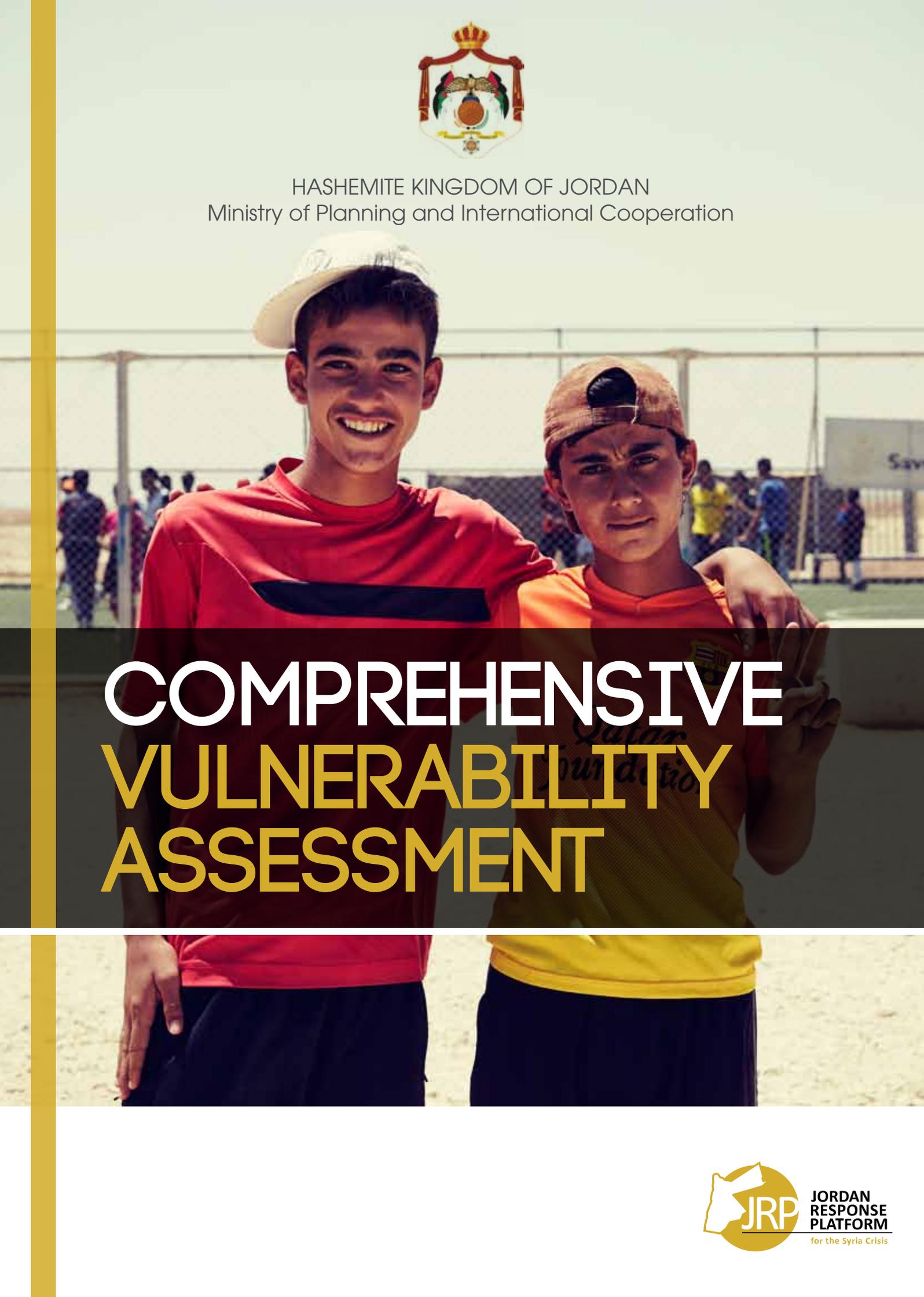




HASHEMITE KINGDOM OF JORDAN
Ministry of Planning and International Cooperation



COMPREHENSIVE VULNERABILITY ASSESSMENT

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List of Acronyms

AFEX	Arab Future Energy Index
CBO	Community Based Organization
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CFL	Compact Fluorescent Lamp
CP	Child Protection
CPI	Consumer Price Index
CRC	Convention on the Rights of the Child
CSO	Civil Service Organization
CVA	Comprehensive Vulnerability Assessment
DOS	Department of Statistics
DRR	Disaster Risk Reduction
EIA	Environmental Impact Assessment
EJC	Emirati Jordanian Camp
EMIS	Education Management Information System
EPI	Expanded Immunization Program
ERfKE	Education Reform for the Knowledge Economy
FAO	Food and Agriculture Organization
FCS	Food Consumption Score
FMD	Foot and Mouth Disease
FPD	Family Protection Department
GDP	Gross Domestic Product
GIS	Geographic Information System
HCSP	Host Community Support Platform
HMIS	Health Management Information System
HRCU	Humanitarian Relief Coordination Unit
HRH	Human Resources for Health
HUDD	Housing and Urban Development Corporation
IMF	International Monetary Fund
ILO	International Labour Organisation
JESSRP	Jordan Emergency Services and Social Resilience Program
JHCO	Jordan Hashemite Charity Organization
JOD	Jordanian Dinar
JPD	Juvenile Protection Department
JRP	Jordan Response Plan
JRPSC	Jordan Response Platform for the Syria Crisis
LED	Local Economic Development
M&E	Monitoring and Evaluation
MHPSS	Mental Health and Psychosocial Support
MOA	Ministry of Agriculture
MOE	Ministry of Education
MOENV	Ministry of the Environment
MOH	Ministry of Health
MOHE	Ministry of Higher Education
MOI	Ministry of Interior
MOJ	Ministry of Justice
MOL	Ministry of Labor
MOMA	Ministry of Municipal Affairs
MOPIC	Ministry of Planning and International Cooperation
MOPWH	Ministry of Public Works and Housing

MOSD	Ministry of Social Development
MOT	Ministry of Transport
MSME	Micro Small Medium Enterprise
