



The boundaries and names shown and the designations used on this map do not imply official endorsement by the United Nations.

JORDAN RESPONSE PLAN

A. EXECUTIVE SUMMARY

The influx of Syrian refugees into the Hashemite Kingdom of Jordan (Jordan) has far surpassed the projections of RRP4, which was based on a planning figure of 300,000 Syrians by the end of June 2013. By early May 2013, 473,587 Syrians were either registered or awaiting registration with UNHCR in Jordan, including approximately 110,000 residing in Za'atri camp and the balance in urban and rural settings. Not all of these make contact immediately with UNHCR for assistance.

Based on arrival trends from January to March 2013, it is estimated that the number of Syrians in need of assistance in Jordan by the end of 2013 could reach one million individuals, including as many as 300,000 hosted in camps and 700,000 in urban and rural communities across the country. The sustained influx of arrivals, coupled with the limited absorption capacity of local communities, has led the Government to insist that Syrians entering the country irregularly be accommodated and assisted in camps. A first camp for Syrian refugees opened in Za'atri, Mafraq Governorate in July 2012 and was near full capacity by May 2013. In late March 2013 authorities approved the construction of another sizeable camp near Azraq, which is being built in phases on an area that can accommodate some 130,000 refugees. In addition, the Emirati Jordanian Camp (EJC, previously Mreijeb Al-Fhoud or MAF) opened on 10 April 2013 with an initial capacity of around 5,000 individuals, which the Emirati Red Crescent intends to expand to 30,000. Given the number of Syrian refugees expected to arrive in Jordan through the remainder of 2013, further extensions of the EJC would be possible if needed.

Syrians arriving through official border entry points continue to reside in urban and rural settings amongst the Jordanian population. Providing adequate shelter and life-saving assistance in camps remains critical to the overall refugee response and protection space in Jordan, while increased support to the needs of both Syrian and Jordanian populations in refugee-hosting communities is vital to maintain essential services for both populations and to mitigate growing resentment towards the refugee population.

The overarching priorities in 2013 remain the registration and documentation of new arrivals, basic protection, and life-saving activities, specifically: the establishment of adequate camp infrastructure, provision of non-food items (NFI) to new arrivals in camps, access to health care, food assistance, access to clean water in camps, and physical protection including response to and prevention of sexual and gender-based violence (SGBV). Other essential activities include the identification and protection of unaccompanied and separated children (UA/SC), access to education services and subsistence aid to the most vulnerable among the non-camp refugee population, and improving access to water in refugee-hosting communities.

Failure to provide for the basic needs of Syrians will have severe humanitarian and political consequences. Inadequate assistance for refugees in camps will be felt immediately by a large and concentrated

population. Likely scenarios include major health concerns, including the outbreak of disease; increased violence; movements out of the camp, potentially to the wider region; and unsafe returns to Syria. Under such circumstances the Government may feel compelled to close the border and Syrians would cease to have access to asylum in Jordan. Lack of meaningful support in host communities, including to municipal and national infrastructure, will exacerbate the growing tension between Jordanian and Syrian communities and will push refugees to camps or to return to Syria.

B. JORDANIAN CONTEXT AND HUMANITARIAN NEEDS

CONTEXT

The GoJ continues to show hospitality and tolerance to the growing Syrian refugee population, providing them with de facto temporary protection. Syrians entering Jordan regularly do not require a visa or Jordanian residency to enter and remain in the Kingdom, and under certain conditions have legal access to the labour market. However, the pressure of the Syrian population on infrastructure and services weighs increasingly heavy on Jordan, where unemployment is officially over 12 per cent and the current account deficit stands at some US\$ 3.359 billion. Over three hundred and twelve thousand Syrians had been registered or received registration appointments outside camps by May, a process that has been expedited by the opening of a Registration Centre in the north-western city of Irbid. Syrians outside refugee camps consume items like household gas and bread which, through Government subsidies, are one of the chief contributors to the budget deficit. The Government is expected to remove subsidies for electricity and wheat flour for bakeries and substitute direct cash assistance to the neediest Jordanian families. Increased prices for basic needs would have a direct impact on Syrians in host communities.

In view of the growing socio-economic impact of refugees, the Government has appealed for greater support from humanitarian agencies and the international community. Authorities have initiated efforts to limit the number of refugees working in the informal labour market and continue to direct all irregular new arrivals, most of who arrive without any resources at all, to refugee camps in order to minimize competition on already scarce natural resources.

An April survey conducted by a leading national newspaper revealed that nearly three in four Jordanians want the country to close its borders to further arrivals, confirming a growing tension that has given rise also to several protests in northern cities where a significant portion of the refugee population in Jordan has settled. The new Jordanian Parliament, which was elected in January, has called on the Government to restrict access to the territory. Maintaining asylum space in Jordan therefore entails the creation and maintenance of refugee camps able to accommodate 300,000 Syrians who have and are expected to enter Jordan irregularly, as well as increased support to communities whose infrastructure is under significant pressure and targeted assistance to urban and rural-based Syrians to meet the needs of vulnerable families.

The GoJ continues to receive new arrivals along the length of its border with Syria. Irregular arrivals are transported from the Government reception centre to Za'atri camp. UNHCR plans to open a centre for irregular arrivals in Raba Sarhan where refugees will be registered with biometric technology prior to their transfer to a camp.

More than 190,000 Syrians have been registered in Za'atri camp since its opening in July 2012 to early April 2013. January and February set successive high marks for arrivals, with 48,293 and 61,268 refugees registered. A large number of those have subsequently left Za'atri, including through a Government-administered system of sponsorship by individual Jordanians, leaving around 110,000 individuals residing in the camp. The physical site is extended to its full capacity and currently accommodates some 110,000 registered Syrians who receive protection and basic assistance; several tens of thousands more have left the camp, either through the official channel of sponsorship by a Jordanian, spontaneous relocation, or returning to Syria with the assistance of Jordanian authorities, a phenomenon that grew in scale during the month of April, coinciding with military advances by the Syrian opposition.

At current rates of arrival, Azraq and the EJC will also reach their full capacity prior to the end of the year. While the Government maintains an encampment policy, adequate camp space and infrastructure is critical to maintaining asylum space. Beyond the cost involved, however, identifying a location for a fourth camp would be difficult given the lack of suitable and available terrain.

HUMANITARIAN NEEDS

Since mid-2012, Government policy is for Syrians entering the country irregularly to be accommodated and assisted in camps, where they are afforded protection and multi-sectoral humanitarian assistance. Syrians arriving through official border entry points can reside in urban and rural settings amongst local communities. Syrian refugees registered in urban and rural areas benefit from protection, limited individual assistance, free access to public schools and public health care, while those who entered Jordan irregularly are afforded protection and multi-sectoral humanitarian assistance in camps.

The Za'atri camp population were receiving dry rations and complementary food packages. More than 130,000 refugees had received tents, hygiene kits, blankets, mattresses and other core relief items. While basic necessities are covered humanitarian agencies have sought to rationalize expenditures on non-food items and shelter in view of the need to replenish or replace supplies.

Camp infrastructure and care and maintenance costs are very high on a per beneficiary basis, particularly the WASH and Shelter Sectors. More than 4,500 prefabricated accommodation units were installed in Za'atri to replace tents during the first three months of the year, accommodating an average of over four individuals per unit. There were 2,000 operational latrines, 1,000 showers and 750 water points in Za'atri at the end of the first quarter, and residents were receiving 35 litres of water per person per day. Efforts to decongest the oldest portions of the camp confirmed the need for decentralized services such as distribution points, along with a higher ratio of WASH facilities.

The number of serious security incidents in Za'atri rose alarmingly during the first quarter and one of the greatest gaps at present is the safety and security conditions for both humanitarian workers and refugees. The establishment in January 2013 of the Syrian Refugee Camp Department (SRCD), which replaced the Jordanian Hashemite Charity Organization as the Government representative in camps, has contributed to a greater engagement of the law enforcement entities in security and safety at Za'atri camp. Conditions at Za'atri camp remain extremely challenging, however, with violent incidents reported on an almost daily basis. A holistic security plan has been developed for the camp including non-lethal material assistance to SRCD personnel, reorganization of the site, and improved communication with and mobilization of opinion leaders in the camp.

In Health, assessments during the first quarter revealed that just over 3 per cent of new arrivals required immediate medical care, usually for conflict wounds, and 5-7 per cent sought medical attention within one week of entering Jordan. The treatment of refugees with complex, life-threatening injuries or conditions frequently overwhelms the health infrastructure in northern Jordan and is a significant financial burden for aid agencies. More than 152,000 primary health care consultations were performed and over 10,000 refugees were benefiting from psycho-social activities. A vaccination campaign covering 90 per cent of the Za'atri population was initiated in April 2013 after two cases of measles were confirmed among new arrivals.

In education, 10,000 children were registered in formal education in the camp and an additional, 32,000 refugees were receiving some form of informal education services. Actual school attendance in Za'atri lags behind the number of children registered.

In urban areas, over 120,000 refugees in Jordan were receiving food assistance through vouchers by the end of March. More than 11,000 vulnerable Syrian families (37,000 individuals) were receiving regular financial assistance. Unmet needs in this area are considerable as approximately 75 per cent of the out-of-camp population is assessed as demonstrating a significant degree of vulnerability. Over 32,000 refugee children were receiving formal education in Jordanian public schools.

Support to communities hosting large numbers of refugees and individual vulnerable Jordanians was also increased. This trend is expected to continue as efforts to alleviate the heightened socio-economic pressures are critical to mitigate any negative impact Syrians have on the Jordanian economy, ensure that asylum space is maintained and improve conditions for cohabitation.

Several major risks and challenges may come to the fore in the remainder of 2013. Among them are the difficulties inherent in managing possible large-scale population movements, such as surges in the number of arrivals or spontaneous returns to Syria, heightened intolerance towards the refugee community leading to a restriction in the number of new arrivals or access to services, or a major disease outbreak or epidemic. Aid programmes must take into account also the interdependence or relative attractiveness of camps and host communities and the likelihood of continued movement of refugees between the two.

C. STRATEGIC OBJECTIVES OF HUMANITARIAN RESPONSE

The conflict in Syria shows no signs of abating. Syrians will continue to move in search of safety, including to Jordan, where the Government has reiterated its intention to maintain an open border.

The strategic objectives of humanitarian action in Jordan are aligned with the overall regional priorities, namely protection, emergency response, assistance to non-camp refugees and emergency preparedness. In the Jordanian context, emergency response and preparedness is directly related to the availability of sufficient infrastructure and assistance in camps to absorb new arrivals. A related priority is camp governance.

- Objective 1: to accommodate in camps 300,000 Syrian refugees who have entered or will enter Jordan irregularly and provide them with protection, emergency assistance and care;
- Objective 2: to support Syrian refugees in urban and rural settings, with a particular focus on vulnerable families, estimated at 60 per cent of an overall population of 700,000;
- Objective 3: to support communities hosting Syrians to mitigate the negative socio-economic impact of the increased Syrian population on national infrastructure, and increase direct assistance to vulnerable Jordanians.

In addition to the target population of one million Syrian refugees, projects in this Plan will assist some 500,000 Jordanians, both through direct support and through community-based activities. Based on a comprehensive assessment by 59 agencies and partners, the total budget requested to respond to the needs of Syrian refugees in Jordan between 1 January and 31 December 2013 is US\$ 976,576,971.

Within the overall priorities, the most urgent are:

- Registration of all new arrivals who approach UNHCR, verification of Syrians registered under emergency protocol and issuance of documentation to refugees in all settings;
- Life-saving assistance through care and maintenance activities in refugee camps, including the provision of adequate shelter, food, water, primary health care, education and basic protection (prevention and response to SGBV, protection of unaccompanied and separated children);
- Targeted support to refugees in urban and rural settings including food, primary health care services, education, child protection services and cash assistance.

Participatory assessments and other surveys underline that inadequate funding would have a dramatic effect in the Jordanian context. Refugees hosted in camps are wholly dependent on assistance provided by humanitarian actors while those in communities have very limited possibilities to sustain themselves against a backdrop of rising costs and limited livelihood opportunities. The inability to provide sufficient

assistance would have serious consequences, including an increased burden on Jordan's economy and communities, reduced asylum space, more refugees engaging in negative coping mechanisms and returns to Syria under unsafe conditions.

D. COORDINATION STRUCTURE

The overall refugee response strategy in Jordan is a close collaboration between the GoJ, UN Agencies and national and international Non-Governmental Organizations (NGO) under the leadership of UNHCR as the lead agency for the refugee situation. Coordination is becoming increasingly important given the expansion of assistance: 40 humanitarian organizations (UN and NGOs) engaged in RRP4 in Jordan, a number that has increased to 59 in RRP5 a mere five months later.

A Humanitarian Country Team (HCT) was established in March 2013 under the leadership of the Humanitarian Coordinator *a.i.* to ensure that non-refugee humanitarian matters, such as the situation of vulnerable Jordanians, also receive adequate attention and coordination.

At the political level, a continuous dialogue is maintained between the members of the Inter-Agency Task Force led by the UNHCR Representative, the HCT led by the Humanitarian Coordinator *a.i.*, and the GoJ. At the technical level, Sectors were established to ensure a harmonized and coordinated response to the needs of refugees in the areas of Cash Assistance, Education, Food, Health (including sub-sectors for Mental Health, Nutrition and Reproductive Health), Non-Food Items, Protection (including sub-working groups for Child Protection and SGBV), Site and Shelter, and WASH. Working groups meet at the national and field coordination levels.

Individual NGO projects are reviewed by the Government Coordination Committee, an inter-ministerial body chaired by the Ministry of Planning and International Cooperation (MoPIC). All projects listed in the Regional Response Plan are subject to Government approval prior to implementation; those involving income generation or self-reliance activities for Syrian refugees will be closely scrutinized due to the sensitivity of refugee access to the labour market.

In addition to its coordination role the Government has prepared its own Response Plan for hosting Syrians for a US\$ 851.5 million, with immediate priority needs amounting to US\$ 380.7 presented within the rest of this chapter on Jordan. The Plan underscores the direct and indirect costs of the refugee influx to the GoJ during a period of a severe slowdown in growth and high employment rate. The support is important also to allow Jordan to maintain its social safety net given the pressure on the national budget from the refugee crisis. The full detailed Plan is annexed to this document.

Other coordination mechanisms include the Strategic Plan established by the Ministry of Health (MoH) in collaboration with health actors, which gives an overview of national strategic needs in responding to the Syrian influx and strategies to manage the impact on Jordanians. The National Emergency Health Committee was established as the platform to discuss and find solutions for strategic and operational issues in public health.

E. PROTECTION JORDAN	
Lead Agencies	UNHCR (with UNICEF on Child Protection and UNFPA on SGBV)
Participating Agencies	ACTED, ActionAid, ARRD-Legal Aid, AVSI, CARE International, FPSC, FGAC, HI, ICMC, ICS, IFH/NHF, IMC, INTERSOS, IOM, IRC, IRD, JHAS, JOHUD, JRC, JRF, JRS, LWF, MC, MoL, Mol, MPDL, SCI, SCJ, TdH-L, UNESCO, UNFPA, UNHCR, UNICEF, UNOPS, UPP/JWU, UN Women, WHO, WVI
Objectives	<ol style="list-style-type: none"> 1. Syrians are able to access the territory, to seek asylum and be protected from refoulement 2. Syrian protection needs are addressed through targeted protection interventions (including CP and SGBV), community mobilization and capacity building 3. Respond to the needs of Syrians and vulnerable host community populations with an emphasis on women and children through provision of social and psycho-social support 4. Refugees, host communities and organizations involved in the refugee response are provided with adequate information and reached with awareness-raising activities 5. Third country resettlement options are explored as a protection response to cases people with special needs or vulnerabilities.
Revised requirements	US\$ 95,440,539
GoJ requirements	US\$ 25,000,000
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ACHIEVEMENTS AND CHALLENGES

Despite a dramatic increase in arrivals in the first quarter of 2013, Jordan remained committed to its open border policy and to providing access to safety to hundreds of thousand Syrians fleeing the conflict in neighbouring Syria.

UNHCR has had to reinforce its registration capacity at Za'atri camp, which received some 2,000 new arrivals a day during the first quarter, and in urban settings to adequately respond to the refugee influx. A new UNHCR registration centre opened on 10 February 2013 in Irbid and some 40,000 Syrians residing in the northern Governorates have been registered since. Systematic Iris scanning at registration was also rolled out in Irbid in February 2013. Simultaneously, emergency registration procedures were introduced in Amman to respond to the increase in new arrivals and to decrease the waiting period for registration. The registration capacity in Amman was tripled as compared to December 2012 through the introduction of double shifting and the waiting period went from eight months in early 2013 to approximately six weeks by early May.

UNHCR has been granted more regular access to border areas and has been able to witness the humanitarian work carried out by border guards along the long border between Syria and Jordan. Nonetheless, UNHCR continued to receive reports of persons being denied entry into Jordan or being

returned to Syria after the security screening by Jordanian authorities. Advocacy interventions were made with various GoJ counterparts to call for the respect of the right to seek protection and asylum, and a number of individual interventions were made by UNHCR to secure access to the territory and enable family reunifications in Za'atri. UNHCR also systematically intervenes with MoI to request a halt of deportation orders issued against Syrian of concern to the office. However, three deportations amounting to refoulement were reported during the first quarter of 2013. Thirty reported detention cases were visited by UNHCR and followed up in the first quarter.

Under the umbrella of the Protection Working group, chaired by UNHCR, the Child Protection and the Gender-Based Violence (CP and SGBV) sub-working groups, co-chaired by UNHCR/UNICEF and UNHCR/UNFPA respectively, carried out an inter-agency assessment in Za'atri camp to highlight important CP and SGBV related issues (domestic violence, early marriages and child labour were identified as main issues in Za'atri) and to support implementing agencies in targeting their interventions to best meet the needs of girls, women, boys and men. A similar assessment was also carried out in communities, with a specific focus on early marriages. The report is being finalized and will be made public shortly. Furthermore, the CP and SGBV sub-working groups collaborated with the Mental Health and Psycho-social Support sub-working group to carry out a 4Ws (Who, When, Where, What) mapping of relevant services in Jordan. Fifty-one organizations contributed to the mapping exercise and a workshop to review the results was held in March.

