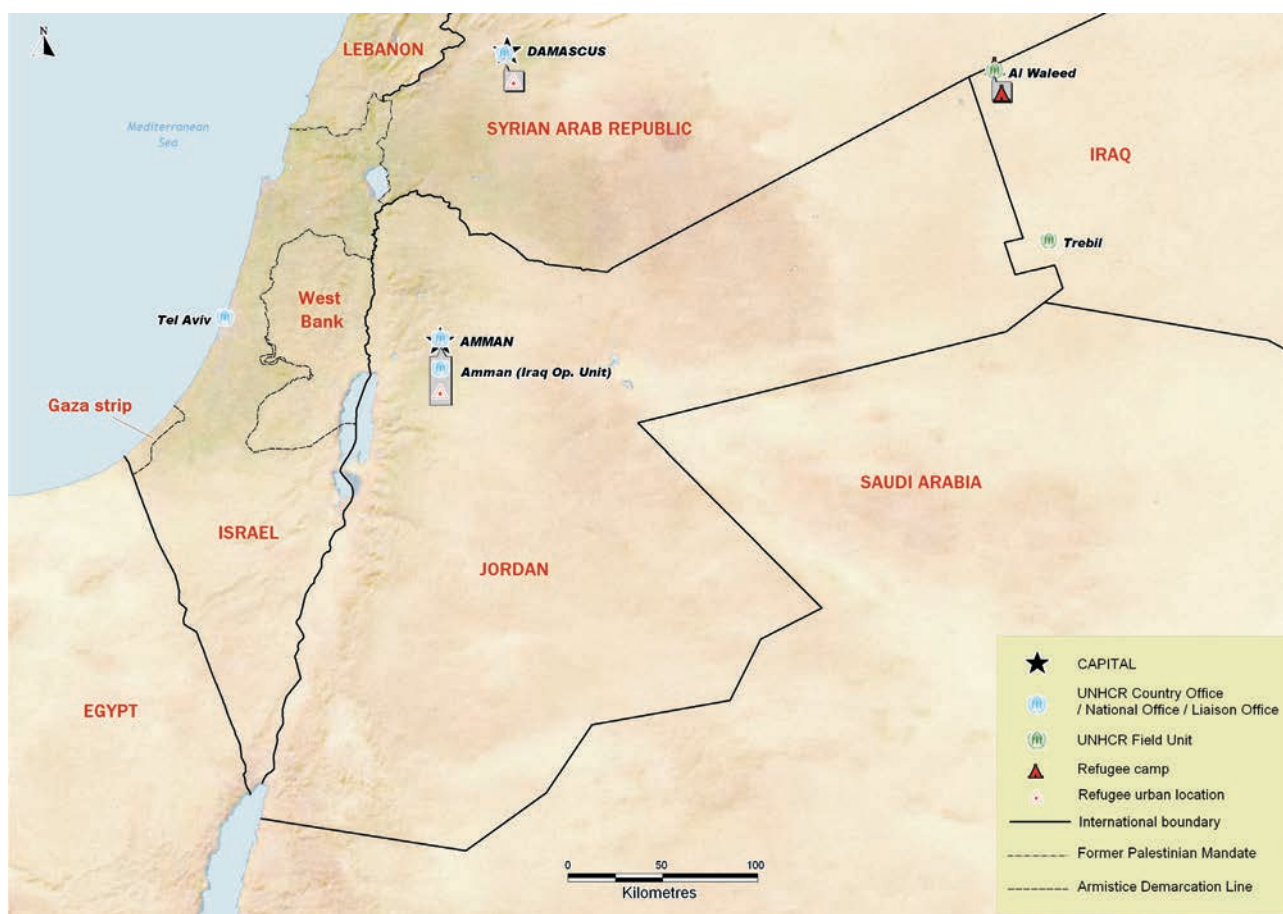


JORDAN



Operational highlights

- Strong UNHCR advocacy helped persuade the Government to waive fees for refugees who had overstayed their visas. The authorities also agreed to reduce instances of detention and deportation, provide opportunities for Iraqi refugees to obtain work permits, allow the enrolment of refugee students in schools, and permit refugees to use public health facilities.
- UNHCR registered nearly 11,000 refugees and asylum-seekers of various nationalities. By the end of 2011 the total number of registered Iraqi refugees and asylum-seekers stood at over 33,600. Some 3,200 non-Iraqis were also registered.

