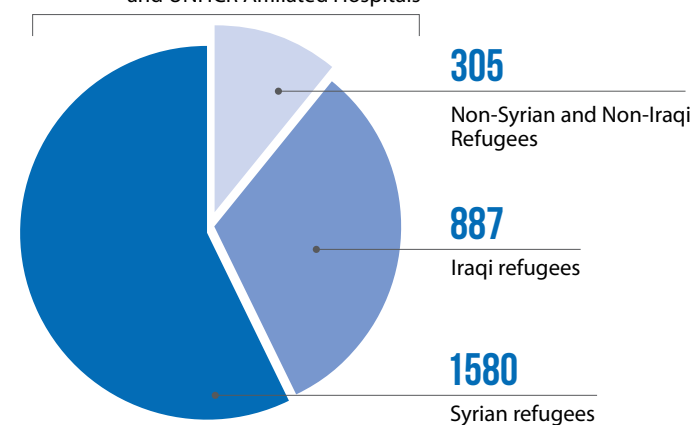
300,251 Primary healthcare consultations to refugees of all nationalities



16,054 Referrals for Secondary Healthcare Services to affiliated Health Facilities



2,772 Cases referred for Tertiary Care Services to Ministry of Health and UNHCR Affiliated Hospitals





The campaigns were implemented by the Ministry of Health with the support of UNHCR, WHO, UNICEF and IOM.
In the picture: Polio campaign ©UNHCR/J. Kohler

3 National Polio Immunization campaigns targeting high risk areas throughout 2014

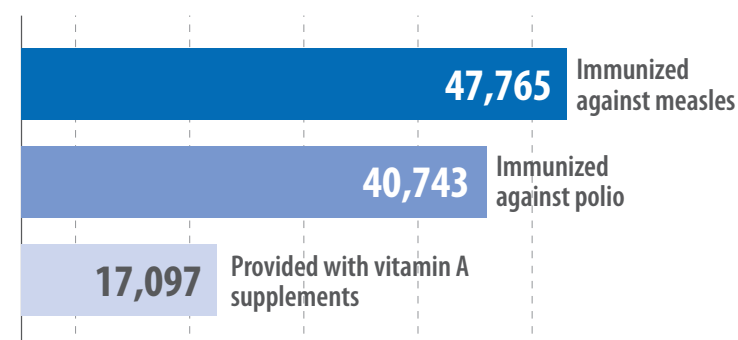
589,352 Polio doses given to Syrian children under the age of 5

105,605 vaccinations at Raba Al Sarhan for newly arrived Syrian refugees under the age of 15

OPENING OF THE BURN AND RECONSTRUCTIVE SURGERY UNIT AT PRINCESS BASMA HOSPITAL IN IRBID

1.5 MILLION JORDANIAN CITIZENS AND REFUGEES in the North can access integrated burns and reconstructive surgery services.

UNHCR supported and equipped the unit composed of a burns department, a reconstructive surgery department, three operation rooms, an intensive care unit, a rehabilitation department and an out patient department with a total capacity of 40 beds. It is considered the first of its kind in the northern governorates and the second in the Kingdom.



PROJECTS IN HOST COMMUNITIES

55

Projects were implemented in 2014 including community support projects (CSPs) encouraging peaceful co-existence with host communities, and Water, Sanitation and Hygiene (WASH) infrastructure projects to improve water supply in target communities in northern Jordan

1,6
MILLION

Syrian refugees and host communities benefitted from CSPs and WASH infrastructure projects in **22 locations across all 12 Governorates in Jordan**



Renovation of a playground in Madaba (CPS Project) @UNHCR/J.Kohler

3.5 MILLION
(USD)

Budget allocated to Community Support Projects (CSPs), in host communities during 2014

45

CSPs implemented by partner organizations International Relief and Development (IRD), Mercy Corps (MC) and the Agency for Technical Cooperation and Development (ACTED)

PROJECTS IN HOST COMMUNITIES

240,000

Individuals (Syrian refugees and host communities) benefitted from **10 WASH (Water, Sanitation, Hygiene) infrastructure projects** implemented by partner organizations IRD and MC

3.3 MILLION (USD)

WASH Infrastructure Projects Budget for 2014

HIGH IMPACT PROJECTS IN 2014

Rehabilitation of Mahasi Water Pumping Station (Irbid Governorate)



