

## JORDAN INTER-SECTOR WORKING GROUP UPDATE

April 2014



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 on the portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

### I. General / Inter-Sector Update



**Azraq Opening:** On 30 April, Azraq camp was inaugurated under the patronage of H.E. Nasser Judeh, Minister for Foreign affairs and Expatriate Affairs, and H.E. Hussein Majali, Minister of Interior. The event was attended by members of the Cabinet of Ministers, other senior officials of the Government and the local authorities, representatives of the diplomatic and donor community, as well as partner agencies operating in the camp. While Azraq began receiving refugees on the night of 27 April, as of 1 May, all new arrivals crossing the border into Jordan are referred to Azraq camp, with the exception of exceptional cases (unaccompanied children, severe medical conditions and family reunifications).

**Financial Tracking:** The RRP6 Financial tracking for the first quarter of 2014 has been completed. Of the 64 appealing organizations, 54 provided a breakdown of funds received by sector, representing 98% of the funds requested. As of the end of March 2014, USD 257 million has been received by the RRP6; 22% of the total appeal of USD 1.2 billion for Jordan. Further information country-wide, and by sector, can be found on the inter-agency portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

**Coordinated Needs Assessment Registry and Training:** The Coordinated Needs Assessment Registry is now on-line. Partners can now check whether assessments have already been completed by population group, location, organization, methodology and sampling. In addition, new assessments now have to be registered and cleared by the Sectors, in particular for primary data collection. The procedures for obtaining approval can be found at <http://data.unhcr.org/syrianrefugees/download.php?id=5229>. The Online Registry is available at: <http://data.unhcr.org/syrianrefugees/assessments.php?page=1&view=list&Country%5B%5D=107>.

In addition, UNHCR and ACAPS are providing four 5-day trainings for junior international and senior national staff on Coordinated Needs Assessments. The trainings are in May, June, August and September 2014. Sign-up is with Kaleem Rehman, [rehmank@unhcr.org](mailto:rehmank@unhcr.org).

**RRP6 Mid-Year Review:** The RRP6 Mid-Year Review is being launched in early May 2014. Partners are able to log-in to [syrianrefugeeresponse.org](http://syrianrefugeeresponse.org) and make changes to their appeals, by the deadline of 22<sup>nd</sup> May 2014. Updated instructions and guidance can be found at <http://data.unhcr.org/syrianrefugees/download.php?id=5548>

**Sector Performance Survey:** During April, a survey sector performance was conducted. This was in follow-up to a similar survey conducted in August 2014. 99 sector members completed the survey, of whom 66% were from international or national NGOs and 26% from UN agencies. While the comments identified clear areas for improvement, scores were high, with 58% of respondents scoring the overall effectiveness of their sector as either Excellent or Above Average; 30% scored this question as 'Average', while 11% scored either below Average or Poor. Again, 57% felt that to a 'large' or 'moderate' extent there had been improvement in Inter-Sector coordination in the last 6 months, while 41% felt there had been improvements to 'a little extent' or 'no change'. The results are currently being analyzed and will be published in full on the portal, and will be used by sector chairs to guide approaches to sector coordination / capacity building of sector chairs and members.

## II. Sector information



### CASH

**Common Assessment Tools:** The first meeting of Cash Task Force on common assessment tools was held on the 28<sup>th</sup> April. Participants (DRC, UNHCR, HI, ICMC, WVI, PU-AMI) are developing a set of questions that should be addressed by all agencies during outreach activities or pre-assessment procedures.

**Gender Age Disability (GAD):** The Cash Task Force on GAD (IRC, UNHCR, HI, ICMC) met on the 28<sup>th</sup> April to discuss how gender–age and disability approach can be better reflected into cash related interventions. A workshop will take place in June in order to support cash actors in respecting their GAD obligations.

**Common Data Sets on Expenditures:** Cash partners are in the process of sharing available data / findings on expenditures. An excel sheet has been circulated among the Cash WG participants.

**Guidance Note on sizing and Level of assistance:** Based on the Cash WG strategy for 2014, Oxfam and UNHCR are drafting a guidance note on sizing and level of assistance. The concept note focuses on establishing basic needs of refugee families in urban/ rural areas as well developing models to identify relevant level of assistance.



