

JORDAN



UNHCR's presence in 2012	
Number of offices	1
Total staff	222
International staff	23
National staff	77
JPO staff	3
UNVs	7
Others	112

Overview

Operational highlights

- The protection environment in Jordan remained stable despite the large influx of Syrian refugees in 2012.
- While the numbers of Syrians assisted by UNHCR rose to almost 119,000 people, the number of assisted Iraqi refugees fell by 13 per cent from 33,700 to 27,800 at the end of 2012.
- UNHCR strengthened its operational response to the evolving situation with more staff and reinforced its field presence outside of Amman.
- New Iraqi arrivals have had to undergo an individual refugee status determination (RSD) process since September 2012, following the new eligibility guidelines for Iraqi asylum-seekers.
- Strengthened partnership with the Family Protection Department helped ensure timely and appropriate mechanisms for prevention of and response to victims of sexual and gender-based violence (SGBV).
- Za'atari camp hosted more than 45,000 Syrian refugees at the end of 2012. Various services in the areas of shelter, basic needs, protection, education, food and health were provided for the residents.

People of concern

UNHCR's main populations of concern in 2012 were: Syrian refugees who have arrived since March 2011; and Iraqi and non-Iraqi refugees who fled conflict in their country and in the Syrian Arab Republic (Syria) in the past decade.

Partners

Implementing partners

Government agencies:
Ministry of the Interior, Ministry of Planning and International Co-operation, Ministry of Public Works and Housing

NGOs:

Agence d'Aide à la Coopération Technique et au Développement, Care Jordan, Caritas, German Federal Agency for Technical Relief, International Medical Corps, International Relief and Development, Intersos, Japanese Emergency NGOs, Jordan Hashemite Charity Organization, Jordan Health Aid Society, Jordan River Foundation, Legal Aid, Mercy Corps, Noor Al-Hussein Foundation,

DAFI, Norwegian Refugee Council, Save the Children

Others:

IOM, UNOPS, UNV, UNRWA, WFP

Operational partners

Government agencies:

Ministry of Foreign Affairs and Expatriate Affairs, Jordan Armed Forces

NGOs:

Centre for Victims of Torture, Handicap International, International Catholic Migration Commission, International Rescue Committee, *Un Ponte Per*

Others:

UNFPA, UNICEF, UNWOMEN, WHO

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees ¹	Syrian Arab Rep.	238,800	118,900	51	54
	Iraq	63,000	27,800	50	33
	Various	900	900	43	38
Asylum-seekers	Iraq	1,600	1,600	37	29
	Syrian Arab Rep.	490	490	42	40
	Sudan	400	400	33	40
	Somalia	140	140	47	26
	Egypt	120	120	46	44
	Yemen	100	100	39	49
	Various	100	100	36	33
Total		305,650	150,550		

¹The refugee figure of some 63,000 Iraqis in Jordan is a Government estimate; some 27,800 are assisted by UNHCR. The demographic breakdown refers to registered refugees only.

| Report on 2012 results |

Achievements and impact

Favourable protection environment

- UNHCR enhanced its advocacy activities through 45 trainings and workshops on International Refugee Law, National and International Legal Framework as well as UNHCR's mandate with the attendance of some 2,000 participants from various governmental law-making and implementing entities.
- Capacity building and support to Ministries contributed to closer cooperation and dialogue in an effort to address the protection challenges resulting from the influx of Syrians through unofficial border crossings.

Fair protection processes and documentation

- UNHCR registered nearly 73,000 Syrian refugees at Amman registration centre, more than 45,000 refugees in Za'atari camp and 4,000 new Iraqi refugees during the year. Biometrics was introduced and mainstreamed in the registration of new arrivals, as well as new means of distributing cash assistance.
- Discussions with the Civil Status Department resulted in the issuance of some 400 birth certification for children born in Jordan to undocumented Syrians parents.

Basic needs and essential services

- More than 9,000 (3,000 Iraqis and 6,000 Syrians) received monthly financial assistance, while 10,000 families received winterization cash supplements to deal with the harsh winter conditions.
- Some 100,000 packs of sanitary napkins were distributed to Syrian and Iraqi refugee women and girls.
- Some 8,350 Iraqi patients benefited from primary and secondary health care services. The Exceptional Care Committee approved 760 cases for the tertiary health care out

of 1,100 applications. Some 40,100 Syrian refugees benefitted from primary health care services.

- UNHCR continued to work to ensure full registration of refugee children in public schools. Some 38,000 refugee children benefitted from educational support that enabled them to have access to primary education. In addition, some 90 children with specific needs received targeted support to access education in private schooling facilities.
- Some 22,000 Syrian refugees received non-food item packages while 16,000 tents and 2,500 pre-fabricated units were made available for the new Za'atri Refugee Camp.