- Some 10,000 patients benefited from comprehensive health services, while some 500 referrals were made to governmental hospitals. The Exceptional Care Committee reviewed a total of 458 applications for tertiary care and approved 65 per cent of them.
- UNHCR strengthened its partnerships with governmental institutions, such as the Family Protection Department and the Dar Al Wafaq Shelter. This ensured a timely response in cases of sexual and gender-based violence (SGBV) and those involving the protection of children.
- Some 130 refugee women participated in the *Dialogues with Women and Girls* project conducted by the Centre for Refugee Research at the University of New South Wales.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees¹	Iraq ¹	450,000	32,200	50	33
	Various	1,000	1,000	42	41
Asylum-seekers	Syrian Arab Rep.	2,600	2,600	43	48
	Iraq	1,500	1,500	33	27
	Sudan	360	360	33	39
	Egypt	190	190	43	46
	Yemen	130	130	37	48
	Various	210	210	54	30
Total		455,990	38,190		

¹ Refugee figures for Iraqis are Government estimates; some 32,200 Iraqis are assisted by UNHCR. The demographic breakdown refers to registered Iraqi refugees only.

- UNHCR helped refugee children to register in public schools and encouraged their commitment to learning by linking financial assistance to school attendance, conducting information campaigns among families and providing children with school kits.

| Working environment |

Although Jordan is not a signatory to the 1951 Refugee Convention, the Government continued to offer generous hospitality to Iraqis on its territory. As the refugee situation in this country becomes protracted, however, the needs of the displaced are growing and their vulnerabilities heightened. The Government has also welcomed the growing number of Syrians who have crossed into the country since March 2011.

| Achievements and impact |

● Main objectives and targets

UNHCR's main objective was to maintain and expand the protection space in Jordan and provide refugees and asylum-seekers with assistance to meet their basic needs.

Favourable protection environment

- UNHCR's advocacy and capacity-building activities fostered cooperation and strengthened relations with key governmental partners. More than 50 training and awareness-raising sessions were conducted for the benefit of some 1,100 participants, including civil and religious judges, lawyers and law students.
- A Memorandum of Understanding was signed with the Ministry of Planning and International Cooperation (MOPIC) in order to work with the Ministry of Social Development for the provision of special education and rehabilitation services to Iraqis.
- There has been a steady decline in the number of detention cases, which fell from 358 in 2008 to 269 in 2009, then to 163 in 2010 and 119 in 2011. The number of deportations reported to UNHCR also fell, to seven in 2011, from 28 in 2010 and 29 in 2009.

Fair protection processes

- Nearly 11,000 refugees and asylum-seekers of various nationalities were registered in Amman in 2011. Iraqis formed the majority, at 71 per cent, followed by Syrians at 21 per cent. Nationals of various other countries made up the remaining 8 per cent. Refugee status determination (RSD) interviews were conducted for over 1,750 asylum-seekers.
- Some 97 per cent of all children born in Jordan were issued with birth certificates by the Government. In some cases UNHCR registered children awaiting the issuance of their birth certificates by the authorities.

Security from violence and exploitation

- More than 180 victims of gender-based violence received legal support and were included in humanitarian assistance programmes, while 28 children benefited from best-interest determination procedures.
- Ten training sessions on issues related to SGBV were conducted with the participation of lawyers, judges, staff members of the National Centre for Human Rights, NGOs, officials of the Ministry of the Interior and border-control personnel.

Basic needs and services

- Some 4,000 Iraqi and 315 non-Iraqi refugee families received financial assistance on a monthly basis.
- Nearly 7,000 Iraqis and some 2,600 non-Iraqis were provided with outpatient medical services, while 1,700 patients of all nationalities benefited from services requiring a stay in the hospital. UNHCR coordinated 11 meetings of the Exceptional Care Committee for tertiary health care referral, covering some 458 applications, 300 of them were approved.
- Some 2,000 health education booklets, which included information on HIV, reproductive health, hygiene and other subjects, were distributed among people of concern. In October 2011, UNHCR joined with the Jordan Breast Cancer Programme in a programme to raise awareness about breast cancer.
- Nearly 1,300 refugees and asylum-seekers were provided with psychosocial counselling. More than 800 refugees and asylum-seekers with disabilities and nearly 350 elderly people received specialized equipment and rehabilitative services and enjoyed recreational activities.
- Some 5,500 school-age refugee children received primary and secondary education.
- UNHCR worked with eight partners to distribute 55,000 sanitary napkins to 4,500 women aged between 12 and 55 years old. The distribution was conducted twice during the year.

Community participation and self-management

- In order to ensure that UNHCR programmes are based on the needs indicated by refugees, people of concern were encouraged to take part in participatory assessment exercises. Similarly, 65 Iraqis and 60 non-Iraqis participated in the *Dialogues with Women and Girls* project of the Centre for Refugee Research at the University of New South Wales. Some 50 children participated in child-protection consultations.