### EDUCATION

**New Co-Chair:** The Education Sector Working Group members welcomed a new co-chair, Farrukh Mirza, from Save the Children International ([farrukh.mirza@savethechildren.org](mailto:farrukh.mirza@savethechildren.org)).

**MRM:** The ESWG members received an orientation on the Monitoring and Reporting Mechanism for Syria, by Florence Gaspar, Child Protection and MRM Specialist (UNICEF). The purpose of the MRM is to provide for the systematic collection of “timely, objective, accurate and reliable information” on grave violations committed against children in situations of armed conflict.

**Joint Education Needs Assessment:** The Joint Education Needs Assessment is awaiting final approval from the Ministry of Education before data collection commences in the coming weeks.

**Zaatari education referral pathway:** In consultation with partners in Zaatari, the ESWG developed a referral pathway for out of school children and young people in Zaatari. It will be made available to partners.

**Data Collection/Management:** ESWG Zaatari members also received an orientation by UNICEF Education M&E Specialist on Data Collection and Management.



### FOOD SECURITY

**Coordination:** The monthly Food Security Sector Working Group (FSSWG) meeting was held on 28 April, and included a discussion of the RRP6 mid-year review, a presentation on the ECHO Gender & Age Marker, as well as the endorsement of the FSSWG workplan for 2014.

**WFP economic impact study:** WFP released a report on the financial impact of their voucher assistance in Jordan since the start of operations, conducted by a WFP HQ economist team. Findings show that WFP assistance will equate to 0.7 per cent of the Jordanian GDP through the voucher programme in 2014, which is significant for the Jordanian economy.

The full report can be downloaded here: <http://www.wfp.org/content/jordan-economic-impact-study-wfp-food-voucher-programme-april-2014>

**E-voucher distribution:** WFP has completed e-card distributions in the following governorates: Ma'an, Tafila, Karak, Ajloun, Jerash and Balqa as well as Ramtha district in Irbid and Bayader Wadi Al Seer and Tabrbour districts of Amman. E-card distributions in Mafraq and Zarqa governorates started 2 April.



## **HEALTH**

**Handicap International / HelpAge International Assessment:** Report based on primary data collection with over 3,200 respondents in late 2013, in Jordan and Lebanon, found that 30 per cent of refugees in Jordan and Lebanon have specific needs (one in five refugees is affected by physical, sensory or intellectual impairment; one in seven is affected by chronic disease; one in 20 suffers from injury, with nearly 80 per cent of these injuries directly resulting from the conflict, and 77 per cent of older refugees (60 and above) are affected by impairment, injury or chronic disease.

The full report can be downloaded here: <http://www.handicap-international.org.uk/Resources/HandicapInternational/PDF Documents/HI UK/Hidden victims of the Syrian Crisis April 2014 - online.pdf>

**New Health Centre in Zaatari:** The new UNHCR/JHAS comprehensive primary health care centre in District 2 is now functional; open 24 hours a day, it comprises an emergency department, reproductive health services in coordination with UNFPA, rehabilitation services in coordination with Handicap International, mental health services in coordination with IMC, and also does referrals outside the camp.

### **Nutrition**

**WFP Nutrition Programme:** WFP cooperating partners Medair and Save the Children Jordan (SCJ) continue to implement the targeted nutrition programme for the treatment of moderate acute malnutrition (MAM) in the host community and Zaatari camp, respectively. Medair has extended its coverage for the targeted feeding programme in the host community to include Jerash and Ajloun along with the Balqa area, and the community outreach component has been expanded to include six additional members in the mobile outreach teams in order to reach more MAM patients residing in the host community throughout Jordan.

**Nutrition Survey:** Data collection for the Nutrition Survey went smoothly and was completed at the end of April. The report is expected in mid-May, and preliminary results indicate levels of malnutrition are low, but anaemia levels are high.

### **Reproductive Health (RH)**

**Support to MoH:** WHO and UNFPA signed an agreement to support MoH primary health care facilities with 20 IUDs kits customized upon agreement between parties.

**Training:** UNFPA, in cooperation with the Institute of Family Health and IRC, organized a regional training of the trainers on the clinical management of rape from 6–10 April. Four Jordanian service providers participated along with other participants from the region involved in the Syrian crisis.