A set of national emergency Standard Operation Procedures for CP and SGBV is being finalized and will provide procedures, roles and responsibilities for each actor involved in the prevention of and response to CP and SGBV. The SOPs also provide referral pathways for CP and SGBV for relevant Governorates, camps and sites. In addition, a specific Standard Operation Procedure for Unaccompanied and Separated Children (UA/SC), including Alternative Care, has been developed and is in its final stages.

Prevention and response services for CP and SGBV in areas such as legal, shelter and health care are available in camps, transit sites and host communities, and are regularly accessed by Syrian refugees. 527 SGBV survivors, 333 unaccompanied children, 586 separated children and 542 children at risk accessed prevention and response services in camp and in urban areas in the first quarter of 2013. However, assessments have identified the need to further improve information on available services and outreach to the Syrian community.

CHALLENGES

A major challenge has been and remains the capacity to decentralize services and reach vulnerable refugees settled throughout Jordan, as well as the sustainability of services already in place. This is true for all protection services, especially child/adolescent/women friendly spaces in camps and host communities, and life-saving services for children and women victims of violence, abuse, exploitation and neglect. 394 persons with specific needs, including disabilities, received rehabilitation services in the first quarter of the year, of which reportedly only 80 were in urban areas.

Syrians opt to return voluntarily to Syria every day and, according to Government figures, by end April some 45,868 Syrians had returned from Jordan. Many of these later re-entered Jordan, although it is not possible to determine this number with accuracy. The return process from Za'atri is administered by the GoJ. In cooperation with the Syrian Refugee Camp Directorate (SRCD), UNHCR has put in place a monitoring mechanism to assess the voluntariness of the movement and the motivations of those boarding return buses. A more systematic tracking and monitoring procedure is being discussed by UNHCR and relevant authorities, in order also to fully understand factors informing the decision to leave the camp and address these through an adapted assistance and protection framework for residents of Za'atri.

Another challenge in Za'atri camp is the 'bailout' process, whereby Syrians who have identified a Jordanian sponsor are able to leave the camp and settle in urban areas. UNHCR has begun to monitor the process in collaboration with the SRCD. Between 12 March and end April, some 10,765 persons were bailed out and UNHCR was able to provide them with information relating to services available in urban and rural areas, including registration with UNHCR, to identify vulnerabilities that may require further monitoring in urban and rural areas and to recover camp ration cards and deactivate records in the Za'atri database. In-depth monitoring is needed to ensure that the bailout process does not provide opportunities for the exploitation of refugees, particularly with regards to early marriage, sexual exploitation and child labour.

Protection outreach and protection monitoring capacity is being increased by UNHCR through mobile teams and the establishment of more help desks in areas where Syrian refugees are concentrated, as well as by partners and NGOs which are establishing offices throughout the Kingdom. The expanded outreach has enhanced the identification of vulnerabilities, with most work still concentrated in the north and central Jordan. The south of the country remains less well covered by service providers and will require more attention in 2013 as populations are likely to move away from communities in the north in search of more affordable housing.

Access to reliable information has been highlighted as a crucial area for improvement in the participatory assessment conducted by UNHCR and members of the community-based protection working group in late 2012. The pilot radio programme of UNESCO and UPP through Yarmouk FM implemented in late 2012 provided life-saving information about assistance and protection services available to Syrians. Improving information dissemination is one of the priority areas identified by the Protection Working Group. As part of these efforts more than 9,000 copies of services guides were distributed to service providers to support information on mental health and psycho-social support (MH/PSS), CP and SGBV services available in six Governorates and to improve referrals. In addition, the sub-working groups have revised key messages on UA/SC, violence against women and children, sexual violence and early marriages, child labour, and birth registration for children, parents/other community members and humanitarian workers. Members of the CP and SGBV sub-working groups reached 12,693 women, girls, men and boys through awareness-raising activities during the first three months of 2013.

Further, 37,864 children (31,056 in camp and 6,808 in host communities respectively) and 2,696 women and 2,089 men were reached through community-based CP and SGBV activities, including access to recreational and life-skills activities during the first quarter of 2013. 44 Child Friendly Spaces,

7 playgrounds, 21 youth and 14 women spaces are operational in camps and the most affected host communities, and are supported by UNICEF/SCI/Mercy Corps/IMC/IRC, UNFPA/IFH/UPP/JWU, UN Women and INTERSOS. 2,320 individuals (1,307 females and 1,013 males) received focused non-specialized PSS in camps and host communities. Case management services were provided to 693 girls, 963 boys, 691 women, and 606 men, including survivors of SGBV. Capacity-building activities amongst service providers were carried out for more than 1,049 staff from local authorities, police forces, the judicial sector, health professionals and other stakeholders to enhance understanding of protection concerns for refugee girls, women, boys and men protection issues in emergencies, including clinical management of rape and caring for SGBV survivors. Rights, obligations and other refugee protection issues are also discussed in these trainings. In addition, 1,317 civil society actors and humanitarian workers were trained on CP, SGBV and PSS, including prevention of sexual exploitation and abuse (PSEA) and Psycho-social First Aid (PFA).

As part of the effort to strengthen data collection and obtain accurate trends and patterns on CP and SGBV, the sub-working groups have initiated a process to harmonize information management systems in line with global tools. Training on the use of the two information and case management systems have been conducted with the support of the respective global surge teams. UNHCR is exploring the possibility of incorporating both systems in a broader refugee database in order to ensure comprehensive protection solutions for refugee children at risk and survivors of SGBV.

NEEDS AND RESPONSE STRATEGY

The protection response strategy in Jordan is centred on ensuring access to basic rights, including asylum, timely access to registration and documentation as a prerequisite for proper protection delivery. Some of the planned activities to achieve this are:

- Enhancing UNHCR border monitoring activities is a key priority for 2013.
- Verification of the Za'atri camp population alongside the introduction of biometrics and individual registration to complement the current household-based emergency registration data.
- UNHCR and IOM are also working on a joint reception and registration facility with the authorities to streamline the registration process upon arrival, prior to onward movement of new arrivals to a camp.

Outreach and identification of persons with specific needs, including refugees with disabilities, as well as timely and efficient referrals of vulnerable Syrians to geographically close service providers, are integral parts of the strategy. The identification and response interventions for cases of child labour, early marriages, domestic violence and other protection risks for women, girls and boys will be a cornerstone of the protection response. Further attention will be given to strengthening a recently established PSEA system. Protection actors will also be involved in protection monitoring on grave violations of child rights.

To achieve these, the humanitarian protection response needs to include training of key stakeholders, including Government counterparts, capacity support to Governmental actors and community-based organizations (CBOs), as well as support to host communities. Assessments carried out by various protection actors over the past several months highlight the need for more information dissemination to Syrians regarding services available and to host communities regarding protection needs and vulnerabilities specific to refugee situations. Furthermore, emphasis needs to be put on projects that foster peaceful coexistence between the two communities. The above are all essential to the preservation of a favourable protection environment for Syrians in Jordan.

Finally, UNHCR aims to promote resettlement from Jordan as a protection solution for up to 1,000 of the most vulnerable refugees in Jordan. Until recently, resettlement was conducted on an exceptional basis to respond to emergency protection cases, and the shift marks the initiation of a strategy to use resettlement as a protection tool and durable solution for Syrian refugees. The resettlement strategy for Syrian refugees in the region consists of two phases, starting with more concerted efforts to make individual referrals based upon specific needs and vulnerabilities, then moving to large-scale referrals in the event the protection situation in the region requires it. UNHCR is advocating for resettlement countries to offer places in addition to their annual quotas to accommodate the increase in submissions of Syrian refugees. Resettlement will also contribute an added layer to the protection strategy for especially vulnerable individuals.

Key assumptions:

- The borders (unofficial and official) will remain open and Jordan will continue to provide access to asylum to those fleeing the conflict in Syria. The majority will require registration and documentation services, some will however not fall under UNHCR's mandate either because they are Palestinians or because they are not civilians.
- The vast majority of irregular new arrivals will be accommodated in camps, with restrictions to their freedom of movement, but those with vulnerabilities or links to Jordan will be able to avail of the bailing system and will eventually settle in urban areas. Approximately one-third of the total Syrian refugee population will be hosted in camps by the end of the year.
- Those hosted in urban and rural areas will become increasingly needy as livelihood opportunities will be restricted and authorities will show less tolerance to persons working in breach of labour laws. As a consequence, levels of exploitation may increase, violence within families may increase, psycho-social support needs will increase and so will needs for legal aid and support. Detention instances will increase.
- As the conflict in Syria continues and its severity increases, the number of persons with disabilities and persons with specific needs seeking refuge in Jordan, including elderly, will also increase, requiring special attention and more targeted and costly services. These services (e.g. health, assistive devices, shelter, recreational, financial) will also need to be located close to them, and possibly be mobile, given limits on beneficiaries' mobility.

- As numbers of new arrivals grow, most northern host communities reach a level of saturation that pushes new arrivals in new areas in rural and urban settings where few service providers are operational. Outreach and information on services available will be crucial to ensure that those with needs are identified and directed to the right service providers.
- Tensions continue between host and displaced populations, especially given the economic situation in Jordan.

Output 1	Ensure Syrians are able to access the territory, to seek asylum and be protected from <i>refoulement</i>	
Expected Outcomes	<p>Syrian refugees continue to have access to Jordan regardless of whether entering through official border crossings</p> <p>The principle of non-refoulement is respected</p> <p>1,500 Government officials sensitized and trained on refugee protection</p> <p>900,000 Syrian refugees registered by the end of 2013</p>	
Priorities	<p>Transportation and efficient reception services provided to refugees from border areas to refugee camps in Jordan</p> <p>Support to border authorities to enhance reception facilities and capacity building to Governorate and public security department</p> <p>Registration in Amman and northern Governorates, including in camps and sites, and establishment of three registration centres (introduction of biometrics)</p> <p>Monitoring of access to territory</p>	
Unmet needs	<p>No systematic and regular border monitoring by UNHCR.</p> <p>No Governmental system in place to separate civilians from non-civilians seeking asylum in Jordan.</p>	
Agency	Baseline March 2013	Key targets end 2013
UNHCR, JAF, Mol, IOM, UNOPS, ARDD-Legal Aid	295,201 Syrians crossed into Jordan through unofficial border crossings as of 1 April 2013 (GoJ figures)	1 million Syrians fleeing their country have access to Jordan, whether through official border crossing or outside of official border crossing
UNHCR, Mol ARDD-Legal Aid	Three deportations reported to UNHCR, reports of single males prevented from entering the country	No refugee is refouled at the border and Syrians in Jordan are protected from being forcefully returned to Syria
	149 judges and police officers received training	1,500 Government officials sensitized and trained on refugee protection
	<p>150,308 active registrations with UNHCR in urban areas and 177,869 persons with active registration in Za'atri for a total of 328,177.</p> <p>1 registration centre established in Irbid</p> <p>Za'atri</p>	<p>900,000 Syrians in urban areas and camps are registered by the end of the year</p> <p>Three registration centres established</p>

Output 2	Ensure Syrian protection needs are addressed through targeted protection interventions (including child protection and SGBV), community mobilization and capacity building	
Expected Outcomes	<p>2,100 survivors of SGBV are referred to counselling and multi-sectoral services 3,800 UAC/ SC and children at risk receive multi-sectoral services</p> <p>3,100 Syrians are provided with legal counselling and representation where needed (including for boys and girls in conflict with the law, detention cases at risk of deportation, and SGBV survivors)</p> <p>1,500 Government officials sensitised and trained on CP, SGBV and PSS support</p> <p>2,600 refugees participate in 175 refugee committees</p> <p>5,000 civil society and humanitarian workers involved in the Syria response trained to improve the response to Syrian protection needs in camps and host communities</p> <p>30 people trained on Monitoring and Reporting Mechanism (MRM) on grave violations against children</p>	
Priorities	<p>Detention and camp bail-out monitoring</p> <p>Facilitation of ID documentation and birth, death and marriage certification</p> <p>Comprehensive case management for CP cases and SGBV survivors</p> <p>Provision of specialized services for persons with specific needs and persons with disabilities</p>	
Unmet needs	<p>Lack of decentralized shelter facilities for SGBV survivors, children at risk or vulnerable Syrians in need of shelter for other protection reasons. Government shelters available in Amman only.</p> <p>Lack of proper documentation filing system at the police screening leading to difficulties in retrieving confiscated ID documentation impacting on the issuances of civil documentation to Syrians in Jordan.</p>	
Agency	Baseline March 2013	Key targets end 2013
UNHCR	30 cases	150 detention cases monitored
UNHCR, IRC, ARDD-Legal Aid	N/A	500 bailed-out cases monitored
UNHCR, UNFPA, IFH/NHF, IRD, JRF, UPP/JWU, IRC, ICMC, IMC, UNICEF, INTERSOS ARDD-Legal Aid, JRS, IOM, Family Protection Department, Dar al Wafaq	N/A	21,000 births and deaths certified by the Civil Status Department
	527 (Camp: 12 boys/53 girls 16 men/124 women Host communities: 44 boys/101 girls 14 men/163 women)	2,100 survivors of SGBV are referred to counselling and multi-sectoral services (legal/protection, shelter, health, social and psycho-social) Jordanians benefiting from the service: 640
UNHCR, IFH/ NHF, IRD, MOL, ICMC, IMC, SCJ, UNICEF, UPP/ JWU, INTERSOS, IRC, JRF, ACTED ARDD-Legal Aid, JRS, TDH, Johud, SCI, ICS	UAC: 236 boys/97 girls SC: 363 boys/223 girls (Camp: UAC: 217 boys/90 girls and SC: 213 boys/110 girls Host communities: UAC: 19 boys/7 girls and SC: 150 boys/113 girls)	3,800 unaccompanied children and separated children (UAC/ SC) and children reported at risk are assessed and provided with multi-sectoral services (health, psycho-social, legal, family tracing, alternative care, education, training) Jordanians benefiting from the service: 1,000

Output 2	Ensure Syrian protection needs are addressed through targeted protection interventions (including child protection and SGBV), community mobilization and capacity building	
UNHCR, ARDD-Legal Aid, JBA, UPP/JWU, UNFPA, MPDL	118 cases for consultations and 172 for awareness-raising sessions	3,100 Syrians are provided with legal counselling and representation if needed 900 Jordanians benefiting from the service
UNHCR, IFH/NHF, IMC, IRD, UNFPA, Family Protection Department, , JRF, IRC,SCI, UN Women, UNICEF	900	1,500 Government officials sensitized and trained on CP, SGBV and PSS support
UNHCR, IRD, UNICEF,UNFPA, IRC, SCI IMC, IFH/NHF, TdH, UPP/JWU, INTERSOS, FGAC, Johud JRC, SCJ, JRF , ACTED, JRS, ActionAid, World Vision Jordan Mercy Corps, ICS	25 existing committees	175 committees within refugee communities established or strengthened Camps: 75 Host communities: 100
UNHCR, IRD, TDH, IFH/NHF, WHO, IMC, SC International, INTERSOS, UPP/ JWU, UNFPA, UNICEF, IRC, HI, UN Women, ARDD-Legal Aid SC Jordan, JRS Johud, ICS, FGAC, JRF	1,317	5,000 civil society and humanitarian workers trained to improve the response to Syrian protection needs in camps and host communities, with a particular focus on CP, SGBV and PSS
UNICEF, UNHCR	N/A	Monitoring and reporting mechanism for grave violations against children established and functional Children in Armed Conflict (CAAC) Working Group established Awareness campaigns on child recruitment conducted Children's access to education enhanced 30 people trained on MRM on grave violations against children

Output 3	Respond to the needs of Syrians and vulnerable host community populations with an emphasis on women and children through provision of social, psycho-social and economic support	
Expected Outcomes	<p>10,000 refugees with specific needs receive special support through the provision of equipment, rehabilitation services, psycho-social activities and counselling</p> <p>85 quick impact projects (QIPs), 10 community impact projects (CIPs) and 10 income generating projects implemented to promote peaceful coexistence between host and refugee communities</p> <p>230,000 Syrians benefit from psycho-social support services and activities</p>	
Priorities	<p>Identification and establishment of special services for people with special needs including refugees with disabilities</p> <p>Legal and psycho-social assistance, including hotline services, counselling, service guidance</p> <p>Preserving positive relations between refugee and host communities and mitigating the impact of large refugee presence on host communities</p>	
Unmet needs	<p>Given the projected size of the refugee population in Jordan by end of 2013, more community centres/spaces need to be established throughout the country</p> <p>Development projects benefitting host and refugee populations need to complement the QIPs, CIPs and peaceful coexistence projects carried out by the humanitarian actors</p>	
Agency	Baseline March 2013	Key targets end 2013
UNHCR, IRD, IFH/ NHF, Mercy Corps, HI, JHAS, IRC, IMC, INTERSOS, SC International, MPDL, LWF, AVSI foundation ARDD- Legal Aid, CARE International, JRS, FPSC	<p>1,555</p> <p>394 people provided with assistive tools such as wheelchairs, crutches, hearing aids (Camps: 20 boys/52 girls 147 men/95 women Host communities: 4 boys/7 girls 52 men/17 women)</p> <p>1,161 people provided with rehabilitative services and counselling (Camps: 93 boys/49 girls 193 men/113 women Host communities: 139 boys/111 girls 284 men/178 women)</p>	<p>10,000 refugees with specific needs are given special support through the provision of assistive tools, rehabilitation services, psycho-social activities and counselling</p> <p>2,000 Jordanians benefiting through access to mobile clinics and other services as well as assistive devices.</p>
UNHCR, IRD, MC, ZENID, UN Women, LWF, INTERSOS, MPDL, UNICEF, UNFPA, ACTED ARDD-Legal Aid, CARE International, JRS, ActionAid, UNESCO, IFH/NHF, CHF International, UNDP		<p>85 quick impact projects, 10 community impact projects and 10 income generating projects benefit host and refugee communities and promote peaceful coexistence and tolerance</p> <p>Host Communities: Ramtha, Tafileh, Irbid and Mafraq, Zarqa</p> <p>Camps: Azraq, Za'atri</p>