MW	Mega Watt
MOWI	Ministry of Water and Irrigation
NAF	National Aid Fund
NAR	Needs Assessment Review
NCD	Non-communicable Diseases
NCHRD	National Center for Human Resources Development
NEEAP	National Energy Efficiency Plan
NGO	Non-Governmental Organisation
NFI	Non-Food Item
NPS	National Poverty Strategy
NRP	National Resilience Plan
NRW	Non-Revenue Water
PRRO	Protracted Relief and Recovery Operation
PSEA	Protection from Sexual Exploitation and Abuse
PSD	Public Security Directorate
PV	Photovoltaic
PTA	Parent Teacher Association
RRP	Regional Response Plan
SGBV	Sexual and Gender-Based Violence
SWM	Solid Waste Management
TAD	Trans-boundary Animal Diseases
TB	Tuberculosis
THE	Total Health Expenditure
UASC	Unaccompanied and Separated Children
UN	United Nations
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNWOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
VAC	Violence against Children
VAF	Vulnerability Assessment Framework
WAJ	Water Authority of Jordan
WASH	Water, Sanitation and Hygiene
WB	World Bank
WFP	World Food Program
WHO	World Health Organization
WGBM	Women, Girls, Boys and Men
WWTP	Waste Water Treatment Plants
YWC	Yarmouk Water Company

CHAPTER 1: OVERVIEW

With the Syrian conflict in its fifth year, Jordan is hosting an unprecedented number of Syrian refugees. This complex and protracted conflict—which has potentially destabilizing effects for Jordan—requires an updated assessment of Syria crisis-related vulnerabilities, needs and priorities as the basis for a well informed and evidence-based Jordan Response Plan 2016-2018 (JRP 2016-18).

The use of different vulnerability criteria among national and international stakeholders in Jordan has generated challenges in the analysis and interpretation of data and information, thereby limiting Jordan's capacity to gain a comprehensive picture of Syria crisis-related vulnerabilities. In addition, many vulnerability measurements focus on hazards and risks rather than on capacities for addressing them providing only part of the full picture of vulnerability.