Durable solutions

- In 2011, UNHCR submitted more than 1,400 cases covering some 3,550 Iraqi and non-Iraqi individuals for resettlement. Of this group, 1,050 individuals departed for third countries and 110 Iraqi refugees were assisted to repatriate voluntarily.

External relations

- UNHCR increased its awareness-raising activities on the behalf of refugees through 65 press interviews and 30 briefings for the media, and through other public events during the year.

Constraints

In 2011, UNHCR reviewed the number of beneficiaries of assistance during the year. While assistance to more than 2,000 beneficiaries was cancelled after reassessment and verification, only 773 new cases were added.

In late 2010 the Government of Jordan opened up access to the labour market and granted work permits to Iraqis. Despite this positive step, UNHCR and its partners faced many bureaucratic obstacles. In addition, refugees showed little interest in obtaining a permit, fearing this might disqualify them from financial assistance and reduce their chances of resettlement.

Longer resettlement procedures, including security checks, meant that refugees had to remain for extended periods on cash assistance.

Financial information

In 2011, UNHCR's budget in Jordan was approximately 30 per cent less than in 2010. While the comprehensive requirements for 2011 totalled USD 43.4 million, funding covered only 63 per cent of this amount. Owing to the budget shortfall, UNHCR was unable to provide financial assistance to 30 per cent of the initially targeted refugees and had to reduce health services.

Organization and implementation

Partnerships and strong coordination mechanisms were maintained through the setting up of sectoral working groups for health, education and community-based protection. The groups supported regular information-sharing and coordination among partners, and also served as the platform for the preparation of the 2011 Regional Response Plan. UNHCR continued to chair the working group on community-based protection and co-chaired the working group on health.

UNHCR's presence in 2011

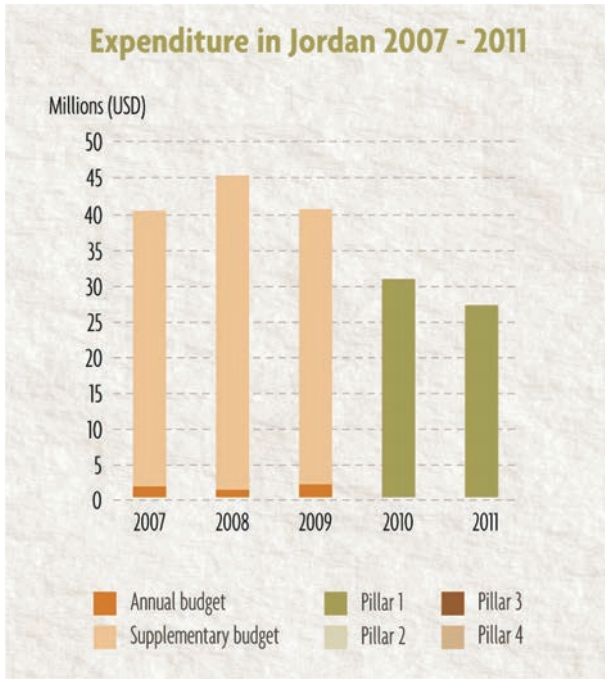
□ Number of offices	1
□ Total staff	139
International	15
National	70
JPOs	3
UNVs	6
Others	45

Working with others

In 2011, UNHCR maintained partnership agreements with the Government of Jordan (Ministries of the Interior and of Planning and International Coordination), UN agencies, (UNOPS, UNRWA and UNV) as well as national and international NGOs. Partners' contributions in 2011 continued to be significant, with many having their own funding to support the Iraqi refugees.



Refugees from Iraq register at the UNHCR office in Amman, Jordan.



UNHCR led the United Nations Country Team response to the Syrian situation through chairmanship of the Task Force and coordination of activities. The Task Force comprises UNHCR, UNICEF, IOM, UNDP, UNFPA, UNESCO and WFP. National and international NGOs are being engaged through ad hoc briefings and sectoral working groups which were set up to aid Iraqi refugees but expanded to cover the developing Syrian situation.

Overall assessment

The monthly provision of financial assistance remained the centrepiece of UNHCR's operation in Jordan. UNHCR also continued to implement a health strategy which envisages a gradual shift from providing primary health care through NGOs to promoting the use of public health centres. Improvements in health indicators have been notable since UNHCR implemented the 2011 guidelines for health services run under its auspices.

Multi-functional teams comprised of UNHCR and partner staff monitored the implementation of projects and assistance delivery.