<p>Output 3</p>	<p>Respond to the needs of Syrians and vulnerable host community populations with an emphasis on women and children through provision of social, psycho-social and economic support</p>	
<p>UNHCR, IFH/ NHF, UNICEF, UNFPA, Johud, SC International, TDH, MC, IRC, INTERSOS, SC Jordan, Care International, ICMC, IMC, WHO, UPP/JWU, AVSI Foundation, ARDD-Legal Aid, MPDL, LWF, ActionAid, UNESCO, World Vision Jordan, JRF, ICS, FGAC CHF International</p>	<p>42,649 4,785 people with access to community and family support (IASC level 2 activities) Camp: 2,089 male/2,696 female 2,320 people provided with IASC Level 3 activities including counselling Camp: 66 male/103 female Host: 947 male/1,204 female 37,056 children registered in CFS Camp: 31,056 Host: 6,808</p>	<p>224,000 Syrians benefit from psycho-social support services and activities including through support groups with community members and CBOs for children, youth, women, men and the elderly</p>
	<p>44 child friendly spaces, 7 playgrounds, 21 youth friendly spaces and 14 women spaces for a total of 86 operational child, youth and women-friendly spaces</p>	<p>177 operational child, youth and women-friendly spaces Camps: 89 Host communities: 88 in Tafileh, Mafraq and Irbid Karak, Maan</p>



Caption change: Zaatri camp was opened on 29 July 2012. It currently hosts over 110,000 Syrian refugees in the Jordanian desert. © UNICEF/JORDAN/Brooks

Output 4	Refugees, host communities and organizations involved in the refugee response are provided with adequate information and take part in awareness-raising activities	
Expected Outcomes	40,000 refugees and their families are informed of services available 50,000 refugees and their families are informed about protection, CP, SGBV, PSS and other basic services through regularly updated material and community-based awareness-raising sessions	
Priorities	Extremely vulnerable cases are identified and receive information about services	
Unmet needs	Information dissemination projects that reach out to the entire country on a regular basis.	
Agency	Baseline March 2013	Key targets end 2013
UNHCR, UNICEF, UNFPA, UN Women, IRD, SCI, SCJ, UPP, TdH, IMC, IRC, ICMC, UPP/JWU, UNESCO, Johud, INTERSOS, LWF, ACTED, ARDD-Legal Aid, CARE International, MPDL, IFH/NHF, World Vision Jordan, Mercy Corps, FGAC, ICS	9,000 revised/updated copies of the service guides disseminated 2,000 tip sheets on CP disseminated	40,000 households reached through regularly updated information, education and communication materials supporting refugee referrals Jordanians benefiting from the service: 16,200
UNHCR, UNICEF, UNFPA, UN Women, IRD, SCI, SCJ, UPP, TdH, IMC, IRC, ICMC, UPP/JWU, UNESCO, Johud, INTERSOS, LWF, ACTED, ARDD-Legal Aid, CARE International, MPDL, IFH/NHF, World Vision Jordan, Mercy Corps, FGAC, ICS	12,693 households	50,000 households informed about protection, CP, SGBV, PSS and other basic services through regularly updated material and community-based awareness-raising sessions Jordanians benefiting from the service: 19,200

Output 5	UNHCR identifies and processes cases in order to find durable solution for 1000 Syrian Refugees through Resettlement to Third Countries	
Expected Outcomes	1,000 vulnerable and/or at risk Syrian refugees resettled to third countries in the interest of burden sharing	
Priorities	Vulnerable and/or at risk cases are identified	
Unmet needs	There are 16,828 vulnerable cases known to UNHCR Jordan as at 13 May and only a small fraction of these cases will be resettled	
Agency	Baseline March 2013	Key targets end 2013
UNHCR	2 persons	Up to 1,000 vulnerable refugees resettled to third countries (staffing and additional space needed)

Government of Jordan Priority Needs

GoJ Output	Syrian refugees crossing into Jordan are assisted in reception centres	
Agency	Key targets end 2013	GOJ requirements (US\$)
Jordan Armed Forces	All Syrian refugees are welcomed in proper reception centres and assisted immediately upon arrival	25,000,000
Total		US\$ 25,000,000



Syrian children receive winter clothing during a DRC distribution in Za'atari Camp (Ben Nixon/ DRC)

Protection Financial Requirements

Agency	Revised Financial Requirements (US\$)
Government	25,000,000
ActionAid	141,000
ACTED	1,500,000
ARDD-Legal Aid	170,000
Association of Volunteers International (AVSI)	150,000
CARE International	1,300,000
CHF	1,150,000
FPSC	90,000
HI	2,000,000
IFH/NFH	700,437
ICMC	300,000
IMC	2,826,751
IOM	2,521,728
IRD	1,500,000
IRC	1,966,000
INTERSOS	1,700,000
Jesuit Refugee Service	516,421
LWF	500,000
MC	4,411,500
Movement for Peace (MPDL)	250,003
SCI	3,710,000
SCJ	650,000
TDH-L	500,000
Un Ponte Per (UPP)	500,000
UN Women	1,450,000
UNDP	5,800,000
UNESCO	500,000
UNFPA	3,600,000
UNHCR	36,557,153
UNICEF	16,852,046
WHO	200,000
World Vision	1,427,500
PROTECTION TOTAL WITHOUT GOJ	95,440,539
PROTECTION TOTAL WITH GOJ	120,440,539

F. EDUCATION JORDAN	
Lead Agencies	UNICEF
Participating Agencies	ACTED, AVSI, Caritas, FCA, IOCC, LWF, Madrasati Initiative, MC, NICCOD , NRC, SCI, SCJ, UNESCO/CADER/DVV International/QRTA, UNHCR, UNICEF, UPP/ JWU, JRS, KnK, RI, WV, HI, Questscope, Ministry of Education (MoE)
Objectives	<ol style="list-style-type: none"> 1. Ensure that vulnerable Syrian girls and boys are provided with access to formal education in camps and non-camp settings 2. Ensure that Syrian girls and boys, adolescents and youth benefit from informal and non-formal education services in host communities and camps 3. Ensure that Syrian girls and boys including preschool age children and children with disabilities benefit from education services. 4. Ensure that effective referral mechanisms are in place through coordination and case management with links to other sectoral services.
Revised requirements	US\$ 70,733,241
GoJ requirements	US\$ 26,200,000
Contact Information	Eugene Ha, eha@unicef.org

ACHIEVEMENTS AND CHALLENGES

As the crisis in Syria entered its third year and the emergency assistance to Syrians in Jordan protracts, the education needs for Syrian children in Jordan worsens. The number of Syrian children enrolled in public schools in host communities increased significantly from some 7,400 children in May 2012 to over 30,000 children in March 2013, which represents 23 per cent of the total of estimated number of school aged registered Syrians. While the Government of Jordan has demonstrated commitment to support displaced Syrian children to continue with their formal schooling in Jordan, the ever increasing number of Syrian refugees is placing enormous pressure on the public education system, which is already strained due to the recent economic climate.

Since last year, the Education Working Group has been providing emergency education assistance to displaced Syrian children within the framework of the Regional Response Plan. In formal education, UNICEF, together with the Ministry of Education (MoE), has ensured that Syrian children benefit from free access to public schools across the country, regardless of their status. Pending their registration with UNHCR before July 2013, Syrian refugee children have free access to public schools during the 2012-2013 academic year. Remedial and catch up classes are being launched in local communities to support Syrian children to overcome learning difficulties they were facing after weeks, and sometimes months, without any schooling.

In order to relieve overcrowded classrooms in public schools, MoE and UNICEF are providing additional prefabricated classrooms, teacher training and financial support to ensure double teaching shifting in 18 schools in Amman, Mafrqa, Irbid and Ramtha. Teachers were newly recruited to support the additional learning spaces and over 900 teachers and counsellors have been trained. Furthermore, UNICEF and

Save the Children International (SCI) have completed small scale renovations and established child friendly spaces in 44 schools in directorates with high numbers of Syrian students. Almost 11,000 children have benefited from psycho-social activities in schools and community centres.

Outreach activities ensured adequate information regarding education services are provided to families and children. Through the Help Desk project in Za'atri camp, Save the Children Jordan in partnership with UNICEF reached almost 27,000 individuals. In addition, the field team helped addressing protection cases within schools to sustain safe learning environment for children.

Various education partners including UNICEF, SCI, Questscope, Caritas, Finn Church Aid, Jesuit Refugee Service (JRS), Madrasati Initiative and UPP have provided informal/non-formal education, basic life-skills and recreational activities to over 12,000 adolescent girls, boys and youth in host communities and Za'atri camp. These services specifically focused on assisting those adolescents who are not able to re-integrate in formal education due to eligibility criteria to public schools in Jordan (e.g. missing more than three years of schooling). In addition, approximately 5,600 children have benefited from pre-primary education services by SCI and JRS.

UNESCO in partnership with the MoE and the Queen Rania Teacher Academy (QRTA) has developed an in-service teacher training package for use by teachers in Jordanian public schools with Syrian children. Training of 50 master trainers was completed.

In Za'atri refugee camp, as of March 2013, MoE and UNICEF in partnership with NRC operate two schools. Over 10,000 children are registered in these formal schools out of an estimated 36,000 school-aged children and almost 400 teachers and administrative staff have been mobilized to support the teaching and administration. Pre-primary education services as well as informal education services including literacy and sports activities are being provided to support children within the Za'atri camp. Approximately 48,000 vulnerable Syrian and Jordanian children have received education kits (learning materials), uniforms, and basic clothing.

CHALLENGES

Ensuring continuous and adequate support for the Jordanian public education system to absorb growing number of Syrian refugee children in host communities remains a key priority and challenge. The lack of spaces and capacity in public schools hinders the continued access to education for Syrian children. Outreach activities for both Syrian parents and children needed to scale up to inform newly arrived vulnerable Syrian parents and children of available education services in host communities. In addition, other protection issues such as child labour and early marriages are hampering children's access to education.

In Za'atri camp, Education Working Group partners had to rapidly scale up their response to meet the increasing education needs in the camp. This affected the level of interventions and funding available to host communities where the majority of the refugee population reside.

Persons with specific needs, especially children with disabilities, are affected most by the displacement and lack of access to services due to their limited mobility and exposure to the information. An innovative approach responds to the immediate needs of Syrian refugee children with disabilities while building long-term capacity of the MoE to support inclusive education.

NEEDS AND RESPONSE STRATEGY

The priority for 2013 will continue to be supporting the uninterrupted access to public education of registered and unregistered Syrian children across the country, while paying due attention to the needs of children residing in camps. Support to boost the capacity of the public education system is much needed including providing extra learning spaces as well as remedial/catch up classes for those children who have missed out on weeks to months of schooling. Capacity building of teachers who are in direct contact with Syrian children in schools is also a priority to ensure the quality of education adheres to global norms and standards established by Inter-Agency Network for Education in Emergencies (INEE) Minimum Standards. It is also estimated that a large portion of Syrian children are not enrolled in public schools and comprehensive outreach as well as alternative education services such as information education needs to be implemented throughout the country. The need for psycho-social support for children in education settings was also underlined to ensure that children can learn and play with their peers promoting peace building and integration within classrooms. The Education Working Group will continue its efforts in effective coordination through quality information management as well as continuing to link up with other services such as protection, health and water, sanitation and hygiene.

The key assumptions of the education strategy are that: 1) the GoJ continues to accept displaced Syrian children (regardless of their registration status with UNHCR) in public schools throughout the academic year of 2012-2013; 2) Syrian children in camp settings are to receive relevant education services within the camps; 3) Syrian children in communities also need to have access to relevant education services.

According to the overall assumption of the current Regional Response Plan (RRP), one million displaced Syrians will be in Jordan by the end of December 2013. The Education Working Group estimated some 36 per cent of the population will be school aged children (4-17 years), which represents 360,000

children. During the process of RRP5 target-setting, the Education Working Group aims to reach 120,000 school aged children with formal education, which represents 33 per cent of the school aged population.

Output 1	Ensure that vulnerable Syrian girls and boys are provided with access to formal education	
Expected Outcomes	Out of an estimated 360,000 school-aged children, 120,000 (33%) boys and girls are assisted to benefit from formal education	
Priorities	Support the Ministry of Education in providing formal education services for Syrian children in both camps and host communities Provision of school supplies for vulnerable Syrian and host community children and for children hosted in camps Provision of psycho-social support for children enrolled in education services Support for small scale physical renovation of public schools	
Unmet needs	200,000 children (64%) are not assisted to pursue their education	
Agency	Baseline March 2013	Key targets end 2013
UNICEF, MoE	40,670	120,000 school aged Syrian vulnerable children (including 40,000 children in camps) supported with formal education services
UNICEF, MoE, NRC	23	145 schools supported with double-shifted operation, extension of classrooms, and school furniture.
UNICEF, MoE	108	484 classrooms and administrative space established and operationalized in double-shifted mode for children in camps
UNICEF, MoE, Madrasati Initiative, NRC, RI, World Vision	600	15,400 vulnerable Syrian children attend remedial and catch-up classes
UNICEF, MoE, Madrasati Initiative, NRC, UNESCO, QRTA, CADER	1,144	5,470 teachers, school administration staff and MOE officials, counsellors trained in camp and urban settings
UNICEF, Madrasati Initiative, Mercy Corps, Caritas, LWF, NRC, IOCC, LDS Charity	51,616	148,460 vulnerable Syrian and Jordanian children in host communities receive education related supplies (school supplies or clothes) 11,000 Syrians and 2,600 Jordanians in northern and central Jordan receive basic clothing
MoE, UNICEF, SC International, ACTED, Mercy Corps, LWF	44	280 schools undergo small scale renovations and refurbishment
MoE, UNICEF, SC International, LWF	10,900	19,214 children) benefit from psycho-social development activities at public schools

Output 2	Ensure that vulnerable Syrian girls and boys, adolescents and youth benefit from informal and non-formal education services in host communities and camps	
Expected Outcomes	19,500 boys, girls, and youth (6-24 years) benefit from informal and non-formal education services 14,300 boys, girls, and youths (6-24 years) have access to training, recreational activities and youth friendly spaces	
Priorities	Provision of informal and non-formal education to vulnerable Syrian children and adolescents in Ramtha, Mafraq, Irbid, Amman and Zarqa	
Unmet needs	N/A	
Agency	Baseline March 2013	Key targets end 2013
UNICEF, Questscope, East Amman Charity Organization, Yarmouk Ba'qa Centre, AVSI, Caritas, FCA/ACT, JRS, KnK (Children without Borders), SCI, NRC, UPP/Jordan Women's Union, RI, NICCOD, Madrasati Initiative	6,703	19,500 school-aged children in host communities and in camps benefit from informal and non-formal education services.
AVSI, Caritas, FCA, IOCC, SC International, UNESCO/dvv international/ Questscope, JRS, UPP/JWU	5,690	11,100 adolescents boys , girls and youths in camps and host communities have access to basic life-skills training, recreational activities and youth friendly spaces
NRC, RI, SC International, LWF, Caritas, UNICEF, UNFPA	620	3,200 adolescents boys, girls, and youths benefit from vocational training

Output 3	Ensure that vulnerable Syrian girls and boys including preschool-aged children and children with disabilities benefit from education services	
Expected Outcomes	15,250 parents and community members are trained on Early Childhood Care and Development 13,540 pre-primary children in host communities and camps access educational services 2,230 children with specific needs have access to specialized educational and psychological services in camps and host communities	
Priorities	Provision of special education services for children with specific needs together with psycho-social support and rehabilitation services	
Unmet needs	N/A	
Agency	Baseline March 2013	Key targets end 2013
SC International, JRS	16	29 Parent-Child Centres established/renovated and refurbished in host communities and camps
SC International, Caritas	2,004	15,250 parents and community members receive information and training on Early Childhood Care and Development
SC International, JRS, Caritas	5,583	13,540 pre-primary children in host communities and camps access pre-primary educational services
UNICEF, Caritas, Mercy Corps, HI, AVSI	N/A	2,230 children with specific needs have access to specialized educational and psychological services in camps and host communities 70 children with specific needs in the camps and host communities in the northern and central Jordan MC

Output 4	Ensure that effective referral mechanisms are in place through coordination and case management with links to other sectoral services	
Expected Outcomes	25,000 vulnerable Syrian children referred to education partners and followed up 100,000 family members receive information regarding access to education services through outreach and mass information	
Priorities	Information on access to education services is made available through outreach and a strengthened referral system	
Unmet needs	N/A	
AGENCY	Baseline March 2013	Key targets end 2013
UNICEF, SC Jordan, UNHCR	4,515	25,000 cases referred to education partners (including through help desks) and followed up
UNICEF, SC Jordan, UNHCR, NRC	26,666	100,000 family members receive information regarding access to education services through outreach and mass information

Government of Jordan Priority Needs

GoJ Output	Syrian refugee children have access to education in Jordan	
Agency	Key targets end 2013	GOJ requirements (US\$)
Ministry of Education	Ten schools expanded mainly in Mafraq and another sixteen new schools built in Ajloun and Mafraq	26,200,000
Total		US\$ 26,200,000

Education Financial Requirements

Agency	Revised Financial Requirements (US\$)
Government	26,200,000
ACTED	90,000
Association of Volunteers International (AVSI)	240,000
CARITAS	1,000,000
Children without Borders	193,900
Finn Church Aid/ACT Alliance	840,000
HI	300,000
IOCC	531,000
Jesuit Refugee Service	637,383
LDS	35,748
LWF	500,000
Madrasati Initiative	1,336,724
MC	1,145,500
NICCOD	19,322
NRC	5,600,000
RI	897,208
SCI	10,240,000
Un Ponte Per (UPP)	100,000
UNESCO	1,744,692
UNICEF	45,022,264
World Vision	259,500
EDUCATION TOTAL WITHOUT GOJ	70,733,241
EDUCATION TOTAL WITH GOJ	96,933,241

G. FOOD JORDAN	
Lead Agencies	WFP
Participating Agencies	JHCO, Jordanian Red Crescent, ACTED, ADRA, Al Kitab Wa Sunnah, CARE, Caritas, FAO, HRF, IOCC, IRD, IR, LDS Charities, Medair, MC, NAJMAH, Oxfam, QRC, SCI, Tkiyet Um Ali, UAERC, UNHCR, UNRWA, UN Women, WV
Objectives	<p>Save lives and protect livelihoods through:</p> <ol style="list-style-type: none"> 1. Enhance food and nutrition security 2. Maintain appropriate, consistent food support to Syrian refugees in urban/rural areas, camps and transit centres. 3. Initiate food assistance, livelihood support, self-reliance and food production programmes to most vulnerable Jordanians affected by the Syrian Crisis. 4. Integrate cross-cutting themes such as gender, environment and social protection in food security and livelihood interventions. 5. Enhance enrolment and attendance of Syrian school children in the camp schools. 6. Prevent deterioration of nutritional status of young children and women by introducing supplementary feeding programme to malnourished children under the age of five and pregnant and lactating women in camps and local communities.
Revised requirements	US\$ 256,535,448
Contact Information	Dorte Jessen: dorte.jessen@wfp.org

ACHIEVEMENTS AND CHALLENGES

WFP and other Food Working Group partners have provided uninterrupted food support to Syrian refugees since starting assistance in 2012. In urban and rural areas, WFP dry food rations were distributed in the earlier stages of the emergency operation, and transition to value based food vouchers was initiated in August 2012. By March 2013, WFP had reached over 121,000 refugees in all Governorates of Jordan with food vouchers, equivalent to 94 per cent of UNHCR registered refugees in communities. Al Kitab Al Sunna Association, JHCO, HRF, Islamic Relief and IOCC amongst other partners provided interim assistance to vulnerable non-registered Syrians, or those awaiting their UNHCR appointment and consequent inclusion into the WFP voucher programme. NAJMAH and Save the Children have also included assistance to vulnerable Jordanian communities in their target populations supporting livelihoods through such activities as vocational training.

