

Jordan: Azraq Refugee Camp

December 2022

Azraq is home to **39,895** Syrian refugees

UNHCR PRESENCE: 50 National and 4 International staff



Working with Partners

- **The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR.** The camp has the potential to be expanded to accommodate 120,000 - 130,000 refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives' meetings, sectors and Task Force meetings including information sessions.
- **Governmental partners:** Syrian Refugee Affairs Directorate (SRAD), Ministry of Labour (MoL), Ministry of Public Works and Housing (MPWH), Ministry of Water and Irrigation (MWI), Ministry of Health (MoH), Ministry of Education (MoE), Ministry of Justice (MoJ), and Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department
- **UN agencies:** International Labour Organization (ILO), International Organization for Migration (IOM), United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), United Nations Office for Project Services (UNOPS), UN Women, World Food Programme (WFP)
- **International NGOs:** Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christian Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Relief International, and World Vision (WV).

- **National NGOs:** Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development (ARDD), Business Development Centre (BDC), Holy Land Institute for Deaf (HLID), Noor Al Hussein Foundation (IFH-NHF)

Main Activities

Registration

- Registration unit in FO Azraq covers Azraq refugee camp, Emirates-Jordan Camp (EJC) and Azraq urban. The unit operates in two main locations, the Reception Area; where we process the arrivals to the camp (newly relocated cases to the camp, return to the camp, old arrivals/in situ registration, Inter-camps transfers to Azraq camp) and the protection area (to deal with cases such as update and change family size/composition, departures from the camp, and any UNHCR documentation management). Starting from March 2022, Registration unit started an ongoing Verification Exercise in Azraq camp for all the camp residents. As of 31st December 2022, Registration unit verified 87% of active population and provided them with new Proofs of Registration.

Registration unit is also present at Azraq Office of Employment, help desk in Village 5 and the help desk in Azraq urban. Moreover, Registration unit is conducting a quarterly mobile mission to Azraq urban to verify the data of the Population of Concern to UNHCR residing in Azraq town and renew their expired Asylum Seeker Certificates.

Protection

- UNHCR is the lead protection agency in the camp, co-chairing the Protection Working Group and the Child Protection (CP)/Sexual Gender-Based Violence (SGBV) Sub Working Group. Protection staff monitor and address urgent protection concerns, provide counselling on access to services and assistance, answer refugees' in person enquires and over the Protection hotline. Protection unit closely coordinates and liaise with various authorities, SRAD, FJPD, MOSD and UN and NGOs partners. The protection unit is coordinating with the Civil Registry to facilitate the issuance of birth/death certificates and to deliver them to refugees. The unit is covering various help desks including in Village 5, open area, Azraq town and supporting the Registration verification exercises. The protection unit is advocating with state authorities to facilitate the movement for the resettlement cases, enhance the referral pathway, and expedite the response to the cases with protection concerns. The unit involved in the regular capacity building of UNHCR partners through facilitating protection related trainings.

Basic Needs

- Upon their arrival/return to the camp, UNHCR provides refugees with a cash assistance package to meet their essential household needs and buy items such as gas stoves and gas cylinders, mattresses, blankets, kitchen utensils, jerry cans, buckets, and consumables, such as diapers, sanitary pads and hygiene kits, from the local markets in Azraq camp. Once per quarter, refugees also receive cash assistance through their mobile wallet accounts to replenish essential consumables, namely cooking gas (~USD 32-42 per family), baby diapers (~USD 32 per child under two years old) and sanitary pads (~USD 5 per female 12-50 years old). This winter, UNHCR distributed a total of USD 1.062 million to some 7,595 families (approximately 40,033 individuals).
- UNHCR continued its efforts for financial inclusion inside the camp to allow refugees access to useful and affordable financial products and services. As such, UNHCR advocated for ATMs installation inside the camp, where three ATMs were installed, of which one from Cairo Amman Bank which is currently functional and two

ATMs kiosks from Umniah which are not functional yet. Additionally, UNHCR coordinated with various financial service providers (FSPs) to increase the number of mobile wallet agents inside the camp.

- In 2022, UNHCR has adopted the digitized payment or mobile wallet as a cash transfer modality of its humanitarian cash assistance to beneficiaries. By end of 2022, 98% of Azraq camp population have active mobile wallet accounts, where they can receive their assistance in a dignified and convenient way.

Food security & Nutrition

- WFP provides all refugees living in camps with JOD 23 (approximately USD 32) per person every month through cash transfers, which can be used to buy food from a large variety of items in two WFP-contracted supermarkets and four bread shops in the camp.
- A card-less EyePay system that uses blockchain and iris scanning technology is used to facilitate payments while cross-checking with UNHCR's biometric database to confirm refugees' identity. The system helps to enhance the efficiency and accountability of food assistance, while also making shopping easier and more secure for refugees. WFP also provides ready-to-eat meals to refugees upon arrival to the camp.
- WFP runs a school feeding programme for students attending the formal schools in the camp. Fortified Date Bars are provided for children attending schools daily during the school semester.

Livelihoods

- Azraq Camp Employment Office (ACE) was established in February 2018 to facilitate access to formal work opportunities across Jordan for refugees living in the camp. ACE is operating in collaboration with UNHCR, ILO and MoL and is funded by the Dutch Government. ACE facilitates the issuance of work permits, provides refugees with work-related counselling services, information on labour rights, training opportunities and job matching services.
- As of 31 December 2022, 1,243 active work permits are registered in the work permit database out of which 10% are females.
- The Incentive Based Volunteering (IBV) scheme aims at providing refugees living in Azraq camp with basic opportunities to enhance their resilience and self-reliance. IBV plays an active role in allowing refugees to earn some extra income to support their livelihood. As of 31 December, there were a total of 1,888 refugees, 43% females, engaging in the IBV scheme in Azraq camp.
- Azraq camp hosts a total of 388 formal shops owned by refugees and host community members. Refugees are able to enhance their livelihood and self-reliance through the markets and provide the camp residents with the necessary items including food, accessories, bikes and many other items.