More than 22 implementing and operational partners continued using the Refugee Assistance Information System (RAIS), an on-line tool developed by UNHCR. The system not only captures the complexities of providing assistance to urban refugees but also allows for easier referrals and

communication among many implementing and operational partners, thereby helping to avoid duplication of assistance.

Extensive training sessions targeting different segments of society helped raise awareness of the international legal framework that buttresses UNHCR's mandate. They also strengthened communication and cooperation with key national authorities, which had a direct impact on the protection space in the country. Law enforcement authorities, in particular, gained a better understanding of the protection needs of refugees.

Resettlement continues to have a strategic impact on the protection climate in Jordan, showing that other countries are willing to share the responsibility for refugees. This important expression of burden sharing supports the continued protection of those who, for a variety of reasons, cannot be resettled. In 2011, some 3,500 refugees were submitted for resettlement, and over 1,000 departed for their new homes.

Unmet needs

- Financial support to vulnerable families was reduced, leading to increased desperation.
- Tertiary health services, including potentially life-saving interventions, were reduced.
- Community outreach teams were reduced in number, with a proportional reduction in UNHCR's ability to identify the most vulnerable.

Partners
Implementing partners
<p>Government agencies: Ministries of the Interior; Planning and International Coordination; Education; Health and Social Development; the Dar Al Wafaq Shelter; the Public Security Directorate; Family Protection Unit</p> <p>NGOs: Caritas Jordan, International Relief and Development, Jordan Health Aid Society, Jordan River Foundation, King Hussein Cancer Foundation, Legal Aid, Mercy Corps, National Centre for Human Rights, Noor Al-Hussein Foundation</p> <p>Others: UNDP, UNOPS, UNRWA, UNV</p>
Operational partners
<p>Government agencies: National Centre for Security and Crisis Management</p> <p>NGOs: ACTED, AVSI, Care International, Centre for Victims of Torture, ICMC, International Medical Corps, International Rescue Committee, Jesuit Refugee Service, Jordanian Hashemite Charity Organization, Save the Children US/Jordan, <i>Un Ponte Per</i></p> <p>Others: ICRC, IFRC, IOM, UNDP, UNESCO, UNFPA, UNICEF, WHO</p>

Budget, income and expenditure in Jordan | USD

	PILLAR 1 Refugee programme	Total
FINAL BUDGET	43,120,558	43,120,558
Income from contributions	3,362,267	3,362,267
Other funds available	23,841,414	23,841,414
TOTAL FUNDS AVAILABLE	27,203,681	27,203,681
EXPENDITURE BREAKDOWN		
<i>Favourable protection environment</i>		
International and regional instruments	70,312	70,312
National legal framework	141,422	141,422
National administrative framework	461,364	461,364
Cooperation with partners	93,601	93,601
National development policies	70,312	70,312
Access to territory	70,312	70,312
Non-refoulement	70,312	70,312
Subtotal	977,635	977,635
<i>Fair protection processes and documentation</i>		
Registration and profiling	1,342,434	1,342,434
Fair and efficient status determination	371,026	371,026
Civil status documentation	257,497	257,497
Subtotal	1,970,957	1,970,957
<i>Security from violence and exploitation</i>		
Gender-based violence	522,044	522,044
Protection of children	186,831	186,831
Non-arbitrary detention	101,176	101,176
Access to legal remedies	101,176	101,176
Subtotal	911,227	911,227
<i>Basic needs and essential services</i>		
Basic domestic and hygiene items	149,251	149,251
Primary health care	3,877,153	3,877,153
HIV and AIDS	149,251	149,251
Education	371,474	371,474
Services for groups with specific needs	14,029,230	14,029,230
Subtotal	18,576,359	18,576,359
<i>Community participation and self-management</i>		
Participatory assessment	346,795	346,795
Self-reliance and livelihoods	393,079	393,079
Subtotal	739,874	739,874
<i>Durable solutions</i>		
Durable solutions strategy	266,710	266,710
Voluntary return	270,451	270,451
Resettlement	320,477	320,477
Subtotal	857,638	857,638
<i>External relations</i>		
Donor relations	86,339	86,339
Resource mobilisation	86,339	86,339
Partnership	86,339	86,339
Public information	197,903	197,903
Subtotal	456,920	456,920
<i>Logistics and operations support</i>		
Supply chain and logistics	342,108	342,108
Programme management and coordination	1,177,139	1,177,139
Subtotal	1,519,247	1,519,247
Other objectives	114,851	114,851
Balance of instalments with implementing partners	1,078,975	1,078,975
Total	27,203,683	27,203,683