Food assistance was provided to all Syrian refugees residing in Za'atri camp, King Abdullah Park (KAP) and Cyber City (CC), initially through provision of two hot meals per day. Once kitchens had been constructed in October 2012, hot meals were replaced by distributions of WFP dry rations along with UNHCR complementary food. In Za'atri camp, the WFP dry rations include: rice, bulgur wheat, lentils, pasta, oil and sugar along with a daily provision of fresh bread. UNHCR provides complementary food including beans, tuna, tomato paste, hummus, halwa and tea.

UNHCR has provided welcome meals at the border for 25,000 refugees arriving at night. In order to meet the immediate food needs of the new arrivals in the camp, WFP provides ready-to-eat welcome meals to cover the first 24 hours after which the new arrivals receive general food rations. In March 2013 more than 103,000 camp residents received WFP dry rations and UNHCR complementary food.

In Za'atri camp, IRD manages the kitchens and supplies essential non-food items such as cooking gas, while ACTED kitchen assessments determine priority needs for action by cooperating agencies and organizations. WFP, in coordination with UNICEF, began a school feeding programme for 6,000 students in Za'atri camp in March 2013, which aims to increase enrolment and attendance while also addressing short-term hunger, thereby improving students' concentration and performance. UNHCR has provided fortified porridge as supplement for children six to 24 months old.

The Food Sector, activated on 5 April 2012, coordinates the food support-related activities to enhance the response by information-sharing, mapping, identifying gaps and avoiding duplication. Regular meetings are held and attended by NGOs, UN agencies and other Food Working Group partners.

CHALLENGES

- Identifying, registering and supporting the large influx of Syrians with food assistance in Jordan, including maintaining up to date records on camp populations and minimizing duplication between the different assistance modalities.
- Improving equity of assistance between registered Syrians and local populations in an effort to mitigate competition for housing and livelihood activities.
- Expansion of the voucher programme in camp settings, including establishing an effective and dynamic market structure inside Za'atri and Azraq camps to enable assistance to the camp population through food vouchers.
- Increased demand for resources including water and food and the consequent rise in prices affect both Syrian refugees and local Jordanian communities alike, impacting the local market economy and supply structure and in turn their purchasing power for food and non-food items, leading to rising dependency on the assistance provided by different organizations.
- Increased risks of trans-boundary animal and plant diseases and pests due to a collapse of veterinary and plant protection services in Syria and an increased informal trade across borders with Syria and changing trade routes.
- Lack of food safety, food quality and phytosanitary control on official and unofficial border crossings between Syria and Jordan is compromising food and nutrition security of both refugee and host populations in Jordan.

- Developing multi-sectoral, gender mainstreamed targeting and selection criteria to move from blanket assistance to registered refugees to targeted distributions with identification and outreach of the most vulnerable refugees living in rural and urban communities, taking into account the needs of women, girls, boys and men.

NEEDS AND RESPONSE STRATEGY

The findings of the FAO Agricultural Livelihoods and Food Security Impact Assessment conducted in February 2013 corroborated observations from the December 2012 WFP Vulnerability Study of 'Food Insecure and Vulnerable People in Jordan', that Syrian refugees fleeing from poor Governorates in Syria (Daraa, Al Suwayda, Al Hasakeh, Aleppo) are extensively settling in the poverty-hit and highly populated rural areas in northern Jordan. This in turn impacts the food security and livelihoods as agriculture is the primary source of income for 60 per cent of those living in small towns and villages. The increase in rental prices, utilities, and local welfare budgets has forced both Syrian refugees and Jordanians to decrease their expenditure on food related items. In addition, the size of the local market economy makes it difficult to accommodate large shocks such as changes in trade patterns and greater demands on the supply structure from the refugee community, resulting in price increases for fresh food, particularly vegetables, given insufficient expansion capacity in Jordan due to shortage of fertile land and water.

The increased amount of smuggled agricultural commodities and food from Syria and the opening up of new trade routes without adequate sanitary and phyto-sanitary controls significantly increase the risk of spread of crop diseases and pests, particularly tomato leaf miner, wheat rust and fruit flies, increasingly prevalent in Jordan. There is an urgent need to strengthen the animal health services capacity for the control of trans-boundary animal diseases given the increased uncontrolled livestock movements across borders as un-vaccinated live animals are being imported or crossing into Jordan, with minimum or zero quarantine, for sale on the open market.

Both assessments have concluded that food security and livelihood assistance remains a priority for both Syrian refugees and affected Jordanian populations. The provision of food-related non-food items as well as cooking facilities (including gas, the main fuel) and cleaning supplies for all refugees residing in camps and transit centres, remains an essential need.

UNICEF and WFP conducted the Inter-Agency Nutrition Survey with the participation of Ministry of Health, Department of Statistics, UNHCR, WHO, UNFPA, and Save the Children as well as other NGOs. The survey assessed the nutritional and food security status of the Syrian refugees in both urban/rural areas and camp settings. Global Acute Malnutrition (GAM, or wasting) for children under the age of five years is between 5-9 per cent, classified 'poor' by WHO standards. Twenty-three of community-based refugees were found to have a 'poor' or 'borderline' Food Consumption Score compared to 18.5 per cent in the camp community. The assessment found that 4 per cent of Syrian children under the age of five need treatment for moderate acute malnutrition, recommending the provision of specialized nutritious food to malnourished young children and pregnant and nursing mothers.

Assistance to refugees living outside the camps will be increasingly targeted to identify and reach the most vulnerable based on the conclusions drawn from the participatory assessment and the Joint Assessment Mission, planned for May 2013. The Food Working Group will provide food assistance to Syrian refugees registered with UNHCR living in urban/rural communities and camp settings through in-kind dry food rations, value-based vouchers or cash assistance for food purchases. Assistance is planned mostly through an established voucher programme at CC and KAP, and in urban/rural areas. The transition to food vouchers within Za'atri camp is currently under way pending the completion of sufficient functional market structures. Planning for new camps includes kitchens and retail infrastructures to allow assistance through vouchers, though initial assistance could be provided through dry rations if required.

The Food Working Group will additionally provide an interim safety-net for extremely vulnerable unregistered Syrian refugees on a case-by-case basis. The food security status of Syrian refugees and market prices for staple foods are monitored closely by WFP and partners to ensure the voucher assistance reflects seasonal changes and food price fluctuations, thereby ensuring an appropriate daily kilocalorie intake.

WFP encourages women to participate actively in the food assistance by collecting and managing household entitlements. Similarly various global best practices have been implemented at the food and voucher distribution sites such as gender segregation throughout the distribution process and the provision of transport in the camp to ensure women's safety, dignity and security.

WFP will continue to provide a mid-session snack to UNICEF-supported camp schools, which aims to increase enrolment and attendance while also addressing short-term hunger thereby improving students' concentration and performance. Based on the outcome of the Joint Nutritional Survey, WFP plans to initiate a targeted supplementary feeding programme for moderately malnourished children under the age of five years and pregnant and lactating women.

In close coordination with the GoJ, NGOs and UN agencies, the Food Working Group will also provide targeted support to vulnerable Jordanian households living in areas with high concentrations of Syrian refugees, through food parcels, cash, and vouchers.

FAO priority areas of intervention include addressing the: i) threat of trans-boundary animal and crop diseases and pests; ii) deteriorating condition of food traded across official and unofficial border crossing; iii) malnutrition among farm families of Jordanian communities; iv) food production and income generating functions of rural Jordanian communities.

The Food Working Group aims to save lives and protect livelihoods in emergencies through the following key activities:

- Distribution of value-based vouchers and cash assistance
- General food distribution of dry rations / food parcels / complementary food
- Provision of welcome meals to new arrivals in camps and border areas
- Provision of daily mid-session snack in camp schools
- Provision of specialized nutritious food for moderately malnourished children, pregnant and nursing mothers
- Income generating activities for Jordanian households in poverty pockets
- Enhancing income generation and nutritious food production, including increased egg production and small scale food processing
- Improved animal health services (i.e. surveillance, vaccination campaigns, quarantine facilities)
- Improved food quality control services along the Jordanian/Syrian border.
- Vulnerability mapping, profiling
- Monitoring of all programme activities including distribution process, household satisfaction, impact of assistance and voucher redemption in shops as well as market prices
- Assessments:
 - UNHCR Participatory Assessment
 - WFP / UNHCR Joint Assessment Mission (JAM) May 2013
 - REACH Profiling exercise; development of targeting and selection criteria for food insecure refugee and affected households

Output 1	Save lives and protect livelihoods in emergencies	
Expected Outcomes	<p>Up to 595,000 individuals receive food assistance in urban areas through food vouchers, cash assistance for food and interim food assistance for vulnerable Syrians awaiting UNHCR appointment</p> <p>All new refugee arrivals receive welcome meals</p> <p>Up to 300,000 individuals receive dry rations or food vouchers in Za'atri, new camps and transit centres</p> <p>Up to 40,000 school children receive school snacks in camp schools</p> <p>Up to 7,600 malnourished children under the age of five and 14,950 pregnant and lactating mothers receive supplementary food assistance</p> <p>4,500 Jordanian families living in areas of high refugee concentration benefit from income-generating support and improved nutrition</p> <p>Improved animal health services in Jordanian border areas</p> <p>Improved food quality border control services</p> <p>Strengthened import/export food inspection and certification systems</p>	
Priorities	<p>Targeted provision of regular, sufficient, well balanced food assistance to vulnerable Syrian refugee beneficiaries through dry food rations and/or vouchers</p> <p>Provision of complementary food rations for camp residents</p> <p>Provision of welcome meals in camps and at border</p> <p>Provision of mid-session school snack in camp schools</p> <p>Introduction of a supplementary feeding programme to malnourished children under the age of five and pregnant and lactating women</p>	
Unmet needs	<p>Depending on the findings of the JAM (expected end June), the provisional reduction of 15% may be higher or lower than the percentage of refugees in urban/rural areas assessed to be in need. Unmet needs would be the difference between percentage of non-camp refugees and 15%.</p>	
Agency	Baseline March 2013	Key targets end 2013
WFP, UNHCR, and Food partners	337,285 (UNHCR)	Conduct Joint Assessment Mission (JAM) and develop targeting criteria to identify food insecure Syrian refugees
WFP, UNHCR, SCI, HRF, IR, CARE	121,581 non-camp refugees	Up to 595,000 ³ individuals receive food assistance in urban areas through food vouchers, cash assistance for food and interim food assistance for vulnerable Syrians awaiting UNHCR appointment
WFP (SCI)	103,766	All new refugee arrivals receive welcome meals
WFP (SCI, HRF)	103,766 Za'atri 500 CC 1,000 KAP	Up to 300,000 individuals receive dry rations or food vouchers in Za'atri, new camps and transit centres (100%)
WFP (SCI)	6,000	Up to 40,000 school children receiving school snacks in camp schools
WFP and Partners	N/A	Up to 7,600 moderately malnourished children under the age of five years and 14,950 pregnant and lactating mothers receive supplementary food assistance
WFP, UNHCR, IRD	CC and KAP	CC, KAP, Za'atri, Azraq and additional new camps all have market systems established
JHCO, NAJMAH	14,000	30,000 vulnerable Jordanians living in areas of high concentration of Syrians identified and given essential food assistance

Output 1	Save lives and protect livelihoods in emergencies	
FAO and Partners	N/A	2,500 Jordanian farming families benefit from income-generating support; and 3,000 refugee households indirectly benefit from improved food nutrition
FAO and Partners	N/A	Some 2,000 Jordanian impoverished farming households including women-headed households benefit from village/ household poultry production systems reintroduced, accompanied by improved poultry farming skills
FAO and Partners	N/A	Animal health services and effective control of TADs improved in the Syrian border areas
FAO and Partners	N/A	Import/export food inspection and certification systems strengthened in Jordan to manage the threat of transboundary crop diseases and pests, and contaminated and unsafe foodstuffs

Food Financial Requirements

Agency	Revised Financial Requirements (US\$)
ACTED	300,000
CARE International	500,000
FAO	8,176,500
UNHCR	11,400,917
WFP	236,158,031
FOOD TOTAL	256,535,448

H. HEALTH JORDAN	
Lead Agencies	WHO and UNHCR at national level UNHCR at camp level Sub Working Group on Mental Health chaired by IMC and WHO Sub Working group on Nutrition Chaired by UNHCR Sub Working Group on Reproductive Health chaired by UNFPA
Participating Agencies	Aman, Caritas, CVT, HI, IFH, IMC, IOM, IRC, IRD, IRW, JHAS, UPP/JWU, NHF, MDM, Medair, MoH, SCJ, QRC, UNFPA, UNHCR, UNICEF, UNOPS, WHO
Objectives	<ol style="list-style-type: none"> 1. To ensure access of Syrians in most affected Governorates in Jordan to quality primary health services and for vulnerable Syrians to life-saving or life sustaining, secondary and tertiary care services by end of 2013 while minimizing the negative impact on Jordanian health systems through strengthening the MoH's capacity and filling key gaps in health. 2. To ensure access of Syrians and vulnerable Jordanians in high burden Governorates to priority information and services for sexual and reproductive health services including Emergency Obstetric and new-born care by the end of 2013. 3. To ensure access of Syrians and vulnerable Jordanians to comprehensive mental health services in the most affected Governorates by end of 2013 4. Integrate nutrition into primary health care in order to prevent and respond to malnutrition including micronutrient deficiencies and promote optimal nutritional status amongst children under five, women of reproductive age and other vulnerable persons in high burden Governorates by end of 2013.
Revised requirements	US\$ 87,413,984
GoJ requirements	US\$ 67,300,000
Contact Information	Ann Burton: burton@unhcr.org Sabri Gmach: sabrigmach@yahoo.fr Shible Sahbani: Sahbaniatunfpa.org Mary Jo Baca: mjBacaatInternationalMedicalCorps.org

ACHIEVEMENTS AND CHALLENGES

All efforts have been directed at meeting the immediate health needs of Syrian refugees both inside and outside camps. Thus far, Ministry of Health (MoH) facilities have been able to absorb the influx but are increasingly showing the signs of strain. The MoH has produced a Strategic Plan to guide all donors and partners in directing their health care assistance with the main aim of strengthening public facilities and avoiding parallel services.

The GoJ has allowed Syrians registered with UNHCR outside of Za'atri to access MoH health care services, primary health care centres (PHCCs) and hospitals throughout the country since March 2012. Antenatal/postnatal care and vaccination services are free to all Syrians regardless of registration status. Unregistered Syrians have access to primary and some secondary care services through a network of UNHCR, UNFPA and NGO supported clinics.

In Za'atri camp, health services are provided free of charge by different stakeholders. The primary health care services include reproductive health, immunization (through daily MoH clinics for routine immunization and French Military Hospital for new arrivals) and mental health services through IMC, the

French Military hospital and the PAC clinic. Three field hospitals are functional in the camp, providing emergency and life-saving intervention for injured/wounded refugees along with other major surgeries. MSF France opened a 31-bed paediatric hospital in Za'atri in late March. The MoH Primary Health Coordination Centre opened in Za'atri to coordinate primary health care services, ensure national protocols and policies are followed and support disease control, food safety and environmental health. Health screening protocols for new arrivals in Za'atri camp have been agreed to by all relevant partners including screening for disabilities. At the end of March, approximately 30 per cent of new arrivals had been vaccinated. A vaccination campaign covering 90 per cent of the Za'atri population was initiated in April 2013 after two cases of measles were confirmed among new arrivals.

The results of the nutrition survey findings of under-five year old Syrian children in Za'atri and in the Irbid and Mafraq Governorates of late 2012 were accepted by the MoH and disseminated. The Nutrition working group has developed a Breast Milk Substitute Guidance Note and Formula Milk SOPs to better manage the problem of unsolicited donations. UNHCR started to distribute micronutrient fortified porridge in March in Za'atri and 22,000 boxes were distributed to all children aged between 6 months and 23 months. This was accompanied by infant and young child feeding promotion.

Reproductive health services for non-camp refugees are provided through MoH PHCCs and hospitals, in addition to static and mobile medical units provided by JHAS, NHF/IFH and Aman with support from UNHCR, UNFPA, and IMC. Partners in Za'atri include the Moroccan Military Field Hospital, the French Gynaecologists without Borders (GSF) and the Saudi NGO Physicians Across Continents. Services provided include delivery care, c-section, antenatal and postnatal care, family planning services, clinical management of rape and awareness-raising on reproductive health issues. In Za'atri there are approximately 10 deliveries a day supported by GSF and the Moroccan Field Hospital, with a total of 448 deliveries since January 2013 of which 97 per cent were attended by a skilled birth attendant and 17 per cent were caesarean sections.