Education

- UNICEF supports the MOE to guarantee access to education for all children in the six school complexes (15 schools and 5 standalone KG centres) in Azraq camp. A total of 11,347 children from KG2 to Grade 12 (50 per cent female) are enrolled in formal education, according to the MOE EMIS 2021-2022, and 267 children (51 per cent female) are enrolled in MOE-accredited non-formal education Drop-out programme according to NFE monthly figures, updated in December 2022.
- UNICEF supports school operations with the support of approximately 365 Syrian Volunteers. This includes security, cleaning, construction, and maintenance, as well as transportation.
- UNICEF supports disability-inclusive education through enabling schools to provide learning support services and tackle stigma and discrimination. Currently, with UNICEF's support, 429 children with disabilities (49 per cent female) are enrolled in MOE schools in Azraq and supported with rehabilitation sessions and assistive devices as needed.

- A total of 921 children (51 per cent female) are enrolled in Kindergarten in Azraq camp. Throughout May and June 2022, UNICEF supported outreach and registration of children eligible to enter KG2 in the 2022/2023 academic year, with 653 children (49 per cent female) in Azraq camp registered.
- UNICEF with the MOE continues to implement Learning Bridges - a national blended learning programme that enabled children from Grades 4-10 to continue to learn during and after school closures. This cross-curricula approach links school and home, textbook and technology, whilst creating the opportunity for teacher innovation and sharing of good practice.
- UNICEF is implementing a Reading Recovery programme for students in Grades 5 and 6, students in non-formal education, and those attending Makani Centres who cannot read at Grade 3 level.

Health

- UNHCR and partners continue to support refugees with access to quality primary health services in the camp including acute and chronic health consultations, reproductive health, vaccination, mental health, dental health, nutrition and paediatric services. Advanced services are also available in the hospital which includes laboratory tests, X-ray imaging, an emergency department, and delivery and paediatric admissions, in addition to general surgeries.
- Four primary healthcare centres (PHCC) operate in Azraq camp, while healthcare services are offered through two comprehensive clinics, two basic clinics and one hospital with a weekly average of 5,597 consultations in the five camp facilities, 51 referrals to secondary and tertiary emergency life-saving cases to facilities outside the camp and an average of 19 live births per week.
- A large number of health cases require specialty healthcare services (such as cardiologists, orthopaedics, etc) which are not available in the camp, therefore the referral of solely life-saving emergency cases remains a challenge.

WASH

- UNICEF and WASH sector partners coordinate the essential water and sanitation services in Azraq camp.
- The current water supply system has been operational in Azraq camp since May 2017 and is comprised of two boreholes with production capacity of (2400 m³/day), two storage locations, and a distribution system for each of the four villages of the camp and service areas with a water network of 55 km long, and the loop of 13.3 km long, and over 300 communal tap stands ensuring sustainable water supply to the entire population.
- Between 65 to 68 liters of water per person/day in summer, and more than 45 liters of water per person/day in winter.
- The water network is being extended in cooperation with the Swiss Development Services. The project of extension was piloted in blocks 1-4 in Village 3. The expansion lies in adding one water tap in one plot area and thereby, ensuring a higher level of accessibility of water. Such extension project is planned for the whole camp.
- Generated wastewater is safely managed in the camp where wastewater is frequently collected from the plot-level communal tanks and transported to the nearest wastewater treatment plant
- Every day approximately 15 internal and external desludging trucks and roughly 800 m³ of wastewater is being taken out to the approved treatment plant in Dhulail or Amman. In average, the trucks dispose of 24000 m³ of wastewater per month.
- All WASH activities are complemented with hygiene promotion and community engagement activities conducted through established community networks and structures managed and trained by Action Against Hunger.
- World Vision (WVI) supported by GIZ and EUTF run the Integrated Solid Waste Management System in Azraq camp, as the project aims at enhancing the environmental, health, and economic situation for the refugees at the camp.

Between June – December 2022:

- 3275 Tons were collected in the camp.
- 1607 Cash for work opportunities to implement the project in the camp.

Shelter

- UNHCR allocates shelters to refugees, conducts regular monitoring to assess the current shelter situation and updates the shelter allocation system accordingly to ensure accurate and easy shelter allocation process. In coordination with NRC, a Quick Fix Team has been established to ensure timely maintenance of damaged shelters. All the shelters in Azraq have been upgraded with a kitchen extension which increases the shelter space to 32 m². All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.
- Currently, a total of 8,896 shelters are allocated by the refugees in Azraq camp, out of 10,545 the total of available shelters in the camp.

Access to Energy

- The IKEA Foundation has funded the solar power plant in Azraq camp, making it the first renewable energy powered refugee camp in the world. A grid-connected solar plant, split into three phases with a total capacity of 5 MWp, saves up to USD 2.75 m per year in electricity consumption costs and reduces CO2 emissions by 6300 tons per year. A grid-connected electricity network with both low and medium-voltage power, funded by the Saudi Fund for Development, connects the IKEA Foundation funded solar plant to almost 9,000 refugee shelters, formal and informal businesses, offices and utilities, providing year-round electricity in the camp. On average, each shelter consumes around 4 kWh/day depending on the season; enough energy to operate lights, a refrigerator, television, a fan and charge phones. The total 5 MWp covers up to 65% of the electricity needs in the camp.

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