Community empowerment and self-reliance

- UNHCR conducted two participatory assessment exercises with Iraqi and Syrian refugee populations to identify critical needs of refugees, in particular financial assistance for urban refugees and services for people with specific needs such as persons with disabilities and unaccompanied elderly people.
- Over 60 quick impact and community impact projects were implemented to alleviate burdens on host communities and to promote peaceful coexistence.

Security from violence and exploitation

- Over 40 Iraqi victims of SGBV received support while 500 people of concern to UNHCR received legal assistance. Some 760 humanitarian workers, volunteers and students were trained and 800 counselling sessions were conducted.
- More than 1,000 unaccompanied asylum seeking children, mainly Syrians, were identified and provided with support.
- Services were decentralized to be closer to refugee populations in urban settings outside of Amman.

Durable solutions

- In 2012, the Office submitted some 1,700 refugees (1,500 Iraqis and 200 non-Iraqis) for resettlement. During the year, over

3,500 departed for third countries and 160 persons were assisted with voluntary repatriation.

Assessment of results

UNHCR led the coordination of the inter-agency response for the Syria emergency situation in Jordan and the drafting of four regional response plans for Syrians and one for Iraqis.

UNHCR provided assistance to Syrian refugees (both registered and unregistered) in urban areas and to those living in camps, within the current available means.

Improving the living conditions in Za'atri camp, both in terms of infrastructure and service provisions were the priorities, as well as providing much needed cash assistance for the urban refugees, especially in the winter months. However, the increased number of Syrian refugees, arriving at over 3,000 persons per day, was a serious challenge to the distribution of core-relief items (including tents, blankets and other NFI items, hygiene kits, complementary food, diapers and sanitary materials).

Ensuring the maintenance of protection space and keeping borders open allowed tens of thousands of new Syrian, Iraqi, Sudanese and Somali refugees to seek safety and security in Jordan.

The Government generously allowed Syrians to have access to public schools and public health care centres, while UNHCR responded in other sectors providing registration, protection, shelter structures (tents, prefabricated housing units, refurbished buildings), basic food and non-food items to the Syrian population, as well as financial assistance for vulnerable Syrian refugees. However, lack of access to information about available services was one of the main concerns shared by the majority of the Syrian refugee population who are scattered in urban areas throughout Jordan.

In 2012, UNHCR managed to maintain a favourable protection environment for Iraqi refugees and others (Somalis and Sudanese mainly) through continued capacity building

Working with others

The influx of Syrian refugees required close cooperation and dialogue with the Government of Jordan in order to ensure protection space was maintained for refugees in the country and to ensure that the borders remained open.

Partnerships with the Ministries of Foreign Affairs, Planning and International Co-operation, the Interior, and Jordan Armed Forces were implemented and expanded efficiently. Closer dialogue and cooperation was maintained with Family Protection Department and Dar-el Wafaq, a shelter offering specific assistance to women. New partnerships and levels of cooperation were established with the Governorates and relevant governorate levels of authority especially in Ramtha, Mafraq, Irbid and Maan, where Syrian refugees had settled.

In 2012, UNHCR expanded the number of partnership agreements from 11 in 2011 to 24, in order to respond rapidly and adequately to the increased needs of Syrian refugees.

and advocacy interventions as well as a durable solutions programme. However, the lifting of the *prima facie* refugee recognition, the suspension of the registration activities for five months to direct capacity to the registration of Syrians; and the longer waiting periods for Iraqis have undoubtedly had an impact on the lower numbers of Iraqis, approaching the Office for registration.

Constraints

The Memorandum of Understanding between UNHCR and the Government allowed refugees a stay of six months after recognition, during which time a durable solution (i.e. return or resettlement) had to be found. In practice, the authorities continued to be lenient, particularly given the delays in resettlement departures for the Iraqis.

Ensuring protection and registration for the increasing numbers of arrivals remained the main priority and a challenge, given the decentralized nature of this refugee population, settled mostly outside of Amman in the northern Governorates.