Mental health (MH) services have been supported by IMC in five clinics primarily for Syrian patients in Irbid, Mafraq, Ramtha and Amman including MH services in Za'atri. The military field hospitals in the camp also have psychiatric services. WHO supports the provision of mental health services through three community mental health centres (two in Amman and one in Irbid) and one model in-patient unit in Fuheis Hospital. Main achievements during the first quarter include 1,947 mental health consultations in Za'atri, launch of the Inter-Agency Guidance Note for Syrians in Jordan based on global MHPSS standards, field implementation of the 4Ws mapping tool (including services for all vulnerable populations and Jordanians) and orientation on mental health and Health Information System categories for general health workers in Za'atri camp.

Given the large numbers of new arrivals in Za'atri camp the presence of health staff at the reception centre has been reinforced. New arrival screening and triage protocols have been finalized. Screening for acute and chronic diseases and linking with appropriate care is provided by IOM and JHAS. Handicap International (HI) has provided mobility aids, including wheelchairs, to facilitate reception of new arrivals. In addition JHAS Medvac services in the 2013 first quarter provided 858 patient consultations provided at the Mafraq Transit Site Clinic and 85 emergency transportations from the Mafraq Transit Site Clinic to area hospitals;

125 inter-facility transportations and 124 emergency transportations from Za'atri Camp to area hospitals. The UNHCR Health Information system has been established in Za'atri and is fully functioning. Health agencies report weekly through a web application that can produce a weekly service delivery update for individual agencies and a weekly camp profile. This is shared with the MOH and other partners.

CHALLENGES

There is a lack of information about the access, uptake and health status of non-camp refugees to health care services. Available information indicates that preventive services are not being adequately accessed. Furthermore, a lack of awareness among national health care service providers on the rights of Syrian refugees to access health care services means that registered refugees are sometimes turned away. Syrians who are not registered are moreover forced to pay much higher "foreigner" rates at Government health facilities.

Government health services are becoming increasingly overburdened: there are shortages of hospital beds, nursing staff and chronic disease drugs. A recent reproductive health (RH) assessment identified access to services for unregistered out-of-camp refugee women as problematic. Neonatal care is compromised by a shortage of incubators and neonatal care cots and high patient to nurse ratios. The referral system for emergency services is insufficient with long delays associated with lack of ambulances and insufficient financial coverage for unregistered refugees. The reinforcement of technical and financial capacities of the Jordanian health systems is needed to minimize negative impacts for the local and refugee populations as some areas have experienced an increase in workload of at least 20 per cent without a corresponding increase in resources.

The disease profile of Syrians demonstrates a high proportion of chronic and non-communicable diseases such as diabetes, hypertension, ischaemic heart disease and cancer. Management of these conditions can be costly and complex which strains available resources for secondary and tertiary care. There are also a considerable number of cases of war-related injuries which require immediate life-saving interventions followed by extensive rehabilitative or reconstructive services.

Nutrition is not well integrated into primary health care services. The nutrition survey of October/November 2012 demonstrated that approximately five per cent of children under five are in need of treatment for both moderate and severe acute malnutrition. However ready-to-use therapeutic and supplementary products are not available in Jordan. Micronutrient deficiency, particularly anaemia in women of reproductive age is a significant problem based on screening data from Za'atri. Infant and young child feeding practices are very poor with low rates of exclusive breastfeeding, early cessation of breastfeeding, high use of infant formula and poor knowledge of appropriate complementary foods. Growth monitoring and promotion in under two year-olds are not being conducted.

In mental health, challenges include limited referral capacity for mental health cases to receive additional tests outside Za'atri camp (i.e. Electro Encephalogram); shortages of care providers for severe mental health cases affecting one per cent of the population; several cases have been abandoned in the camp/community without adequate support and care; availability of transportation for acute mental health cases and limited access to mental health care services in rural areas.

NEEDS AND RESPONSE STRATEGY

The Primary Health Care clinics and hospitals in the most affected Governorates of Irbid, Mafrq, Amman, Zarqa, Salt, Jerash, Ajloun and Balka require urgent support to both Syrians living inside and outside camps (the latter constituting some three-quarters of all Syrians in Jordan) as well as affected Jordanian health services and communities. To support the continued provision of essential primary, secondary and tertiary care services, critical needs have been identified jointly by the MoH-led National Coordination Committee in the context of the WHO Health System Building blocks with participation of WHO, UNHCR, UNICEF and UNFPA on 1 April 2013. These include: human resources for health, health technologies and pharmaceuticals, service delivery, health information systems and health care financing.

Objective 1:

To ensure access of Syrians in the most affected Governorates in Jordan to quality primary health services and for vulnerable Syrians to life-saving or life sustaining, secondary and tertiary care services by end of 2013 while minimizing the negative impact on Jordanian health systems through strengthening the MoH's capacity and filling key gaps in the Health response.

- Support the provision of primary and essential secondary health care services including chronic disease management;
- Strengthen human resource capacity;
- Provision of medications, supplies and equipment;
- Strengthen prevention, control and management of communicable diseases, including early warning surveillance and response system
- Support/provision of emergency life-saving and essential tertiary health care services;
- Support/provision of training programmes for outreach health workers and volunteers;
- Strengthening the service networks and referral mechanisms including referrals to out-of-camp health services;
- Improvement of hospital and specialized centre capacity to provide rehabilitation services to wounded Syrians;
- Health education and health promotion; Coordination and information generation and sharing including conducting assessments and implementing monitoring and evaluation
- Continue access to tuberculosis diagnoses and case management

Objective 2:

To ensure access of all Syrians and vulnerable Jordanians in most affected Governorates to priority information and sexual and reproductive health (RH) services including emergency obstetric and newborn care by the end of 2013.

- Support/provision of Minimal Initial Services Package in newly established refugee camps and transition to comprehensive RH services
- Provide comprehensive RH services in established camp/s;
- Coordination, data collection and information-sharing;
- Conducting trainings on RH, including on Minimum Initial Service Package (MISP) and clinical management of sexual assault cases;
- Establishing functioning referral mechanisms for RH services including for survivors of SGBV;
- Provision of confidential health services to support survivors of SGBV
- Assessment of health system capacity to provide comprehensive RH services;
- Building system and health worker capacity in Government, NGOs and CBOs;
- Provision of information and health education on available services including services for sexual violence;
- Raising awareness amongst different population groups, including youth, on RH using youth friendly approaches and networks including the Y-Peer network.

Objective 3:

To ensure access of Syrians and vulnerable Jordanians to comprehensive mental health services in most affected Governorates by the end of 2013.

- Integration of mental health into primary health
- Support/provision of static and mobile mental health services;
- Provision of psychotropic medication in accordance with MoH rational list of medicines;
- Building system and mental health workers capacity;
- Strengthening effective referral of mental health clients to needed services;

- Support/provision of training programmes for community outreach mental health workers and volunteers;
- Awareness-raising on mental health issues through provision of information and education;
- Coordination including information-sharing, assessments and monitoring and evaluation.

Objective 4:

Integrate nutrition into primary health care in order to prevent and respond to malnutrition including micronutrient deficiencies and promote optimal nutritional status amongst children under five, women of reproductive age and other vulnerable persons in most affected Governorates by end of 2013.

- Establishing programmes for community management of acute malnutrition;
- Promotion of appropriate infant and young child feeding practices;
- Prevent and treat anaemia in children under five and women of reproductive age;
- Establishing and maintaining nutritional surveillance system including repeat surveys;
- Provision of complementary food to children and micronutrients e.g. iron to women and children;
- Monitor the use of infant formula and donations as per guidelines;
- Identify and manage persons with special dietary needs;
- Support/provision of training for community outreach workers on nutritional status and well-being;
- Introduce growth monitoring and promotion.

The objectives for the Health Working Group will minimize preventable morbidity and mortality amongst Syrians and vulnerable Jordanians, and promote well-being and dignity by ensuring continued access to essential primary, secondary and tertiary health care, comprehensive reproductive health services, priority nutrition activities and mental health care. The emphasis will be on the seven most affected Governorates of Irbid, Mafraq, Zarqa, Salt, Jerash, Ajloun and Balka, as well as Amman. This will be achieved by supporting national systems wherever possible and promoting and supporting the use of NGOs to relieve the burden on national systems if necessary. National and local capacities, including those of Syrians, will be strengthened through capacity building initiatives, consultation, and promoting participation. Every effort should be made to minimize the impact of health service provision to Syrians on the host communities in Jordan.

The UN and NGOs remain committed to supporting the MoH and sharing the burden in order to ensure uninterrupted service provision to both Syrians and Jordanians. The MoH Strategic Plan provides guidance for all partners. WHO and UNHCR work closely together to facilitate each Governorate's ability to create effective local response platforms and capacities, including the creation of provincial action plans that elaborate immediate and medium term needs to enable the Government system to respond better to the health needs of refugees.

The establishment of new camps will require the construction of new clinics (at least one comprehensive or two primary health care facilities per camp of 30,000 people), purchase of equipment, drugs and other medical supplies, hiring of staff and establishment of referral mechanisms. Furthermore there is a need to continue to strengthen primary health care in camp settings and in UNHCR supported clinics including harmonizing protocols and integration into the national system, rational drug use, integration of nutrition into primary health care and reproductive health services, strengthen management of chronic diseases, and building capacity to prevent and respond to diseases of outbreak potential at camp level. In this regard there is a need to further strengthen MoH public health laboratories, particularly in the north of Jordan.

Contingency plans have been developed for a massive influx. Stockpiles will need to be monitored and preparedness measures such as capacity building continued.

Output 1	Ensure access of Syrians in the most affected Governorates in Jordan to quality primary health services and for vulnerable Syrians to life-saving or life sustaining, secondary and tertiary care services	
Expected Outcomes	All refugees benefit from at least one medical consultation 95% of children under 15 in camps and urban/rural areas are vaccinated against measles 650 refugees benefit from life-saving and essential tertiary health care 300,000 refugees benefit from tuberculosis (TB) awareness-raising, active TB screening, referrals for further investigations and treatment, and directly observed treatment (DOT) follow-up	
Priorities	Support provision of comprehensive PHC services with integrated MH and RH services and build capacity of service providers through static clinics Provide roving PHC health services through mobile medical units for vulnerable refugees who have no access to health services and refugees residing in remote areas Amman, Irbid, Mafraq and Zarqa. Provide first health screening to new arrivals, TB awareness-raising, active screening, referrals, and directly observed treatment (DOT) follow-up for Syrians residing in camps, as well as in host communities. Provide medical consultation and emergency transport services from border transit areas, provide acute inter-facility transport services, and provide emergency transport services from Za'atri refugee camp Support/provision of primary and secondary along with emergency life-saving health care services	
Unmet needs	30% of life-saving and essential tertiary health care needs are not covered	
Agency	Baseline March 2013	Key targets end 2013
Caritas, HI, IMC, IOM, IRC, IRD, IRW, JHAS, UPP/ JWU, MDM, Ministry of Health, SCJ, Qatar Red Crescent (QRC), UNFPA, UNHCR, UNICEF, WHO	Za'atri = 3.6 medical consultations per person per year Unregistered out-of-camp = 1.5	Each refugee is able to get between one to four outpatient medical consultation in the 12-month period
	70% of Za'atri camp (approximately 79,000 persons)	95% of children under 15 in camps and urban/rural areas receive measles vaccination
	105,695	420,000 refugees provided with TB awareness-raising, active TB screening, referrals for further investigations and treatment, and directly observed treatment (DOT) follow-up.
	162	650 refugees benefit from life-saving and essential tertiary health care

Output 2	Ensure access of all Syrians and vulnerable Jordanians in most affected Governorates to priority information and sexual and reproductive health (RH) services	
Expected Outcomes	300 health workers trained on Quality of Care, MISp, Clinical Management of Sexual Violence and RH standards of Care 100% Syrian refugee women deliver with attendance of skilled worker 100% of victims of sexual violence receive appropriate medical assistance in line with protocols 50,000 Syrian refugees receive counselling and awareness-raising on RH	
Priorities	Support the MoH to strengthen its capacities to provide Emergency Obstetrical services to refugees and vulnerable Jordanians and to address increased pressure on health facilities	
Unmet needs	N/A	
Agency	Baseline March 2013	Key targets end 2013
UNFPA, IFH, Aman, JHAS, MOH	63 health care workers	300 health care workers trained on Quality of Care, MISp, Clinical Management of Sexual Violence and RH standards of Care
UNFPA, JHAS, IMC, MOH	95% of Za'atri camp	100% Syrian refugee women deliver with attendance of skilled worker Expected = 30,000 women
UNFPA, IFH, Aman, IRC, JHAS, IMC, MOH	N/A	100% of victims of sexual violence receive appropriate medical assistance in line with protocols
UNFPA, IFH, Aman	7,697	50,000 Syrian refugees receive counselling and awareness-raising on RH and related activities

Output 3	Ensure Syrian refugees and vulnerable Jordanians have access to mental health services	
Expected Outcomes	86,400 Syrian refugees (40% of the need of refugees in camps, urban and rural areas) and vulnerable Jordanians receive mental health services 160 providers and volunteers trained in MHPSS	
Priorities	Provide mental health consultations and psycho-social support as part of the PHC package, outreaching the refugee community in the urban settings	
Unmet needs	60% of refugees with mental health disorders are not covered	
Agency	Baseline March 2013	Key targets end 2013
Caritas, CVT, IMC, IRC, JHAS, MoH, NHF, UNHCR, WHO/MoH	1,947 in Za'atri and 450 in urban/rural areas	86,400 (40% of the need of refugees in camps, urban and rural areas) Syrian refugees and vulnerable Jordanians receive mental health services
	86	160 providers/volunteers trained in MHPSS (including referrals and PFA)

Output 4	Reduce malnutrition among Syrian refugee children and promote optimal nutritional status	
Expected Outcomes	Reduction to 2.5% of refugees under five suffering from malnutrition in camps and urban/rural settings 80% of refugee children with Global Acute Malnutrition (GAM) enrolled in selective feeding programmes in camps and urban/rural settings 30,000 mothers reached with infant and young child feeding services	
Priorities	Support / provision treatment for severely malnourished Syrian children (1,000 children under five years will have access to treatment in hospitals). Ensure appropriate infant and young child feeding practices	
Unmet needs	Provision of fortified blended food monthly for 33,000 children aged six months to 23 months monthly	
Agency	Baseline March 2013	Key targets end 2013
IMC, IOCC, Medair, MOH, SCJ, UNHCR, UNICEF, WHO	5.3% malnutrition rate among refugee children under five	Reduction to 2.5% refugee under five suffering from malnutrition in camps and urban/rural settings
	N/A	80% of refugee children with Global Acute Malnutrition (GAM) enrolled in selective feeding programmes in camps and urban/rural settings
	7,500	30,000 mothers reached with infant and young child feeding services

Government of Jordan Priority Needs

GoJ Output	Reduce pressure on public hospitals and clinics by expanding capacity and procuring additional medicine	
Agency	Key targets end 2013	GOJ requirements (US\$)
Ministry of Health	New floor to the Mafraq Public Hospital	2,400,000
	Completion of construction of Comprehensive Monitoring Health Centre in Za'atri Camp	1,400,000
	Purchase of vaccines and medicine	39,100,000
	Expansion of Princess Iman Hospital (Irbid)	2,800,000
	Expansion of Princess Rahma Hospital (Irbid)	1,700,000
	Establishment of 11 Comprehensive Monitoring Health Centres across Jordan	19,400,000
	Expansion of Sabha Primary Health Centre	500,000
Total		US\$ 67,300,000

Health Financial Requirements

Agency	Revised Financial Requirements (US\$)
Government	67,300,000
CVT	2,000,000
HI	2,000,000
IMC	3,977,343
IOCC	60,000
IRD	1,500,000
IRC	1,600,000
IRW	1,000,000
JHAS	11,850,000
Medair	1,800,000
MDM	2,550,000
Qatar Red Crescent	1,500,000
RHAS	500,000
UPP	300,000
UNFPA	6,700,000
UNHCR	29,013,330
UNICEF	10,563,311
UNOPS	1,500,000
WHO	9,000,000
HEALTH TOTAL WITHOUT GOJ	87,431,984
HEALTH TOTAL WITH GOJ	154,731,984

I. NON-FOOD ITEMS (NFIS) JORDAN	
Lead Agencies	UNHCR
Participating Agencies	ACTED, ActionAid, ADRA, CARITAS, CHF, DRC, FPSC, ICMC, IRD, IRW, IOCC, INTERSOS, JEN, JHAS, JHCO, LWF, MC, NICCOD, Operation Mercy, NRC, PU-AMI, SCF, UNHCR
Objectives	Ensure that the basic household needs of vulnerable Syrians living within host Community, transit sites and camps are met through NFI assistance.
Revised requirements	US\$ 75,918,858
GoJ requirements	US\$ 170,800,000
Contact Information	Christophe Petit, petit@unhcr.org

ACHIEVEMENTS AND CHALLENGES

The needs of Syrian refugees in Jordan have been met from the onset of the crisis in 2011. Since the opening of Za'atri camp in July 2012, NFI efforts have focused largely on needs on site and of new arrivals to the camp. Towards the end of the year 2012, and with winterization projects in particular, attention was also given to urban and rural-based registered Syrians. Coordination mechanisms were set up in the second half of 2012 in recognition of the growing needs and increasing number of actors.

Until Azraq camp is opened, assistance in Za'atri is still the priority and full coverage has to be ensured for any distribution. Assistance in the urban and rural setting is far from comprehensive and marked by less regular distributions, often limited to certain neighbourhoods.

The tables below show the NFI distributions for the camp and urban environments since the beginning of 2013.

Table 1:

NFI Distribution	
Urban	
Winterization NFI (gas heaters, gas cylinder, kerosene heaters + jerry cans)	7,552
Baby kit	2,200
Female Hygiene Kit	6,000
Underwear	11,500
Blankets	21,300
Quilts	6,750

Table 2:

Za'atri Camp (Number of items distributed since the beginning of 2013 – coverage 130,000 persons)	
Blankets	220,000
Plastic buckets	38,000
Baby diapers packets	63,600
Hygiene parcels	46,000
Jerry cans	44,500
Kitchen sets	40,000
Mattresses	147,500
Sleeping mats	162,000
Tents	31,100

NEEDS AND RESPONSE STRATEGY

Priority Needs

Ensure that basic individual household and non-food item needs are met in all camps¹⁹ and, to the extent possible, in refugee-hosting communities and temporary shelters.

