



ZAATARI STRATEGIC DEVELOPMENT PLAN 2017-2020

Protection:

Outcome of the focus-group discussions with refugee community

OVERVIEW

- In the framework of the preparation of the Zaatari Strategic Development Plan 2017-2020, Zaatari Protection Working Group members have organised structured consultations with the refugees in the camp.
 - Aim: to receive comprehensive feedback from the community, which included 24 Focus-Group discussions (FGDs) were organised, with the community mobilisation team from IRD.
 - Districts were grouped in 3, for each such group the FGDs were held with refugee men, women, general volunteers, sheikhs and youth of 15-24 yo of both genders;
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OVERVIEW CONT.

- IRD, IMC, WFP and UNHCR facilitated the FGDs, in pairs whereby one colleague was taking the minutes, while the other one was facilitating.
 - Over 300 refugees participated in the Focus-Group Discussions from all the groups as above (total number of participants still to be established)
 - Responses received from the refugee community were systematized according to a systemization form fUNHCR participatory assessment tool.
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PREPARATION

- UNHCR and IRD developed the outline of the FGDs and held the preparatory meeting with all the partner staff who were to facilitate the discussions;
 - Participants of the preparatory meeting were briefed on the principles of the FGDs, objectives of the exercise, and the guiding questions;
 - The FGDs were held in the timeframe between 13 and 24 July
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OBJECTIVES OF THE EXERCISE

- Assess views and wishes of POC to UNHCR regarding their aspirations and needs for the coming three years including persons with specific needs;
 - Strengthen community feedback procedures and inclusion in programming of activities;
 - Revise protection strategy according to the needs raised by the community and the solution proposed by the latter;
 - Improve overall protection response in Zaatari Camp
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GENERAL FINDINGS- FEEDBACK FROM PARTICIPATING COLLEAGUES

- • Elderly were not as active as the youth: youth FGDs were more affective and rich regarding their answers and how do they vision themselves and the camp during and after 3 years. Most of elderly were sure that within 3 years they will be back to Syria and they saw that this plan won't have the chance to implement.
 - • Mobilizing and time issues: there were challenges to mobilize some of the groups. General volunteers challenge was that they needed to leave their duties to attend the FGDs, some of the NGOs agreed to send them since this is a camp wide discussions while other NGOs did not. Female groups were harder to mobilize since they need to walk to other districts to attend these meetings were some of them were verbally harassed by some male refugees, others were not allowed by their parents. • The protection related questions were the most interesting for refugees. They showed a great interest to these questions and insured the importance of implementing their suggestions ASAP as a timeframe (will be shown at the MoM)
 - • Refugees requested and emphasized their interest to be involved in such planning discussions more in the future as they see the camp and the services in a different angle than the NGOs do.
 - Most of the refugees are likely to identify the immediate problems and they request those to be addressed, rather than seeing the issue in the lifespan of three years
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FINDINGS: SHEIKHS

- Participating sheikhs see themselves staying in the camp in coming three years, unless its safe to come back to Syria; if safe, Syria is their preferred place of residence. they also feel physically protected due to the presence of the police but were concerned about limitations of movements;
 - Most of the participating sheikhs were not fully aware of the services in the camp, so further awareness shall be undertaken and was already included in all activities relating to the sector. They shared certain categories of PSNs are those who may have problematic access to services, e.g. elderly, unaccompanied children;
 - Participating refugees were not fully aware about the complaint mechanisms in the camp, further awareness raising will be undertaken;
 - Participating sheikhs are of the opinion that lack of job opportunities for families leads to increased child labor;
 - Increase of the refugee participation in the decision making process (revamping of the mechanism of the community gatherings, thorough follow-up on the action points from those meetings);
 - Increase of the children enrolment in the schools through enforcing compulsory attendance;
 - Electricity access limitations was raised as a concern and point of dissatisfaction as it puts pressure on their families in accessing services in the camp and restrict their lives;
 - Most of attendees believe that they must be paid for the services they are providing for the community.
 - Some mentioned that Ministry of Religious Affairs has to be in charge in monitoring and following up of mosques inside the camp. For instance: pay them for the service they are providing for community.
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FINDINGS: VOLUNTEERS