### **Mental Health and Psychosocial Services (MHPSS)**

**Coordination:** The monthly MHPSS meeting was held at MoH on 16 April. In addition to a discussion facilitated by WHO and IMC on the identified MHPSS needs and challenges, updates from group members included: CVT MHPSS services targeting Syrian and Iraqi refugees (survivors of torture and violence) in Zarqa are now based in the Youth Center Association, and they are also planning on holding trainings for interested agencies on counselling, self-care and trauma care; NHF is currently in the process of establishing eight mobile clinics covering various areas and providing multidisciplinary services including legal and medical, among others. Caritas also raised the issue of difficulties they are facing providing mental health services to Iraqi beneficiaries who are unregistered/lack residency permits.

**Mental Health Gap Action Programme (mhGAP):** The first cohort of 35 mhGAP trainees, led by IMC, concluded their training in April.

**Increase in caseload:** Providers reported an increased caseload Syrian refugees accessing mental health services in both Zarqa and east Amman.



## **NON- FOOD ITEMS (NFIs)**

**NFI Task Force on Vouchers:** the discussion on the monetization of the in kind assistance is ongoing. A meeting with WFP took place in Zaatari. Pilot program has been discussed for the upcoming months; gas cylinders and hygiene kits will be the initial items to be monetized. However, cash and vouchers transfers should be considered as an additional tool and complementary to the in kind distribution. In urban, even if cash and vouchers offer greater choice to beneficiaries and help to foster dignity in the receipt of assistance, issues such as the impact in the local market, security risks and flexibility should be further analyzed.

**Formalizing private donations:** in addition to the draft SOPs on private donation to Zaatari camp dated 15 January 2014, the NFI WG has decided to issue guidelines on in kind donations for refugees in urban / rural areas. Given the safety/security hazards that private donations present and in order to facilitate coordination among partners, minimum standards and processes should be followed.

**Summerization:** the NFI WG emphasized the need for coordinated actions in order to deal with the harsh summer conditions in urban and camp settings. Only a few agencies are planning to engage in specific interventions. Planning to be reconfirmed based on pending funding approvals. Coordination with the WASH sector will be ensured.



## **PROTECTION**

In its monthly meeting, the Protection Sector Working Group reviewed and reduced overlaps between the NRP and RRP as part of the RRP6 mid-year revision process, and Field Working Groups and Sub-Working Groups provided updates on activities and protection trends. The development of Protection Sector Guidelines for External Researchers is ongoing, based upon the Ethical Guidelines for Researchers developed by the Health Sector.

Protection actors, including CP, SGBV and MHPSS actors, were all present and operational to receive the first refugees arriving in Azraq on 27 April. Specialized protection services were available to refugees from the first day of the operation of the camp.

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

The Child Protection Sub Working Group is finalising a briefing note on child protection issues and the sub-sector's response in Jordan. It is also mapping child-friendly and adolescent-friendly spaces, which will be made available to partners and online on the Refugee Response Web Portal.

### **Sexual and Gender Based Violence Sub-Working Group**

To continue to improve evidence-based programming, as well as increasing the understanding of SGBV trends and patterns, the SGBV SWG has stepped up his effort to finalize the roll-out of the GBV Information Management System (GBVIMS) in Jordan, including its integration into RAIS. Following the training held in March 2014, all organizations involved in the GBVIMS roll-out are in the process of collecting data. The information sharing protocol, which governs the way information is consolidated and shared, is due to be signed in May 2014.

The National SGBV SWG, in collaboration with the Azraq Protection Working Group and other Sectors in Azraq, is following up closely on the report and recommendations made to Camp Management following an SGBV assessment mission in March.

**Inter-Agency Strengthening SGBV and Child Protection Services and Systems Project:** In April 2014, 63 (34 women and 29 men) humanitarian workers and staff of the Family Protection Department (FPD) were trained on the Inter-Agency Emergency CP and SGBV SOPs. In 2014, 479 individuals, including humanitarian and Government staff have been trained on the SOPs; a total of 816 individuals have been trained on the Inter-Agency SOPs and referral pathways since the beginning of the Project in October 2013. Trainings include modules on international and national principles and standards related to the prevention and response for child protection and SGBV cases, the roles and responsibilities of different actors, the importance of the principles of confidentiality and consent, as well as guidance on how to refer cases in a safe and confidential manner in accordance with the SOPs.