The NFI working group has defined the following as priority interventions:

- assess the needs of Syrian families for non-food items;
- transparent, impartial and orderly distribution in order to avoid duplication thus mitigating frustration and associated security risks;
- replenishment plans to provide for refugees over an extended period;
- procurement and efforts to involve the local market.

¹⁹ This includes Cyber City, King Abdullah Park, Za'atri and Azraq; NFIs in the EJC are provided by the Emirati Red Crescent.

Key outputs, activities and coordination objectives

Outputs	Activities	Coordination Objectives
<ul style="list-style-type: none"> • Provision of NFI assistance to new arrivals • Winterization / Summerization • Full coverage of basic needs in the camp(s) • Targeted coverage of basic needs in the urban area 	<ul style="list-style-type: none"> • Identification • Coordination • Distribution • Assessments to improve knowledge of impact and baseline 	<ul style="list-style-type: none"> • Harmonization of item standards • Revision and verification of assumptions of expected levels of vulnerability • Information management sharing • Regular update of coverage review and 3W

Planning figures of target beneficiaries and gaps

By the end of the 2013, one million Syrians are expected to have fled to Jordan. Of that number some 300,000 refugees will be assisted with NFIs in the camps, including both replenishment and new arrivals. About 700,000 refugees will be living outside camps in rural/urban settings, of which around 600,000 are expected to have been registered with UNHCR. Whereas it is expected that in the camps NFI needs will be fully met with a full complement of household items, the urban coverage will not be complete in scope or content. Assuming a comparable basic household level need across the board, the coverage of 600,000 registered Syrian refugees in the urban areas will not go beyond 33 per cent.

Output 1	Ensure that the basic household needs of Syrian refugees in camps and transit sites are met through the provision of NFI assistance, along with the needs of the most vulnerable Syrians living in host communities.	
Expected Outcomes	Covering 100% of the new arrivals in camp; up to 33% of urban refugees	
Priorities	Meeting basic needs in camps Assistance to all new arrivals	
Unmet needs	Two-thirds (66%) of refugees located in rural and remote areas	
Agency	Baseline March 2013	Key targets end 2013
ACTED, ADRA, ICMC, IOCC, SCI, IRW, PU-AMI, Operation Mercy, NICCOD, NRC, INTERSOS	105,000 persons (21,000 families)	198,000 Syrian refugees (39,600 families) in urban areas receive basic household items NFIs
ActionAid, INTERSOS, NRC, FPSC	170,800	354,000 Syrian refugees in camps receive NFIs
CHF, LWF	480	40,480 Syrian refugees receive NFIs adapted for summer months
LWF, CHF, DRC, JHAS, Mercy Corps, Oxfam NICCOD, ICMC, Operation Mercy	107,110	151,610 Syrian refugees receive NFIs adapted for winter months
SCI, UNHCR, NRC JEN, Mercy Corps	112,000	330,400 Syrian new arrivals in camps receive NFIs

Government of Jordan Priority Needs

GoJ Outputs	Government maintains essential services and subsidies for refugees to alleviate pressure on vulnerable host communities	
Agency	Key targets end 2013	GOJ requirements (US\$)
Government and municipalities	Municipalities in Mafraq and Irbid provide basic and essential services (cleaning, insecticides, street light, and new road construction) benefiting both refugees and host communities	9,800,000
	Government is able to maintain subsidies on items and commodities (bread, electricity, water and household gas) for the benefit of vulnerable Jordanians and refugees	161,000,000
Total		170,800,000

Non-Food Items Financial Requirements

Agency	Revised Financial Requirements (US\$)
Government	170,800,000
ActionAid	730,000
ADRA	250,000
ACTED	1,500,000
CHF	100,000
DRC	680,000
FPSC	40,000
ICMC	180,000
IOCC	391,000
INTERSOS	2,000,000
IRW	400,000
JEN	3,320,000
JHAS	1,128,000
LWF	2,000,000
MC	4,670,000
NICCOD	320,400
NRC	10,450,000
Operation Mercy	500,000
Oxfam GB	370,500
PU-AMI	500,000
SCI	450,000
UNHCR	45,938,958
NON-FOOD ITEMS TOTAL WITHOUT GOJ	75,918,858
NON-FOOD ITEMS TOTAL WITH GOJ	246,718,858

J. FINANCIAL ASSISTANCE JORDAN	
Lead Agencies	UNHCR
Participating Agencies	ACTED, ActionAid, ADRA, CARE, CHF, DRC, HI, ICMC, IOCC, IRW, JHAS, MEDAIR, MC, Oxfam, PU-AMI, SC, UNHCR
Objective	Ensure that the basic household needs of extremely vulnerable Syrians living in urban and rural areas across Jordan are met through financial support.
Revised requirements	US\$ 57,086,713
Contact Information	Volker Schimmel: schimmel@unhcr.org

ACHIEVEMENTS AND CHALLENGES

Cash assistance activities for Syrian refugees in Jordan started in mid-2012 as Syrians were facing serious difficulties in finding affordable accommodation. In the second half of 2012, more organizations introduced cash assistance pilots or conducted assessments leading up to the introduction of cash assistance projects. By the end of 2012 some 30,500 Syrians were being assisted with regular cash assistance, mostly for three-month periods.

In the first quarter of 2013, however, the pace of new arrivals coupled with the growing vulnerability of Syrians in Jordan, who had exhausted their coping mechanisms, presented a new challenge to the organizations working in cash assistance. Assuming conservatively that the rate of vulnerable households remains 75 per cent, and based only on the number of registered families, the coverage of regular cash assistance has increased in absolute terms to over 40,000 registered Syrians, but decreased in relative terms from 42 per cent to 25 per cent of the overall registered Syrian population during the three first months of 2013.

CHALLENGES

Even though new projects are being proposed and rolled out, it is clear that the pace at which financial assistance can be offered is not keeping up with the needs and requests observed and received - all the more given the estimated number of registered Syrians in urban and rural areas by December 2013. Given the limited reach of cash assistance, an important development has been the increase in coordination among cash assistance partners, which includes actively working against duplication and improving targeting through joint mechanisms. It should also be noted that there is a significant but undocumented stream of financial assistance via local CBOs (*jama'iyat*) who receive support directly from charities and distribute without participating in the existing targeting mechanisms.

Whereas targeting criteria are increasingly aligned, the issue of sizing of cash assistance lacks coherence. This is being addressed by the Financial Assistance Working Group and is partially due to the varying rationales at play in the cash assistance provided, as well as the different cycles (i.e. starting points and timing of the initial assessments) of cash assistance.

With the growing urban refugee population and steadily decreasing asset base among registered Syrians, coupled with the limited ability of registered Syrian families to generate income and the time-bound limits on cash assistance, the outlook for 2013 and beyond is difficult and requires strong support.

NEEDS AND RESPONSE STRATEGY

Financial assistance has been consistently flagged as a critical need and top priority in all relevant assessments in non-camp areas, including the participatory assessment of December 2012 conducted by UNHCR and partners. Other actors who conducted assessments in specific Governorates, such as CARE, IRC, ICMC and ACTED, confirmed the overwhelming need for financial assistance to ensure the protection of Syrian families.

Within the Cash Sector, the priority interventions were defined as follows:

1. Urgent financial assistance to prevent families from slipping into destitution through responsive, large-scale coverage focussing on emergency life-saving needs and debt relief;
2. Regular (typically three- or six-month) unconditional financial assistance providing vulnerable Syrian families with complementary support to help meet their needs.

The assumptions are based only on the number of registered Syrians as the registration process provides the minimum of data validity and integrity necessary for the cash activity. Out of the one million Syrians projected to be in Jordan by the end of 2013, some 700,000 are expected to be living outside of the camps. Of that number, around 600,000 will be registered by UNHCR. This group of 600,000 is the focus of the assumptions for material assistance outside of camps in the present RRP5. The longer the Syrians have to stay in Jordan the less likely they will be able to make ends meet with assets they brought or, barring wider access to the labour market, income they may generate. New arrivals may have more urgent needs as the situation deteriorates further in Syria. Accordingly, it is expected that by the end of the year 75 per cent of the registered Syrians will be in need of some form of cash assistance, up from 60 per cent at the beginning of the year.

At present, expected needs in Governorates are served to the maximum rate of 40 per cent only. However, this discounts uncharted contributions channelled through local CBOs, charities and private donors. Their presence is less substantial than in the area of NFIs, but still not insignificant – especially vis-à-vis one-time or urgent cash assistance.

Table 1 shows the brackets of average household expenditures based on UNHCR/IRD assessments (family of 5). The substantial range of cash assistance is linked to the difference in cost depending on locations. UNHCR's participatory assessment of December 2012 provides a number of data points in this regard.

Average household Expenditure (5 ind.) in March 2013		
Expenditure	Min	Max
Rent (incl. utilities)	125	300
Food	150	200
Other (emergency medical supplies, transport, etc.)	40	50
Total	315	550

Outputs	Activities	Coordination Objectives
<ul style="list-style-type: none"> • Provision of urgent financial assistance • Regular financial assistance (unconditional) • Regular financial assistance (unconditional) • Seasonal support 	<ul style="list-style-type: none"> • Identification • household-level verification • Coordination • Distribution • Surveys and studies to improve knowledge of impact and baseline 	<ul style="list-style-type: none"> • Harmonization of vulnerability criteria • Revision and verification of assumptions of expected levels of vulnerability • Refining targeting in relation to household profile and location (if and where feasible) • Regular update of coverage review and 3W

Based on the assumption that 75 per cent of the 600,000 registered out-of-camp refugee population will be vulnerable and thus in need of a cash supplement, the projection is that some 450,000 individuals will be in need of financial support by the end of 2013. This represents roughly 102,300 families, applying the average family size of 4.4 currently receiving cash assistance. Under the RRP5 a total of about 69,000 families will receive either one-time or regular cash assistance over the course of 2013. Whether identified needs are covered also hinges critically on whether refugees receive one-off or regular cash assistance; if it is assumed that families need a continuous cash complement, due for example to the lack of access to the labour market, then the needs of only 25 per cent of these 102,300 vulnerable families will be covered.

Baseline and target are defined based on the total number of families reached, irrespective of the duration of the assistance. It must therefore not be assumed that families are supported for the entire duration of the RRP5 timeframe.

Output 1	Cover the basic living costs of the most needy urban refugees with financial assistance	
Expected Outcomes	About 69,000 vulnerable Syrian families (304,000 individuals) in urban areas receive either one-time or regular cash assistance until end of 2013	
Priorities	Provide urgent financial assistance to prevent families from slipping into destitution Regular (3 to 6 months) unconditional financial assistance for vulnerable Syrian families	
Unmet needs	Based on the assumption that 75% of the registered refugee population will be vulnerable, roughly 102,300 families (approx. 450,000 individuals) will be in need of financial support by the end of 2013. With 69,000 families planned to receive either one-time or regular cash assistance, assuming that the needs are continuous and not sufficiently addressed by one-off cash assistance, roughly 75% of the population in need will not be assisted. The current average family size of cash assistance beneficiaries of 4.4 is used to calculate the baseline and projected needs/interventions.	
Agency	Baseline March 2013	Key targets end 2013
ACTED, CARE, CHF, DRC, UNHCR	6,781	21,200 receive urgent Cash Assistance (one-time) to address urgent vulnerability
ICMC, IOCC, IRW, JHA, Medair, SC	464	9,550 receive regular cash assistance as a cash complement towards basic household needs (conditional)
ActionAid, ADRA HI DRC Oxfam PU-AMI UNHCR	16,781	22,800 receive regular cash assistance as a cash complement towards basic household needs (unconditional)
DRC, Oxfam, UNHCR	9,268	15,718 receive seasonal cash assistance to address specific vulnerabilities

Financial Assistance Financial Requirements

Agency	Revised Financial Requirements (US\$)
ActionAid	1,365,900
ADRA	250,000
ACTED	1,500,000
CARE International	4,000,000
CARITAS	42,372
CHF	55,000
DRC	2,035,000
HI	1,500,000
ICMC	1,200,000
IOCC	90,000
IRC	2,823,000
IRW	700,000
JHAS	866,637
Medair	2,018,000
Oxfam GB	4,042,000
PU-AMI	800,000
SCI	3,899,250
UNHCR	29,899,554
FINANCIAL ASSISTANCE TOTAL	57,086,713

K. SITE AND SHELTER JORDAN	
Lead Agencies	UNHCR
Participating Agencies	ACTED, CHF, INTERSOS, JHAS, LWF, Medair, Mercy Corps, NRC, PU-AMI, Questscope, UN-HABITAT
Objectives	<ol style="list-style-type: none"> 1. Ensure access to adequate space for transit centre works, for camp site development works, for construction of basic infrastructure and for implementation of essential community facilities. 2. Syrian Refugees in camps and transit centres have access to adequate shelter guided by minimum humanitarian standards. 3. Camp management is assisted with maintenance and upgrading interventions for shelter and basic services provided for Syrians. 4. Vulnerable Syrians outside of camps have access to adequate shelter.
Revised requirements	US\$ 196,504,630
Contact Information	Werner Schellenberg, schellen@unhcr.org

ACHIEVEMENTS AND CHALLENGES

The focus of the Shelter Working Group's strategic planning throughout 2012 and the first quarter of 2013 was on providing refugee families access to emergency shelter and basic services. Sectoral planning remained very dynamic to respond to priority demands as the number of refugees seeking refuge in Jordan continued to rise.

At the time of writing more than 300,000 individuals who have registered or are scheduled to register with UNHCR are living in urban areas. The majority of this population shares accommodation with relatives and friends or rents private housing. In parallel, some 110,000 individuals are accommodated Za'atri camp in Mafraq Governorate and 1,500 at two sites, KAP and CC, in Ramtha. Another camp has been established in the Governorate of Zarqa for a population of up to 30,000 Syrians, developed by the United Arab Emirates in cooperation with the GoJ.

The humanitarian assistance provided to Syrian refugees over the past two years prioritized the development of new settlements including through the provision of emergency shelter and basic services and infrastructure. Land development, construction of basic infrastructure, distribution of materials for winterizing shelter, replacement of damaged tents and allocation of prefabricated units were of paramount importance to ensure that registered Syrians live in dignity, have access to services and minimum standard living conditions.

CHALLENGES

The planning and development of settlements has been continuously challenged by the rising number of arrivals, requiring the expansion of Za'atri and creation of extra space for additional shelter. The cultural habits of the refugee population also changed the configuration of the camp layout. For example, newly arrived families seeking to reunite with other family members spontaneously occupied fire break corridors, drainage spaces and internal access roads. Refugees also expanded shelters on

already minimum size plots of land, and built porches and verandas to merge shelters. Many refugees started income generating activities and built shops occupying road space, increasing the constructed areas of the camp. Limitations in camp management and security, as well as the absence of a shelter address system hampered the control of these informal practices, resulting in an increase of fire hazards, flood-prone areas, hygiene threats and other risks.

There is an urgent need to decongest Za'atri camp. A spatial analysis is underway which will result in an improved allocation of functions within the overall camp layout. This process is accompanied by a reinforcement of the camp management as well as a renewed focus on the living habits and social structure of the communities and the creation of community teams actively involved in the camp re-design. The provision and access to adequate shelter will also benefit from the restructuring.

The limitation of appropriate community participation in camp development also had a profound effect on the performance of the emergency shelters. The refugee community had a limited sense of ownership over the relief items distributed. In many instances acts of vandalism or insufficient care and maintenance resulted in the destruction of shelters and prefabricated units. Together with improved security in the camp, active participation of Syrians in the maintenance of camp facilities would benefit their well-being and result in better quality shelter and assistance.

Two years into the Syria emergency there are growing needs also among refugee families living within the host community. Although cash assistance is provided by various organizations to the most vulnerable families, and limited minimum rehabilitation of basic facilities has been carried out, it is evident that a more comprehensive strategy is needed to reduce the strain that the growth of the population is putting on already fragile resources and infrastructure.

The heightened demand for housing is provoking an increase in rental rates as well as a reduction in availability. There are indications that an increasing number of Syrians are living in substandard conditions. Many now live in overcrowded situations while others rent houses in a state of disrepair to obtain a cheaper rent. Other refugees squat in informal settlements and in makeshift tents in precarious locations. These trends are of serious concern and may generate a secondary population movement, prompting Syrians to seek accommodation in other Governorates or in camps that may already be at capacity.

In response, several agencies are planning and implementing small-scale urban housing repair or upgrade programmes for registered refugees. There are increasing coordination efforts between the Shelter and urban Cash Sectors to identify adequate humanitarian assistance solutions while avoiding duplication or overlapping of interventions.

The overall challenge remains to mitigate overcrowding and substandard living conditions by mapping refugees' urban locations and producing more in-depth analysis of the absorption capacity of communities. Mapping exercises need to consider both shelter opportunities as well as improving prospects for minimum access to essential basic services.

NEEDS AND RESPONSE STRATEGY

Some one million Syrians are expected to seek refuge in Jordan by the end of 2013. Out of this, it is assumed that around 700,000 refugees (roughly two-thirds of the overall refugee population) will seek refuge in the urban and rural context while the remainder will be accommodated in camps.

In this context, a two-pronged Shelter Working Group strategy is envisaged:

- a) the de-congestion and re-structuring of Za'atri camp while incorporating lessons learned in the development of Azraq to allow greater absorption capacity, and;
- b) addressing the basic shelter needs of registered Syrians living in urban and rural settings.

This strategy takes into account the assumption that conditions in Syria are unlikely in the near term to prompt a voluntary repatriation in security and dignity.

Camp setting

Za'atri camp is nearing full capacity. The Emirati Jordanian Camp can be expanded to host a total of 30,000 to 50,000 individuals, while additional absorption capacity for 8,000 individuals can be created at the CC and KAP sites. The recently approved Azraq camp is under construction and could potentially be expanded to host a further 130,000 people.