42,857

(Total Syrians and Jordanians with extra 35 Litres per person per day)

Rehabilitation of Wadi Al Arab Well (Irbid Governorate)



35,000

(Total Syrians and Jordanians with extra 35 Litres per person per day)

Replacement of 100 valves for Irbid Water Networks (Irbid Governorate)



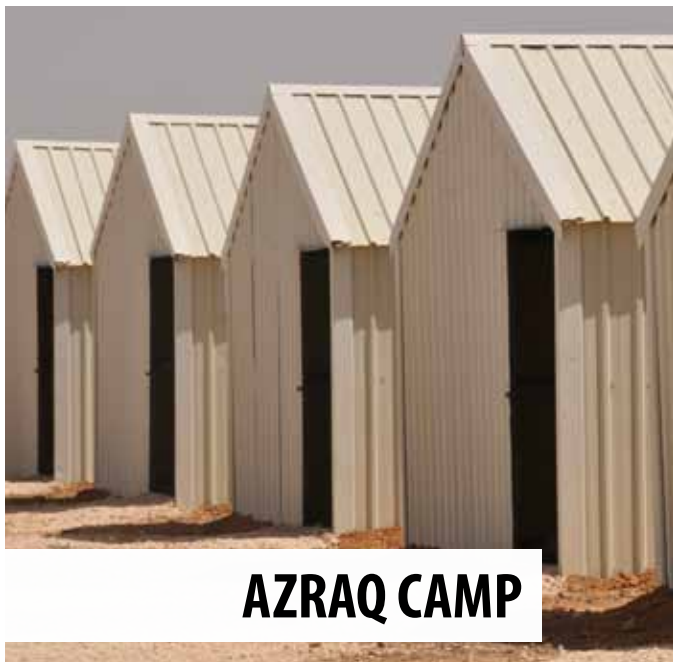
35,000

(Total Syrians and Jordanians with extra 35 Litres per person per day)

Inauguration of a water project in Irbid. @UNHCR/J.Kohler



SHELTER & INFRASTRUCTURE



8,029 T-Shelters constructed
2,892 of them were enhanced with reinforced concrete flooring

Construction of the market place for Village 3

Construction of **50 vendor stalls**

348,550 sq metres of roads and basic service and governance facilities were constructed and maintained



6,597 prefabricated containers (caravans) were distributed

15,248 emergency shelters (tents) were distributed

250,218 sq metres of roads and basic service and governance facilities were constructed and maintained



1,921 substandard shelters were upgraded

3,569 housing units were completed

7,830 sealing off kits were distributed

100 refugee households benefitted from the urban shelter programme

CORE RELIEF ITEMS



18,199 New Arrival Households provided with Core Relief Items

The regular kit includes: blankets, mattresses, sleeping mats, plastic sheets, kitchen sets, jerry cans and buckets. For refugees arriving in Azraq camp the kit also contains a kitchenette, a gas bottle and a solar lamp

66,000 Households received Core Relief Items replenishment

Replenishment of the regular kit is provided for items that were depleted. Replenishment of hygiene kits includes soap, tooth paste and toilet paper

3,531 Households newly arriving to the camps in winter provided with Winterization Core Relief Items

Winterization kit included: two high-thermal blankets per person. Families in Azraq Camp also received gas heaters, gas cylinders and gas refills

48,275 Clothing kits were distributed to **20,425 households** in camps. Each kit includes two clothing items

EXTERNAL RELATIONS



390
missions facilitated
by UNHCR



In the pictures, from up left: Malala visit to Zaatari Camp; Haakon Magnus Prince of Norway visit; visit of US Ambassador to the United Nations Samantha Power; World Refugee Day celebration at Khaldi Registration Centre, Amman; Inauguration of Azraq Camp; Irbid Exchange communication project; Foreign Minister of Australia Julie Bishop visit; UN High Commissioner for the Refugees, Antonio Guterres, on a visit to a refugee home in Amman.

DO YOU SEE WHAT I SEE PHOTO PROJECT_ZAATARI CAMP 2014



Photojournalist Brendan Bannon worked with refugee children in Jordan to help them use photography to document their environment and express themselves.

The pictures were used for the Child Protection Conference organized in October in Sharjah, UAE.