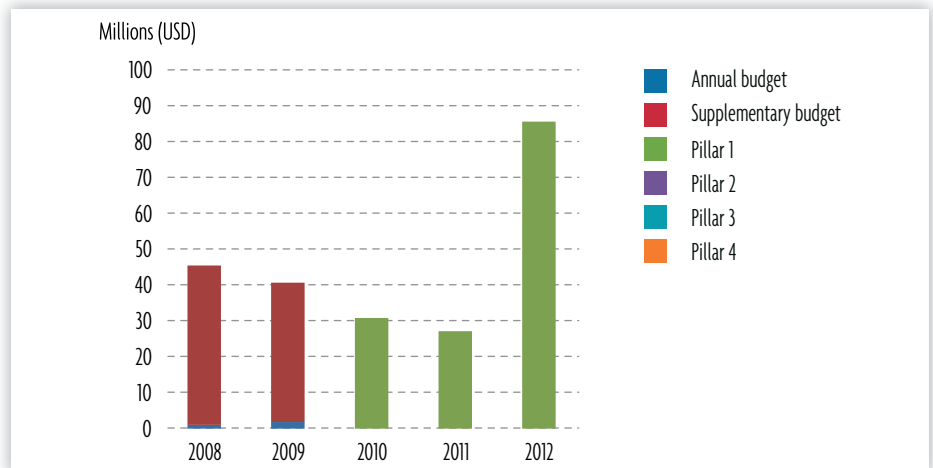
Unmet needs

- Monthly cash assistance was only provided to 50 per cent of the initial target of 6,000 Iraqi families.
- Needs were only covered at 80 per cent in the area of health for Iraqi refugees, including with regard to prevention of communicable diseases, delivery of reproductive and mental healthcare services.
- Somali and Sudanese refugees shared with UNHCR their concerns about being forgotten amidst so many new refugees from Syria.
- International attention and funds directed to the refugees in camp settings resulted in reduced levels of humanitarian assistance and protection monitoring in urban areas.

Financial information

Expenditures in Jordan | 2008 to 2012

The financial requirements for UNHCR's operation in Jordan, which increased considerably with the creation of a supplementary appeal for the Syria emergency, amounted to some USD 151 million in 2012. The level of available funding allowed the operation to expend USD 85.7 million, meeting approximately 57 per cent of the needs.



Budget, income and expenditure in Jordan | USD

	PILLAR 1 Refugee programme	Total
FINAL BUDGET	151,026,559	151,026,559
Income from contributions ¹	52,536,188	52,536,188
Other funds available / adjustments / transfers	33,222,914	33,222,914
TOTAL FUNDS AVAILABLE	85,759,102	85,759,102

EXPENDITURE BREAKDOWN

Favourable Protection Environment

International and regional instruments	111,164	111,164
Law and policy	111,165	111,165
Administrative institutions and practice	1,682,560	1,682,560
Access to legal assistance and remedies	250,829	250,829
Access to territory and <i>refoulement</i> risk reduced	111,165	111,165
Subtotal	2,266,883	2,266,883

Fair Protection Processes and Documentation

Registration and profiling	2,505,042	2,505,042
Status determination procedures	522,142	522,142
Individual documentation	111,164	111,164
Civil registration and status documentation	55,582	55,582
Subtotal	3,193,931	3,193,931

Security from Violence and Exploitation

Prevention and response to SGBV	1,084,348	1,084,348
Freedom of movement and detention risk reduced	222,329	222,329
Protection of children	500,306	500,306
Subtotal	1,806,983	1,806,983

	PILLAR 1 Refugee programme	Total
<i>Basic Needs and Essential Services</i>		
Health	5,791,160	5,791,160
Reproductive health and HIV services	288,837	288,837
Nutrition	162,597	162,597
Food security	2,975,363	2,975,363
Sanitation and hygiene	1,077,812	1,077,812
Shelter and infrastructure	27,940,973	27,940,973
Basic and domestic items	6,516,118	6,516,118
Services for people with specific needs	15,358,608	15,358,608
Education	199,334	199,334
Subtotal	60,310,803	60,310,803
<i>Community Empowerment and Self-Reliance</i>		
Community mobilization	697,392	697,392
Coexistence with local communities	792,368	792,368
Self-reliance and livelihoods	111,165	111,165
Subtotal	1,600,924	1,600,924
<i>Durable Solutions</i>		
Comprehensive solutions strategy	222,329	222,329
Voluntary return	472,601	472,601
Resettlement	449,328	449,328
Subtotal	1,144,258	1,144,258
<i>Leadership, Coordination and Partnerships</i>		
Coordination and partnerships	321,129	321,129
Donor relations and resource mobilization	614,819	614,819
Subtotal	935,948	935,948
<i>Logistics and Operations Support</i>		
Logistics and supply	1,065,162	1,065,162
Operations management, coordination and support	1,247,570	1,247,570
Subtotal	2,312,733	2,312,733
<i>Headquarters and Regional Support</i>		
Technical advice and support to operations	696	696
Performance management	17,016	17,016
Subtotal	17,713	17,713
Balance of instalments with implementing partners	12,168,927	12,168,927
Total	85,759,102	85,759,102

Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.