Aside from provision of shelter opportunities, the establishment of camps entails land development, clearing, base course fill and/or compaction, plot demarcation and the construction of basic services and infrastructure, reception and registration areas, storage capacity, power supply and security installations.

The valuable lessons learned from the development of Za'atri camp include a decentralization of services and facilitating the construction of the new site through a phased approach. Azraq camp will be composed of various "satellite residential areas" that will be served with family services. Satellites can be developed in phases depending on the refugee arrival rates. Although this approach may carry increased financial implications the comparative advantage remains evident: a layout based on satellite residential areas is expected to better reflect community structures, facilitating socio-cultural dynamics and better matching the needs of beneficiaries, as well as enhancing community participation and security. Camp management is embedded in the spatial definition of functions and can involve the community at large in a more systematic and organized manner.

With this in mind, plot dimensions will increase so as to provide enough space for extended families and clans, and guarantee adequate privacy for women and children.

Emergency shelter will have to be provided at a minimum for an initial group of individuals in "transit zones". The establishment of the transit areas allows new arrivals to initially settle until their plot is identified within one of the satellite areas and until they complete construction of their own transitional

shelter (T-shelters). The flow of refugees from the “transit zones” to their final plot will be regulated in line with the daily influx of refugees.

This practice will enable more active participation of the refugees in the camp construction phase, their overall empowerment as well as enhancing their sense of ownership of their individual shelter. The long-term consideration while providing semi-permanent shelter is that ‘summerization’ and ‘winterization’ measures will be reduced and integrated in the main shelter structure/materials. This will decrease the cost of the shelter while augmenting its lifespan.

Urban Setting

While considerable efforts are being made to improve the sustainability of living conditions in camps, there is a risk that camps draw families from urban and rural settings if rents are no longer affordable or dwellings are no longer inhabitable due to overcrowding.

Sectoral intervention in urban settings should be based on an in-depth analysis of the housing market, including housing affordability and availability. Sporadic and ad hoc interventions conducted so far will be systematized and embedded in a comprehensive framework that considers the socio-economic perspective and sustainability of living.

Partners in the Shelter Working Group will work with local authorities to better understand local socio-economic dynamics, the housing market and other relevant factors. Significant resources and time are required for this effort thus it is envisaged that the initial focus will be placed on the most vulnerable families who are in urgent need of shelter and services.

Summary table of expected site capacities

<i>Site</i>	<i>Current capacity (individuals)</i>	<i>Maximum expected capacity (individuals)</i>
King Abdullah Park	2,000	8,000
Cyber City		
Za’atri	111,000	112,000
Emirati Jordanian Camp (EJC)	5,000	30,000 (funded separately)
EJC extension	0	20,000 (funded through this RRP)
Azraq	0	130,000
Total	118,000	300,000

Output 1	Ensure access to adequate space for transit centre works, for camp site development works and for construction of basic infrastructure	
Expected Outcomes	Camp/transit site capacity reaches 300,000 individuals by the end of the year	
Priorities	Development of additional camp space for the accommodation of 182,000 refugees	
Unmet needs	Available camp space will likely be filled to capacity by end of May. New camp space is urgently needed but costly and time consuming to develop. Pressure on the urban shelter market will increase and cause secondary displacement for most vulnerable refugees.	
Agency	Baseline March 2013	Key targets end 2013
UNHCR	Two transit sites and two camps with current capacity of 143,000 refugees, (i.e. Za'atri camp, EJC Cyber City and King Abdullah Park)	Absorption capacity of sites will be extended from 143,000 to 170,000 refugees, (e.g. additional 6,000 people at CC/ KAP, 1,000 at Za'atri and 20,000 at EJC)
	N/A	Development of space for 130,000 refugees in Azraq camp

Output 2	Ensure Syrian refugees in camps and transit centres have adequate shelter in line with humanitarian standards.	
Expected Outcomes	300,000 Syrian refugees in camps and transit sites have adequate shelter	
Priorities	Emergency shelter distribution/ pitching of tents Distribution of prefabricated shelters	
Unmet needs	At least 75,000 emergency shelter units need to be provided and partially to be replaced after a six-month period in order to accommodate 300,000 Syrians in camps and transit centres	
Agency	Baseline March 2013	Key targets end 2013
UNHCR (NRC/ JHCO/JEN)	41,706 emergency tents (Note: excluding prefab containers and Saudi transitional tents – provided to date)	43,106 emergency tents distributed plus 20% needed for new arrivals at rate of US\$ 500, excluding distribution services)
UNHCR LWF	15,974 (i.e. 8,474 prefab containers provided to Za'atri and 6000 EJC)	19,526 Prefab units for Za'atri camp. Note: Shelter needs for 25,000 people accommodated by the EJC extension will be covered under emergency shelter and transitional shelters
UNHCR (NRC/JEN) UNHCR NRC	N/A	6,500 emergency tents (i.e. 20% of 32,500 shelter units at rate of US\$ 500, excluding distribution services)
	N/A	30,140 T- shelter units 1,460 T-shelter units 31,600 units at rate of US\$ 1,500 / shelter (i.e. 80% of all 39,500 shelter units needed for new arrivals after March)
UNHCR	16,706 Tents (Note: # of tents replenished in Za'atri Camp only)	Replenishment of 19,282 tents to be covered at unit rate of US\$ 500 (45% of all tents pitched)

Output 2		Ensure Syrian refugees in camps and transit centres have adequate shelter in line with humanitarian standards.
UNHCR NRC	N/A	195,000 units of plastic sheeting (i.e. two per family <u>Note:</u> Other weather mitigating support including gas heaters, thermal blankets, etc., are covered in the NFI section 6,500 porch units for households in tents at rate US\$ 240/unit
UNHCR/NRC INTERSOS	N/A	6,500 tent 'summerization' kits at rate of US\$ 40/unit and 12,500 prefab kits at rate of US\$ 80/unit 12,500 'summerization' kits for prefabs at 80/unit
UNHCR/NRC	35,250 household	5,415 Kitchen structures for Za'atri camp plus 6,584 double-stove kitchen structures for 158,000 new arrivals (i.e. one double stove kitchen for six Households at US\$ 150/kitchen)

Output 3		Camp management assisted with maintenance and repair services
Expected Outcomes	Existing camps/transit sites and the new camp are regularly maintained	
Priorities	Regular maintenance of community facilities	
Unmet needs	Maintenance needs outpace mitigating interventions	
Agency	Baseline March 2013	Key targets end 2013
UNHCR	Two transit sites (Cyber City and King Abdullah Park) and Za'atri camp	EJC extension, Za'atri camp, Cyber City/King Abdullah Park sites and services maintained and repaired for the use of 140,000 refugees
UNHCR	N/A	Azraq camp site and services maintained and repaired for the use of 130,000 refugees

Output 4	Vulnerable Syrians outside of camps have access to adequate shelter	
Expected Outcomes	36,000 refugees (8,160 households) in urban areas have their dwellings upgraded to meet minimum standards	
Priorities	Rehabilitation and weathering of sub-standard dwellings ahead of winter	
Unmet needs	Based on extensive home visits an estimated 50% of refugees in urban areas are living in inadequate or sub-standard accommodation. Of an expected out-of-camp population of 700,000 at year-end, approximately 314,000 refugees in need would not be covered (80% of refugees in need).	
Agency	Baseline March 2013	Key targets end 2013
ACTED, Caritas CHF, INTERSOS, JHAS, Medair, Mercy Corps, NRC PU-AMI, Questscope, UN- Habitat	1,435 households	8,160 sub-standard dwellings of the most vulnerable refugees in urban areas are upgraded to meet minimum standards i.e. some 36,000 individuals are estimated to benefit from upgrading works.

Site and Shelter Financial Requirements

Agency	Revised Financial Requirements (US\$)
ACTED	3,000,000
CARITAS	150,000
CHF	230,000
INTERSOS	1,550,000
JHAS	1,000,000
LWF	1,000,000
Medair	750,000
MC	1,300,000
NRC	5,000,000
PU-AMI	600,000
Questscope	600,000
UN-Habitat	1,250,000
UNHCR	180,074,630
SITE AND SHELTER TOTAL	196,504,630

L. WATER SANITATION AND HYGIENE (WASH) JORDAN	
Lead Agencies	UNICEF Jordan Country Office
Participating Agencies	Mercy Corps, UNOPS, THW, Oxfam GB, ACTED, RI, IRD, World Vision International, HI, FPSC, JEN, UNESCO, UNICEF, UNHCR
Objectives	<ol style="list-style-type: none"> 1. Ensure regular access for Syrian refugees living in camps to sufficient and safe drinking water; secure and clean sanitation and hygiene facilities which are culturally appropriate for both genders, giving consideration to those with special needs. 2. Improve access to WASH services and facilities to vulnerable Syrians and urban and rural host communities. 3. Rehabilitate and install gender appropriate water and sanitation facilities for boys and girls in schools, youth/child-friendly spaces and public places in camps and host communities. 4. Establish and maintain effective mechanisms for WASH coordination at national and sub-national levels
Revised requirements	US\$ 136,943,558
GoJ requirements	US\$ 91,400,000
Contact Information	Kitka Goyol, kgoyol@unicef.org

ACHIEVEMENTS AND CHALLENGES

During the first quarter of 2013, agencies supporting the GoJ have supplied 174,000 Syrian refugees with water and 146,000 with sanitation in Za'atri, CC and KAP, and in Mafraq, Irbid and Ramtha host communities. Collectively, the agencies supplied hygiene products (soap, baby lotion, diapers, shampoo, etc.) to 118,000 refugees and reached 88,000 with hygiene promotion messages, mostly in the refugee camps mentioned above and some in the host communities. Nearly 11,000 refugee children in Za'atri camp received water supply and sanitation in their learning environment. Preparations have started for WASH facilities initially for 50,000 refugees in a new camp near Azraq.

An average of 3.4 million litres of water is trucked to Za'atri camp every day, providing about 35 litres per person per day, including camp cleaning. This camp now has 2,050 operational latrines, 1,034 showers and 733 water points. The toilets have the capacity to serve some 102,500 refugees at a 1:50 ratio.

The identification and profiling of Syrian refugees in urban and rural areas has been challenging, given their high mobility. Agency assessments in camps and host communities provided information on the profile and needs of the refugees, producing WASH-related maps for planning and delivery of assistance.

Persons with disabilities, reduced mobility, the elderly and other groups with special needs face physical barriers in accessing the WASH facilities. Under the guidance of Handicap International (HI) and other partners, THW and Oxfam progressively improved the WASH facilities in Za'atri camp to include the equipment needed for people with disabilities, including ramps, larger toilets and shower stalls and fitting necessary equipment (western toilet, grab bars, shower benches).

CHALLENGES

As the number of refugees rapidly increased, it became evident that the high costs of providing WASH infrastructure and services in Za'atri camp is not sustainable and drastic reductions in standards of infrastructure and services are needed if these operations are to continue for several months to come. Measures taken to reduce costs include: supplying only the most basic hygiene items, capping the volume of water supplied at 35 litres per person per day, using simpler and lighter sanitation facilities, advocating to end the desludging of grey water from the camps, handing over WASH facility cleaning to user committees and halting the installation of hot water supply systems until autumn. More permanent solutions for water supply and sanitation, both in camps and in host communities, require large, costly infrastructure projects, for which the WASH working group is advocating with donors and Government. The WASH working group is also advocating with Government to involve themselves more into the coordination and leadership of the WASH response.

It was also found that the refugees in Za'atri camp dislike large communal WASH facilities. As a result, public WASH facilities are often vandalized and looted, and many households have created their own washing/bathing spaces and even toilets, resulting in thousands of soak pits throughout Za'atri camp. This has caused concern about the environmental sanitation and risk of diseases spreading in the camp. The Ministry of Water and Irrigation is also worried about the risk of ground water contamination, even if the geology of the area and the very deep water table limit such risks to a large degree. Oxfam successfully introduced light portable toilets, allowing expensive rented toilets to be phased out. JEN has formed WASH committees in the whole camp, consisting of motivated refugees, street leaders and refugees with relevant technical knowledge. These committees discuss water and sanitation related problems and take actions for improvements, and will receive a monthly budget to organize the WASH Operation and Management (OandM) with their respective community.

In the absence of active policing in Za'atri camp, theft and vandalism of the WASH facilities has caused losses of nearly US\$ 1 million. While the formation of WASH committees has raised the level of ownership, even committee members are helpless in the face of threats of violence from thieves. The lack of security has also prevented the planned installation of solar panels and lights in the WASH facilities, which would have made it safer for women and girls to use these units at night. The lessons learned in Za'atri camp have been used in designing the WASH services for the new camp in Azraq.

The rapid rise in the number of Syrian refugees outpaced funding availability. Moreover, during the first quarter of 2013, less than half of the Jordan WASH component of RRP4 was funded. This has created serious financial constraints, especially for UNICEF which is leading the provision of WASH services in Za'atri, KAP and CC camps, and coordinating the WASH planning and preparation works for Azraq camp with the WASH implementing agencies.

With the support agencies strained to provide WASH services to refugees in camps, those in host communities have received very limited assistance. Indications are that public water supply systems are under severe stress, serving up to 50 per cent more people in certain areas. In some locations, water availability is reaching such low levels that tensions between refugees and Jordanians are rising. There is also anecdotal evidence that the vast increase in Syrian refugees is exhausting traditional support

systems. The number of refugees living in precarious conditions beyond the reach of support systems is increasing, with households creating their own private WASH facilities and buying water from the markets.

NEEDS AND RESPONSE STRATEGY

The most likely scenario for Syrian refugees in Jordan is for 300,000 Syrians in camps and 700,000 Syrians in host communities by the end of 2013. Such a rapid increase in the number of refugees threatens to overwhelm the capacity of Government, its support agencies and local charities to meet the basic needs of the refugees, including water, sanitation and hygiene. Assessments in camps and host communities have shown that access to water is a key challenge for the refugees and is a source of tension with the host communities.

The support agencies plan to prioritize the WASH needs of the 300,000 refugees in camps, whose survival depends on the continued supply of water, sanitation and hygiene services. Agencies also plan to support 250,000 refugees (36 per cent of non-camp refugees) in host communities with improved water supply and the promotion of hygiene and water conservation. Priority will go to households living in temporary settlements, women-headed households, and households with disabled persons. Improving the water supply infrastructures for host communities with the largest concentrations of refugees will be another priority, critical to reduce tensions over water availability especially during the summer months. Five schools in camps will be provided with WASH services, while 150 schools with 135,000 refugee children in host communities of Mafraq, Zarqa, Irbid, Maan and Amman Governorates will have improved WASH infrastructures and thus a more conducive learning environment.

Response partners have adopted the following four objectives for their response, till end-2013:

1. Ensure regular access for Syrian refugees living in camps to sufficient and safe drinking water; secure and clean sanitation and hygiene facilities which are culturally appropriate for both genders and accessible for people with special needs.
2. Improve access to WASH services and facilities to vulnerable Syrians and urban and rural host communities.
3. Rehabilitate and install gender appropriate water and sanitation facilities for boys and girls in schools, youth/child-friendly and public places in camps and host communities.
4. Establish and maintain effective mechanisms for WASH coordination at national and sub-national levels.

The expected one million Syrian refugees will inevitably increase pressures on the environment. The GoJ is especially concerned about the risk of contamination of the critical fresh water aquifers in the north of the country serving its largest cities. On the other side, the current practice of desludging all

black and grey water from camps to existing waste water treatment facilities is becoming unaffordable and the advocacy for the direct infiltration of grey water and on-site treatment of black water should continue. Low-tech waste water treatments such as the building of stabilization ponds or constructed wetlands will be considered, especially in the large refugee camps, provided that funds are available and options validated by the Government.

Concern over sustainability and limited funding will require that per capita costs are lowered as more refugees arrive and existing numbers need continuous services. To reduce costs in new camps, refugees will have to contribute to the construction of their own toilets and bathing spaces. Simpler, water-saving toilet designs will be chosen. Toilets blocks will be built on a smaller scale, serving lesser numbers of households, which should increase ownership and enable refugees to keep their toilets clean and working themselves, decreasing need and cost of Cash For Work schemes. For refugees in camps, the cost of WASH services' operations and maintenance should not exceed US\$ 18 per refugee per month, while the cost of providing the basic WASH infrastructure in new camps will be managed with (US\$) 120 per refugee²⁰. Agencies will focus their support on refugees with the least resources: all those in camps and the most vulnerable 36 per cent of the refugees in host communities.

Water supply will be a challenge in the coming summer months and water saving and re-use practices will be encouraged, and the advocacy for more involvement from the Government in water saving campaign will continue. Agencies will monitor the effectiveness of services reaching the poorest and least-resourceful and meeting the needs of women and girls equal to men and boys, and ensure activities are adjusted to those with special needs. The needs of the many disabled will receive special attention, with flexible services, especially in camps.

The GoJ is shouldering most of the financial burden for providing water supply and sanitation services to the refugees in host communities.

Key activities in descending order of priority include:

- Provision of safe water supply and basic sanitation for all refugees in camps.
- Provision of safe water supply and basic sanitation for 36 per cent of the most vulnerable refugees in host communities.
- Focus group discussions to record inequities in service delivery, especially in terms of gender, age, physical ability and coping capacity, as well as orientating the design of response (cultural aspects of using re-usable diapers or sanitary pad)
- Organising refugees in camps to manage their WASH facilities well.

²⁰ See Budget annex for more detail. These cost do not include the admin, logistic and human resource cost, and are subject to variation according to technical choice (cost of deep borehole drilling, building of waste water treatment plant).

- Promotion of hygiene and water conservation among all refugees in camps and 24 per cent of the most vulnerable refugees in host communities, including the supply of soap and the most basic of hygiene items.
- Provision of basic WASH facilities and services in schools, youth and child-friendly spaces, mosques and health facilities in all camps and in selected host communities.
- Management of the solid waste in camps.
- Improvements in water supply infrastructure in selected host communities with the largest concentrations of refugees.
- Construction or improvements of waste water treatment and sewerage systems for camps and host communities.
- Improve the coordination among Government and external support agencies to ensure that the most critical needs are met first, to avoid duplication and to optimize the use of local and donor funding.