Rationale, Aim and Scope

The Ministry of Planning and International Cooperation (MOPIC), with support from the Jordan Response Platform for the Syria Crisis (JRPSC) Secretariat, has developed a Comprehensive Vulnerability Assessment (CVA) to inform Jordan's response to the impact of the Syria crisis on the country. The CVA aims to clearly identify the vulnerabilities, needs and gaps in assistance to a comprehensive array of stakeholders including host communities, refugees (in and out of camps), local and national institutions, and service providers affected by the Syria crisis. The CVA thus stands to inform the development of the JRP 2016-18. In particular, it will:

- Establish a profile of vulnerability among (i) Syrian refugee households; (ii) Jordanian host communities; (iii) public service sectors such as education, health, municipal services, and water; and (iv) other JRP sectors.
- Improve targeting of assistance to inform JRP 2016-18 planning process and use aid resources more effectively and equitably.

The CVA will focus on Syrian refugees (in and out of camps) and Jordanian host communities. It will further seek to measure the impact of the crisis on key public service sectors and their capacity to cope with the additional demand arising from the influx of refugees.

Methodology

The assessment is based on the information and results collected through the Sector Vulnerability Assessment (SVA), the Vulnerability Assessment Framework (VAF) and desk reviews of a range of recent assessments, reports, evaluations, plans, and policy updates.¹ Task forces were responsible for reviewing and analysing the results of the SVA, the VAF, and other relevant primary and secondary data and assessments within their sectors. Based on this analysis, task forces drafted their respective CVA sub-chapters (eight refugee and 11 resilience sector assessments) outlining the vulnerabilities, needs, and gaps in assistance to host communities, refugees, and public sector services, using guidelines and templates provided by the JRPSC Secretariat. The United Nations Development Program (UNDP) and United Nations High Commission for Refugees (UNHCR), in close cooperation with MOPIC Humanitarian Relief Coordination Unit (HRCU) and the JRPSC Secretariat, were responsible for reviewing and consolidating the sector sub-chapters into two stand-alone chapters, a resilience chapter, and a refugee chapter.

Macroeconomic & Fiscal Impacts

Government Expenditure Attributable to the Cost of Hosting Syrians in Jordan

The fiscal impact of the Syria crisis on the government's 2015 budget has been estimated at US\$1.99 billion, or 5.6 percent of the country's 2014 GDP. Of this total, US\$1.06 billion relates to direct budget support needs.²

SECTOR	COSTS ATTRIBUTED TO SYRIANS IN JORDAN	COSTS (US\$ M)	OF TOTAL % BUDGET
Education	Cost of Syrian students in public schools	193	15.2
Health	Cost of public health services for Syrians	220	24.5
Electricity	Share of National Electric Power Company (NEPCO) loss attributed to Syrian population	263	17.5
Water	Total water cost for Syrians	506.5	-
Public Work	Annual share of costs attributed to Syrians	244	17.4
Municipal Services	Total cost for Syrians excluding those in camps	7.15	15.9
Total Sector		1433.65	91
Food Subsidy	Total cost for Syrians excluding those in camps	54.34	15.9
LPG Subsidy	Total Liquid Petroleum Gas (LPG) subsidy cost for Syrians	17.61	-
Income Loss - Transport	Transport: Total Losses attributable to Syria Crisis	58.45	-
Income Loss - Labour	Labour Permits: Total amount of income loss	105.83	-
Security	Total security cost	318.7	-
Total Subsidies and income losses		554.93	
Grand Total		1988.58	

Public Debt Exceeds Acceptable Limits

As a result of the Syria crisis Jordan's financial needs have increased beyond the capacity of local revenue generation and public debt has risen accordingly.³ Since 2010, Jordan's national debt has soared to dangerous levels due to government borrowing to cover NEPCO's losses, which amounted to US\$ 2.21 billion through 2012, US\$ 1.55 billion in 2013 and US\$ 1.66 billion in 2014, in addition to the cost of accommodating Syrian refugees, estimated at US\$ 1.97 billion.⁴ Public debt increased from US\$ 16.07 billion in 2010 to US\$ 23.41 billion in 2012.⁵ It climbed again in 2013 to US\$ 26.93 billion, increasing to US\$ 29.05 billion in 2014 (80.8 percent of GDP).⁶ By the end of May 2015 debt had increased by a further US\$ 915 million or 3.2 percent to US\$ 29.89 billion, and is expected to reach 81.5 percent of GDP in 2015.⁷

¹ The SVA seeks to measure the impact of the crisis on selected public service sectors such as education, health, municipal services, water & sanitation and the extent to which these sectors are able to cope with the additional demands arising from the influx of Syrian refugees. The VAF aims to establish a profile of vulnerability among Syrian refugee households in non-camp settings.

