

Jordan: Azraq Refugee Camp

September 2022

Azraq is home to some **40,000** Syrian refugees

UNHCR PRESENCE: 50 National and 03 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), Finn Church Aid (FCA), 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, Questscope, Relief International, War Child, 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 (NHF)

Main Activities

Registration

- The registration unit covers Azraq refugee camp, Emirates-Jordan Camp (EJC) and Azraq urban. The unit operates in two main locations inside Azraq camp; the Reception Area; where we process the arrivals to the camp (new arrivals, relocation or return to the camp, old arrivals/in situ registration, Inter-camps transfers 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 March 2022, the registration unit started an ongoing Verification Exercise in Azraq camp for all the camp residents; where all applicants are scheduled for data verification and a renewal of their Proof of Registration with an expiry date which is provided at the end of each registration interview. The registration unit is also present at Azraq Office of Employment, the help desk in village 5 and the help desk in Azraq urban. Moreover, the Registration unit is conducting a quarterly mobile mission to Azraq urban to verify the data for Persons of Concern residing in Azraq town and renew their expired Asylum Seeker Certificates.
- In Mid-October 2022 Registration unit started a verification exercise inside the Emirati-Jordanian camp (EJC) in order to harmonize the documents provided to applicants in all camps.

Protection

- UNHCR is the leading 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 are present in the camp on daily basis and covers weekend as well. The team carries out different activities including protection monitoring, identifying, and addressing protection concerns and vulnerabilities, providing in-person counselling on access to services and assistance, protection interventions, and maintaining a protection hotline to answer refugees inquires. The unit is coordinates with the Civil Registry to facilitate the issuance of birth/death certificates and to deliver them to refugees. Protection is covering various Help desks including Village 5, open area and Azraq town as well as supporting the ongoing registration verification exercise launched in March 2022. The protection unit provides support for durable solutions, coordinate and advocate with authorities to facilitate movement of resettlement cases, enhance referral pathway with partners, and expedite the response to cases with urgent protection risks. The unit ensures capacity building of protection partners staff through facilitation of different 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 to replenish essential consumables, namely cooking gas, baby diapers and sanitary pads.
- More than 7,000 cases were assisted with cash to cover baby diapers, gas cooking and sanitary pad needs.
- Around 150 newborn babies needs were assisted cash to cover their needs to buy non-food items such as a mattress, blankets, diapers, hygiene, and ground mat for the baby including sanitary pads needs for the mother.
- UNHCR is transitioning to fully digitation of cash assistance through mobile wallets. Currently, some 97% of households in Azraq s have a refugee-owned mobile wallet account.

Food security & Nutrition

- WFP provides refugees 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 cardless 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' identities. 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.

- As part of the COVID-19 response, WFP sanitises shopping areas, including trollies and selling points, daily, provides hand sanitisers to refugees at entry and exit points and ensures social distancing and crowd control measures are practised. WFP also provides welcome meals and bread to refugees arriving from communities to the camp and who stay in a separate area from other camp residents for quarantine. Additionally, WFP used to provide dry rations, canned food and bread to refugees quarantined in the public area for the duration of their quarantine. However, given there is no quarantine at the time being, WFP has put this on hold but can resume whenever needed.
- 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

- There are possible forms of income-generating opportunities in Azraq refugee camp including Incentive-based Volunteering Scheme (IBVs), Private businesses on the local market (Souq), Work Permits, and Home-Based Businesses (HBBs).
- 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 ILO and MoL. 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 September 2022, 4,293 work permit holders are registered in the work permit database including 1,223 for females. The figure recorded by MoL is higher since they started issuing work permits in 2017 prior to the inauguration of ACE.
- 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 September 2022, there were a total of 1,786 refugees, 45% female, 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 4 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 205 children (48 per cent female) are enrolled in MOE-accredited non-formal education Drop-out programme according to NFE monthly figures, updated in May 2022.
- UNICEF supports school operations with the support of approximately 360 Syrian Volunteers. This includes security, cleaning, construction and maintenance, as well as transportation.
- UNICEF supports disability-inclusive education by enabling schools to provide learning support services and tackle stigma and discrimination. Currently, with UNICEF's support, 921 children with disabilities (42 per cent female) who 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 provided transportation services to 144 students (41 per cent female) to support them in taking their Tawjihi exams.
- In partnership with the MOE, UNICEF supported a National Diagnostic Assessment for students from grade 4 to 11, including in Azraq Camp. This has enabled teachers to identify learning loss and target remedial efforts.
- 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.
- Syrian Volunteers are supporting the development of literacy skills of younger students, as well as activities to increase the sense of school community and belonging for all students.
- UNICEF continues to strengthen effective school leadership in camps through mentoring and training of principals and supporting school improvement planning. This academic year, UNICEF has also designed various online professional development courses, accessed by teachers in camps, including on e-safety as well as national teacher standards.

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 include 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 5,753 consultations in the five camp facilities, 91 referrals to secondary and tertiary emergency life-saving cases to facilities outside the camp and an average of 25 live births per week.
- A large number of health cases require speciality 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. A panel of consultant physicians i.e. Neurology, ENT, and Urology, cardiology, radiology is delivering secondary and tertiary health services for pending cases, in light of referral budget limitations.

WASH

- UNICEF completed the pilot project with installing 36 tap stands at the plot level in Azraq camp successfully and received positive and constructive feedback from community. Feedback from the community will be used for the camp-wide water network extension. The project also includes the installation of a third borehole in Q3 of 2022 that will increase the amount of water supplied to residents in the camps to meet their needs especially during high demand seasons.
- A supply of 2,450 m3 per day of clean and safe water is maintained through the summer season in Azraq camp. Desludging activities continued across the camp to ensure safe disposal of wastewater and prevention of contaminations.
- Community mobilization activities have also continued in Azraq Camp. Multiple health, hygiene, and sanitation awareness sessions were conducted with community members, through ACF, reaching women through the Lead Mothers and men through WASH Plot Representatives. Since the beginning of the year, an extensive focus was directed towards mobilizing the community during WASH global days such as World Water Day and Menstrual Hygiene Management Day targeting vulnerable children and women with face-to-face activities, mass messaging, and consumables distributions.
- UNICEF has also initiated hygiene promotion sessions with focus on menstrual hygiene management in Makani centers in the camp targeting children and adolescent girls and boys.
- Since the beginning of 2022, UNICEF has distributed various hygiene items including soap bars, hand sanitizers, and personal hygiene consumables reaching all camp residents. COVID-19 Hygiene items distributions to isolated families were put in hold since April 2022 due to the low number of COVID-19 cases at 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 32m2. All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.

Access to Energy

- 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 2.75m 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; sufficient energy to operate lights, a refrigerator, television, water filter, fans, and charge phones and laptops. The total 5 MWp covers up to 65% of the electricity needs in the camp.

Our contribution to the



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