The WASH response will be designed to respect a list of WASH Minimum standards and requirements for water supply, hygiene, sanitation, and WASH in Schools. These standards will be based on national standards, Sphere standards, UNHCR WASH standards for refugees and will be agreed by all the WASH partners including Government. A link with Information Management tools will ensure the monitoring of the use and application the standards in each geographical target area.

In terms of contingency planning, the main risks identified by WASH are associated with the two following scenarios:

- A massive influx of 200,000 additional refugees in camps in the summer of 2013. This would lead to an additional financial burden of US\$ 38,400,000 in terms of new WASH infrastructures and OandM before the end of the year²¹.
- A water shortage in camps in summer 2013 (dry or insufficient yield of boreholes using as source of drinking water) in one of the large camps, halting water trucking operation and water supply to this camp. To address this, buffer water storages would need to be identified to ensure for 5 days' supply for 150,000 refugees living in camps, corresponding to 15,000m³²².

21 Based on the calculated figures of US\$20/refugee/month for OandM and US\$120/refugee for the additional infrastructures.

22 Based on UNHCR minimum standard for refugees of 20L/p/d)

It is expected that the humanitarian WASH response will include a significant aspect of local capacity building and coordination with relevant Governmental authorities and local partners, in order to increase local resilience and capacity to face future crisis.

As it is for the moment difficult to plan the future evolution of the political and security situation in Syria, the evolution of the number and duration of the stay of the refugees in Jordan remains unknown. A two-year WASH strategic plan will be developed during 2013, giving strategic orientations based on different scenario for 2014 and 2015, including early recovery, rehabilitation and exit strategies.

Output 1	Ensure regular access for Syrian refugees living in camps to sufficient amounts of safe drinking water; secure and clean sanitation and hygiene facilities which are culturally appropriate for both genders and accessible for people with special needs	
Expected Outcomes	In camps, 300,000 Syrian refugees (100%) benefit from: - sufficient water for drinking and domestic use - safe access to appropriately designed toilets (based on a ratio of 1 toilet for 50 persons) - solid waste management - WASH family kit and soap monthly refill - hygiene promotion activities	
Priorities	Drill borewells and construct pump stations. Install water tanks/bladders and public collection points, with immediate and medium term solutions. Progressively cover camps with pipe water network Build enough latrine and showers according to Minimum standards, and ensure their maintenance by refugees Build waste water drainage infrastructures in some identified vulnerable areas of camps Water chlorination, water trucking and testing of water quality. Provide waste water desludging and safe disposal services Formation of WASH committees representing the refugees and organizing the O and M Ensure solid Waste management Provide WASH kits with basic water storage and hygiene items for families Promote hygiene and water conservation.	
Unmet needs	Due to financial and environmental constraints, it is likely that Jordanian standard in terms of quantity of water supplied per person and per day cannot be met In Za'atri camp, it is unlikely that WASH services (toilets, desludging, drainage, water supply) can be provided at extended family level in the coming year, with resulting problem of lack of ownership from the refugees and lack of environmental health at family plots (presence of private unhygienic soakage pit or toilets)	
Agency	Baseline March 2013	Key targets end 2013
HI, Mercy Corps, Oxfam GB, ACTED, IRD, World Vision International, THW, UNICEF	About 100,000 refugees in Za'atri, KAP and CC camps (100%)	300,000 Syrian refugees (100%) refugees provided with safe access to sufficient water for drinking and domestic use
UNOPS, Mercy Corps, Oxfam GB, ACTED, RI, IRD, JEN, UNICEF	About 100,000 refugees in Za'atri, KAP and CC camps (100%)	300,000 Syrian refugees (100%) refugees provided with safe access to appropriately designed toilets (based on a ratio of 1 toilet for 50 persons or better)
ACTED, World Vision International, UNICEF	About 100,000 refugees in Za'atri, KAP and CC camps (100%)	300,000 Syrian refugees (100%) benefit from solid waste management

Output 1	Ensure regular access for Syrian refugees living in camps to sufficient amounts of safe drinking water; secure and clean sanitation and hygiene facilities which are culturally appropriate for both genders and accessible for people with special needs	
UNHCR, UNOPS, RI, World Vision International, , UNICEF	About 100,000 refugees in Za'atri, KAP and CC camps (100%)	300,000 Syrian refugee families (100%) provided with a WASH family kit
UNHCR, RI, World Vision International, ACTED, UNICEF	About 100,000 refugees in Za'atri, KAP and CC camps (100%)	300,000 Syrian refugees (100%) provided with monthly refill of soap
ACTED, RI, World Vision International, JEN, UNICEF	About 78,000 refugees in Za'atri, KAP and CC camps	300,000 Syrian refugee women, girls, men, boys participate in hygiene promotion activities

Output 2	Improve access to WASH services and facilities to vulnerable Syrians refugees and Jordanians living in urban and rural host communities.	
Expected Outcomes	250,000 refugees living in host communities (36%) benefitting from improved water supply for drinking and domestic use 100,000 refugees living in host communities (14%) benefitting from improved sanitation 168,000 refugees living in host communities (24%) provided with hygiene items 250,000 refugees living in host communities (36%) participating in hygiene promotion and water conservation activities 80% of relief water and sanitation projects in host communities also benefit to the local Jordanian population	
Priorities	Drill new wells and rehabilitate existing water wells. Improve water supply networks, to increase carrying capacity and reduce leakages and waste. Upgrade pumping stations and storage facilities and networks. Increase water storage capacity. Improve household water supply and small water networks. Distribute household water filters. Improve/rehabilitate sewerage infrastructure. Distribute hygiene kits, soap and other essential hygiene items, along with information on the use and care of the items in the kit. Provide households with toilet construction materials. Rehabilitate and improve waste water treatment plants. Increase municipal capacities to manage sewage Distribute hygiene kits, soap and other essential hygiene items, along with information on the use and care of the items in the kit. Build capacity for hygiene promotion. Promote hygiene and water conservation.	
Unmet needs	Around 450,000 refugees (64%) living in host communities will have limited access to humanitarian assistance due to lack of funding	
Agency	Baseline March 2013	Key targets end 2013
Mercy Corps, Oxfam GB, ACTED, IRD, World Vision International, RI, UNICEF, UNHCR	About 74,000 refugees in host communities	250,000 Syrian refugees (36%) benefit from improved water supply for drinking and domestic use in host communities
ACTED, RI, IRD, UNICEF	About 46,000 refugees in host communities.	100,000 Syrian refugees (14%) benefit from improved sanitation in host communities

Output 2	Improve access to WASH services and facilities to vulnerable Syrians refugees and Jordanians living in urban and rural host communities.	
Oxfam GB, RI, World Vision International, ACTED, UNICEF	About 18,000 refugees in host communities.	168,000 Syrian refugees (24%) refugees provided with hygiene items in host communities
FPSC, Oxfam GB, RI, ACTED, JEN, UNESCO, UNICEF	About 10,000 refugees in host communities	250,000 Syrian refugees (36%) participate in hygiene promotion and water conservation activities

Output 3	Rehabilitate and install gender appropriate water and sanitation facilities for Syrian boys and girls in schools, youth/child-friendly spaces and in public places in camp and host communities	
Expected Outcomes	135,000 Syrian refugee children benefit from improved water and sanitation facilities in their learning environment 158,000 Syrian refugee children/students take part in awareness-raising campaigns on responsible water usage in schools and surrounding communities	
Priorities	Building or refurbishing WASH facilities in schools and other public places Distribution of soap in schools Involvement of school management in the improvement of WASH facilities Organize awareness-raising campaigns on responsible water usage in schools and surrounding communities. Run teacher hygiene education training. Establish school hygiene clubs.	
Unmet needs	A large number of schools hosting some refugees children in host communities will not be targeted due to lack of funding	
Agency	Baseline March 2013	Key targets end 2013
Mercy Corps, RI, World Vision International, ACTED, JEN, THW, UNICEF	About 5,000 students	135,000 Syrian refugee children (30% in camps and 70% in communities) benefit from improved water and sanitation facilities in their learning environment
RI, ACTED, JEN, UNICEF	About 5,000 students	158,000 Syrian refugee children/students are made aware of key hygiene messages (25% in camps and 75% in communities)

Output 4	Establish and maintain effective mechanisms for WASH coordination at national and sub-national levels	
Expected Outcomes	Effective monthly group coordination meetings and development of an information management system producing regular products (including maps)	
Priorities	Organize and facilitate effective monthly group coordination meetings. Form relevant working groups to resolve emerging issues. Develop an effective information management system along with key tools including 3Ws and capacity maps.	
Unmet needs	N/A	
Agency	Baseline March 2013	Key targets end 2013
UNICEF	4 meetings	Monthly meetings
UNICEF	Draft WASH standards and guidelines	WASH standards and guidelines finalised

Government of Jordan Priority Needs

GoJ Output	Rehabilitation of water and waste water networks affected by the refugee influx	
Agency	Key targets end 2013	GOJ requirements (US\$)
Government	Works on the water infrastructure in the northern Governorates for the benefit of refugees and local communities in Irbid and Mafraq.	91,400,000
Total		US\$ 91,400,000

WASH Financial Requirements

Agency	Revised Financial Requirements (US\$)
Government	91,400,000
ACTED	3,000,000
FPSC	45,000
HI	200,000
IRD	3,900,000
JEN	990,000
MC	9,630,000
Oxfam GB	7,000,000
RI	3,500,000
THW	1,800,000
UNESCO	214,700
UNHCR	19,720,458
UNICEF	78,443,400
UNOPS	4,000,000
World Vision	4,500,000
WASH TOTAL WITHOUT GOJ	136,943,558
WASH TOTAL WITH GOJ	146,083,558

M. JORDAN FINANCIAL REQUIREMENTS SUMMARY

Agency	Revised Financial Requirements (US\$)
Government	380,700,000
ActionAid	2,236,900
ADRA	500,000
ACTED	10,890,000
ARDD-Legal Aid	170,000
Association of Volunteers International	390,000
CARE International	5,800,000
CARITAS	1,192,372
CVT	2,000,000
CHF	1,535,000
Children without Borders	193,900
DRC	2,715,000
FAO	8,176,500
Finn Church Aid/ACT Alliance	840,000
FPSC	175,000
HI	6,000,000
IFH/NFH	700,437
ICMC	1,680,000
IMC	6,804,094
IOM	2,521,728
IOCC	1,072,000
IRD	6,900,000
IRC	6,389,000
INTERSOS	5,250,000
IRW	2,100,000
JEN	4,310,000
Jesuit Refugee Service	1,153,804
JHAS	14,844,637
LDS	35,748
LWF	4,000,000
Madrasati Initiative	1,336,724
Medair	4,568,000
MDM	2,550,000
Mercy Corps	21,157,000
MPDL	250,003
NICCOD	339,722
NRC	21,050,000

Agency	Revised Financial Requirements (US\$)
Operation Mercy	500,000
Oxfam GB	11,412,500
PU-AMI	1,900,000
Qatar Red Crescent	1,500,000
Questscope	600,000
RI	4,397,208
RHAS	500,000
SCI	18,299,250
SCJ	650,000
TDH-L	500,000
THW	1,800,000
UPP	900,000
UN Women	1,450,000
UNDP	5,800,000
UNESCO	2,459,392
UNFPA	10,300,000
UN-Habitat	1,250,000
UNHCR	352,605,000
UNICEF	150,881,021
UNOPS	5,500,000
WFP	236,158,031
WHO	9,200,000
World Vision	6,187,000
TOTAL WITHOUT GOJ	976,576,971
TOTAL WITH GOJ	1,357,276,971

Working Group (without GoJ)	Revised Financial Requirements (US\$)
Protection	95,440,539
Food	256,535,448
Non-Food Items (NFIs)	75,918,858
Site and Shelter	196,504,630
Water Sanitation and Hygiene (WASH)	136,943,551
Health and Nutrition	87,413,984
Education	70,733,241
Financial Assistance	57,086,713
TOTAL WITHOUT GOJ	976,576,971

ANNEX 2

ACRONYMS AND ABBREVIATIONS

ACF	Action Contre la Faim
ACTED	Agency for Technical Cooperation and Development
ADRA	Adventist Development and Relief Agency
AJEM	Association Justice et Misericorde
AKWS Jordan	Al Kitab wa Sunna
Al Majmoua	Lebanese Association for Development
ALP	Accelerated Learning Programme
ALPHA	Lebanese Association for Human Promotion and Literacy
AMEL	Amel Association - Lebanese Popular Association for Popular Action
AMERA	Africa and Middle East Refugee Assistance
ARRD	ARRD – Legal Aid
AVSI	Associazione Volontari per il Servizio Internazionale
CADER	Change Agent for Arab Development and Education Reform
CBAW	child bearing age women
CBO	community-based organization
CEOSS	Coptic Evangelical Organization for Social Services
CFS	Child-Friendly Space
CHF	Cooperative Housing Foundation International
CISP	Comitato Internazionale per lo Sviluppo dei Popoli
CLMC	Caritas Lebanon Migrant Centre
CPIE	Child Protection in Emergency
CRI	Core Relief Items
CRS	Catholic Relief Services
CVO	Civil Development Organization
CVT	Centre for Victims of Torture
DDM	Directorate of Displacement and Migration
DoH	Directorate of Health
DRC	Danish Refugee Council
ECD	early childhood development

EmST	Emergency Support Team
FAO	UN Food and Agriculture Organization
FCA	Finn Church Aid/Act Alliance
FGAC	Family Guidance and Awareness Centre
FSPC	Fundacion Promocion Social de la Cultura
GoE	Government of Egypt
Gol	Government of Iraq
GoJ	Government of Jordan
GoL	Government of Lebanon
GoT	Government of Turkey
GSO	General Security Office
HAI	Heartland Alliance International
HCT	Humanitarian Country Team
HCW	Healthcare Worker
HI	Handicap International
HIS	Health Information System
HRC	High Relief Commission
HRDF	Human Resources Development Foundation
IASC	Inter-Agency Standing Committee
ICMC	International Catholic Migration Commission
ICS	Islamic Charitable Society
IFH/NHF	Institute for Family Health/Noor Al Hussein Foundation
IKL	Islamic Kurdistan League
IM	Information Management
IMC	International Medical Corps
INEE	Inter-agency Network on Education in Emergencies
IOCC	International Orthodox Christian Charities
IOM	International Organization for Migration
IR	Islamic Relief

IRC	International Rescue Committee
IRD	International Relief and Development
ISHO	Iraqi Salvation Humanitarian Organization
JAM	Joint Assessment Mission
JHAS	Jordan Health Aid Society
JHCO	Jordan Hashemite Charity Organization
JOHUD	Jordan Hashemite Fund for Human Development
JRC	Jordan Red Crescent
JRF	Jordan River Foundation
JRS	Jesuit Refugee Service
JWU	Jordanian Women's Union
KG	Kindergarden
KHAS	Jordan Health Aid Society
KnK	Children without Borders
KR	Kurdistan Region
LGBTI	lesbian, gay, bisexual, transgender and intersex
LWF	Lutheran World Federation
MC	Mercy Corps
MDM	Médecins du Monde
MEHE	Ministry of Education and Higher Education
MHPSS	Mental Health and Psycho-social Support
MISP	Minimum Initial Service Package
MISP	minimal initial service package
MoCY	Ministry of Culture and Youth
MoE	Ministry of Education
MoEHE	Ministry of Education and Higher Education
MoFA	Ministry of Foreign Affairs
MoH	Ministry of Health
MoI	Ministry of Interior
MoMD	Ministry of Displacement and Migration
MoNE	Ministry of National Education
MoPH	Ministry of Public Health
MoPIC	Ministry of Planning and International Cooperation
MoSA	Ministry of Social Affairs
MoSP	Ministry of Family and Social Policy
MoSS	Ministry of Social Solidarity
MPDL	Movement for Peace
MRM	Monitoring and Reporting Mechanism

MSF	Médecins Sans Frontières
NAJMAH	National Alliance Against Hunger and Malnutrition
NCA	Norwegian Church Aid
NCCM	National Council for Childhood and Motherhood
NCW	National Council for Women
NFI	non-food item
NGO	non-governmental organization
NHF	Nour al-Hussein Foundation
NICCOD	Nippon International Cooperation for Community Development
NRC	Norwegian Refugee Council
OCHA	Office for the Coordination of Humanitarian Affairs
ODWC	Organization for the Development of Women and Children
PCC	Parent Children Centre
PHC	primary health care
PoC	person of concern
PRS	Palestine refugees from Syria
PSTIC	Psycho-Social Training Institute in Cairo
PTSD	Post-Traumatic Stress Syndrome
PU-AMI	Première Urgence – Aide Médicale Internationale
PWD	person with disabilities
QIP	quick impact project
QRC	Qatar Red Crescent
QRTA	Queen Rania teacher Academy
RET	Refugee Education Trust
RH	reproductive health
RHAS	Royal Health Awareness Society
RI	Relief International
RMF	Rene Mouawad Foundation
RRP	Regional Response Plan
RSD	refugee status determination
SC	Save the Children
SCI	Save the Children International
SCJ	Save the Children Jordan
SDC	Social Development Centre
SDC	Social Development Centre
SFCG	Search for Common Ground
SGBV	sexual and gender-based violence
SHEILD	Social Humanitarian Economical Intervention for Local Development

SI	Solidarites International
SOP	Standard Operating Procedure
SRH	sexual and reproductive health
TCN	third-country national
TdH	Terre des Hommes
TdH-I	Terre des Hommes Italia
TdH-L	Terre des Hommes Lausanne
THW	German Federal Agency for Technical Relief
UA/SC	unaccompanied and separated children
UAERC	UAE Red Crescent
UN	United Nations
UNCT	United Nations Country Team
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNODC	United Nations Office on Drugs and Crime
UNRWA	United Nations Relief and Works Agency for Palestine Refugees
UPP	Un Ponte Per
UXO	Unexploded ordnance
VoT	Victim of trafficking
WASH	Water, sanitation and hygiene
WCH	War Child Holland
WFP	World Food Programme
WHO	World Health Organization
WRF	World Rehabilitation Fund
WVI	World Vision International
WVI	World Vision
YMCA	Young Men's Christian Association
ZENID	Queen Zein al Sharaf Institute for Development

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Cover photo:

Syrian refugee children take shelter against
the cold and fog shortly after arriving in Jordan
early in the morning in November 2012.
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