Link: refugee-photo-project.unhcr.org/en/
New York Times: goo.gl/FTW12d

INTER-AGENCY COORDINATION



UNHCR has coordinated the entire refugee response, involving **64 UN agencies, international and national NGOs, in collaboration with the Government of Jordan (GoJ), and line ministries.**

UNHCR also planned and coordinated a **USD 1 Billion inter-agency appeal** for the 2014 Refugee Response Plan (RRP6), which was funded at **75%**.



Over **150** Dashboards, analyses and thematic inter-agency reports were produced by the 8 technical sectors with the support of the UNHCR Inter-Agency and Information Management team.

Ground-breaking and innovative systems were developed including the use of ActivityInfo, for transparent activity tracking; and the Vulnerability Assessment Framework (VAF), for targeting assistance on the basis of vulnerability. All relevant data on the response is available at data.unhcr.org/jordan/

UNHCR PRESENCE



In order to be near refugees and thereby enhance provision of assistance and services, UNHCR decentralized its activities, which led to the opening of **4 new operational sites and 4 new offices** in 2014.

NEW OPERATIONAL SITES

Azraq Camp
Irbid Registration Centre
Khalda Registration Centre
Mafrq Registration Centre

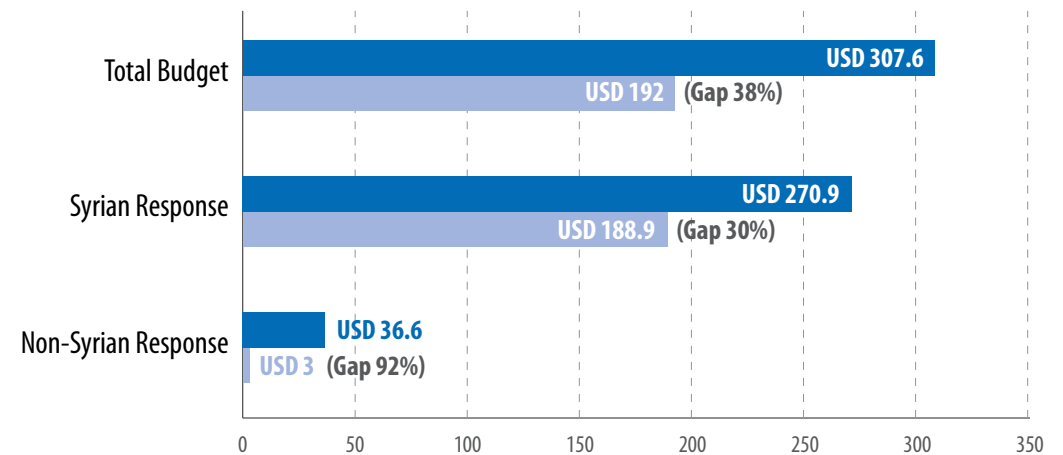
NEW OFFICES

Azraq Field Office
Irbid Field Office
Khalda Office
Mafrq Sub-Office

698 UNHCR Jordan's total number of staff

DONOR SUPPORT TO UNHCR

UNHCR is grateful to donors who have supported UNHCR programmes worldwide and in Jordan in 2014: Australia, Bahrain, Canada, Denmark, EU, Finland, France, Germany, Ireland, Italy, Japan, Kuwait, Luxembourg, Netherlands, Norway, Oman, Qatar, Saudi Arabia, Spain, Sweden, Switzerland, UAE, UK, USA, Private donors.



■ Funding Requirements (USD, millions)

■ Funding Received

Total Funding Gap: USD 115.6 millions (38%)

PARTNERSHIPS

UNHCR would like to thank all actors involved in the refugee response in Jordan, including the following **PARTNERS** who have received funding from UNHCR in 2014: Agency for Technical Cooperation and Development (ACTED), Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), Caritas Jordan, International Medical Corps (IMC), International Organization for Migration (IOM), International Relief and Development (IRD), International Rescue Committee (IRC), Japanese Emergency NGOs (JEN), Jordan Health Aid Society (JHAS), Jordan River Foundation (JRF), Ministry of Interior (MOI), Mercy Corps (MC), Ministry of Planning and International Cooperation (MOPIC), Ministry of Public Works and Housing (MPWH), Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Syrian Refugee Affairs Directorate (SRAD), The Jordan Hashemite Fund for Human Development (JOHUD).





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Thanks go to Sandra Hadjisavva for writing this report