- Most of the refugees participating in the FGD said that they are seeing themselves in Jordan after three years, but outside ZC. This being said, mostly they feel themselves physically protected inside the camp (among problems, unsafe driving and fights among refugees were mentioned as the issues); however, legal safety was shared as a concern;
 - Particular categories of PSNs do not have equal access to the services in the camp. For the disabled and elderly in particular, this is the issue given the transportation and distance to services challenges;
 - Refugees were concerned with their freedom to leave the camp and came up with the suggestions regarding leave permits, their status as asylum seekers
 - Regarding child protection, refugees came up with the main concerns such as child labor, early marriage and limited number of play areas in the camp;
 - Lack of internet services and access limits the social life and entertainment;
 - Shelter: most volunteers were concerned about the quality of shelter given the duration of the refugee situation and suggested concrete shelters;
 - Positive feedback on the CFW guidelines;
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FINDINGS: MEN

- Participating men see themselves in three years either staying in the camp, or returned to Syria or resettled to the third countries; further integration into the local community was aspired;
 - Participating refugees consider themselves safe in the camp, with the presence of security forces; however, they shared their concerns regarding restrictions of movement and related consequences;
 - Loss of documents was shared as an obstacle to obtain and access other existing legal services;
 - The need for clear and transparent complaint mechanism was mentioned by the participants; many were not aware about the complaints system in the camp or have shared their concerns on the response;
 - Changes in the education sector in the camp are needed: education was one of the greatest concerns mentioned with regard to child protection, together with the child labor and early marriages;
 - According to the opinion of participating refugees, women can access their rights in Zaatari and no improvement in this regard is needed;
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WOMEN AND GIRLS (15-24)

- Women see themselves mostly in ZC for the coming years;
 - Participating women stated that they feel themselves physically protected in the camp, however the improvement of leave and work permits procedures would improve their legal situation (road safety was mentioned as one of the big issues; ease of reunification procedures);
 - In child protection, child labor and early marriages were mentioned as one of the issues;
 - Participating refugees were of the opinion that changes in the education system in the camp are needed;
 - Changes in the complaint mechanism are needed, thus participating refugees preferred to have the opportunity to raise their complaints directly rather than addressing them to the complaints box;
 - Women shared that for some service providers they feel disrespected
 - Access to services for persons limited in movements and mobility;
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FINDINGS: MEN AND BOYS (15-24)

- Participating refugees agreed that they had felt safe in the camp, however mentioned the freedom of movement as one of the main issues affecting their protection environment;
 - Refugees shared their negative outlook into the future regarding education and livelihood opportunities
 - Significant number of the participants did not have the information about the complaints mechanism in the camp, or services provided by the NGOs.
 - Changes in the education system are needed, this was mentioned as one of the main concerns;
 - Child labor and family violence were mentioned as main child protection concerns.
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SUMMARY

- Overall the camp was assessed as a safe place, however, the vast majority shared their discontent with the limitations of movement, lack of access to certain areas and services in the camp for the lack of transport;
 - Older refugees have shared that they intend to remain in ZC or return to Syria while youth have rather emphasized on the need for change, future opportunities, livelihoods and resettlement opportunities;
 - Women and girls raised issues related to the quality of services and access as an obstacle;
 - Boys and men felt distrusted and often discriminated against or assumed to be troublemakers;
 - Most of the refugees do not feel they are part of the decision making process
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INCLUSION IN ZSDP

- Safeguard the rights of all women, girls, boys and men in the camp including their right to asylum, safety, equal access to services as well as durable solutions regardless of their abilities
 - Strengthen the access to services and assistance to persons with specific needs (e.g. Elderly, People with Disabilities, Women at Risk, Children at Risk and other)
 - Ensure children's protection, well-being and resilience through giving them space and opportunities to develop themselves and have opportunities to grow up in safety and dignity
 - Work towards reduced risks of SGBV and ensure women, girls, boys and men are able to lead a life in dignity and safety
 - Strengthen community-based protection (CBP) and Age, Gender and Diversity (AGD) approaches in the camp to enhance community engagement and resilience, ownership and sustainability of responses in Zaatari Camp
 - Harmonize protection interventions led by governmental entities (FPD, Juvenile police, Religious court, SRAD, Civil Status department) and non-governmental partners with international protection principles and national protection strategy
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