The CP and SGBV SWGs have finalized the English and Arabic messages as part of the inter-agency CP and SGBV awareness-raising campaign, "Amani", which was launched in March. Additional communication tools, such as posters on a variety of CP and SGBV issues (child labour, early marriage, respect for diversity, etc) and a facilitator's guide for focus group discussions are in production and will be available for distribution during the first week of May 2014.

**Early and Forced Marriage Task Force:** The Early and Forced Marriage Task Force continues to work on a prevention and reduction strategy. It is focusing, in the immediate term, on marriages of children between the ages of 15 to 18, with a comprehensive analysis of Jordanian law.



## **SHELTER**

**Endorsement of Guidelines for upgrading of substantial housing units** and increased housing units in unfinished buildings. The Shelter WG has endorsed guidelines for the upgrading of substandard housing units and increasing housing units available in unfinished buildings. The guidelines set a series of standards for mechanical, civil and electrical interventions. These guidelines will be observed by all partners and are necessary to avoid duplication and ensure activities meet minimum standards. For this activity the Shelter and WASH sectors are working in coordination to avoid duplication as many shelter interventions have WASH components such as the installation of water tanks and plumbing. A taskforce will soon be established to develop guidelines for the 'Cash for Rent' shelter intervention.

**Reviewing and updating the Shelter strategy for Jordan:** The Shelter WG is in the process of reviewing and updating the objectives and principles of Jordan's Shelter Sector Strategy with consideration of activities under RRP6. The taskforce aims to harmonise the guidelines with those reflected in UNHCR's draft version for a global shelter strategy. This process will contribute to the specifics of short-term emergency response interventions and development focused response interventions, e.g. interventions in camp settings and the provision of affordable housing units for the market



## **WASH**

**WASH minimum standards in host communities:** The WASH WG is in the process of developing minimum standards for interventions in host communities to be used as a guidance document for partners. This document will work in parallel to the minimum standards developed last month for camps. They have been developed with inter-agency guidance from lessons learnt in Lebanon.

### **WASH in Zaatari camp**

**Planned water supply network:** A water supply network will replace water trucking by the end of 2014 in Zaatari camp. The new water supply network has been designed through a strategic sub-working group led

by Oxfam which includes a completed BOQ. The design includes communal water points with potential to link at the household level. A presentation of the design is available on the WASH WG portal page.

**Planned wastewater collection network:** Design consultancy tenders (through UNHCR) were received in February 2014. UNHCR, UNICEF and other partners (THW, GIZ, Swiss Development Corporation (SDC), Water Authority of Jordan (WAJ)) have formed a 'client group'. UNHCR is waiting for all members of client group to provide summary of technical evaluation of consultancy bids. The hope is to summarise the evaluations and discuss as a group prior to interviewing three short-listed consultants.

**Planned wastewater treatment plant:** two onsite containerised wastewater treatment plants will be constructed in the camp led by the Ministry of Water and Irrigation (MoWI). The contract between the MoWI and the supplier has been signed which includes 1 year of operation and maintenance from September 2014 onwards.

**Water Distribution / Desludging:** Distribution of 3,800M<sup>3</sup> of water is on-going every day (06:00-18:00). Desludging of 1,700M<sup>3</sup> of wastewater is on-going every day.

**Handover of Wash Facilities:** The handover of WASH facilities to WASH committees is on-going, 295 / 417 have been handed-over so far.

#### WASH in Azraq camp

**Azraq camp is now open:** WASH facilities are operational with operation and maintenance from UNICEF, UNHCR, ACTED, Mercy Corps and World Vision.

**Contingency Planning:** The WASH WG will establish a contingency taskforce and a long-term planning sub-working group to brainstorm potential WASH operational scenarios in Azraq.

**Safety Audit:** UNICEF Child Protection & GBV presented recommendations from the Azraq safety audit monitoring visit to the WASH WG. Recommendations included concerns regarding proximity of male and female WASH units, locks and privacy of WASH facilities, access to persons with disabilities, lighting, and doors

### III. Contact

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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)