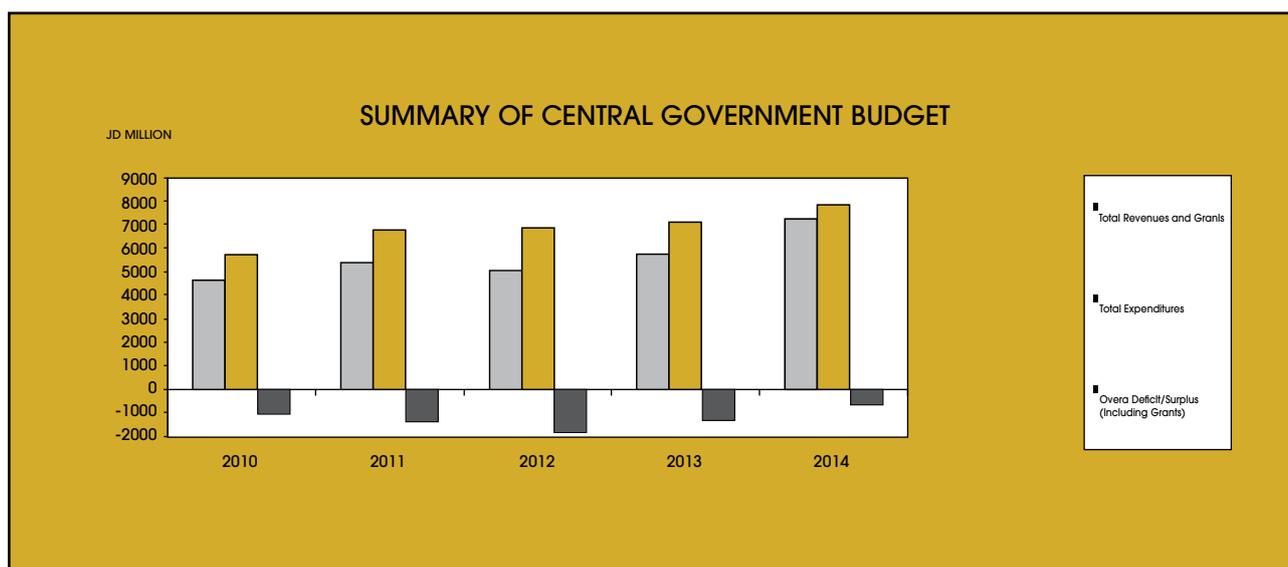
² See JRP 2015 Chapter 4 for detailed calculation.

A 38 Percent Increase in Government Expenditure Since 2010

By the end of 2014 government expenditure had increased by 38 percent since 2010, from US\$ 8.04 billion to US\$ 11.00 billion.⁸ Despite the additional financing needs arising from the crisis the budget deficit continued to decrease from its 2012 highs.⁹ At the end of 2014 the deficit (including grants) fell to 2.3 percent (US\$ 825.27 million) compared to 5.5 percent (US\$ 1.86 billion) in 2013 and 8.3 percent in 2012.¹⁰ The sharp year-on-year decrease reflected an increase in grant income from 2.7 percent of GDP in 2013 to 4.9 percent in 2014. Excluding grants the deficit fell slightly to 7.2 percent (US\$ 2.57 billion) in 2014 from 8.2 percent (US\$ 2.76 billion) in 2013, and 9.8 percent in 2012.¹¹

Budget Deficit/Surplus

The government has made considerable progress in reining in the budget deficit. During first five months of 2015 total expenditures fell 3.2 percent to US\$ 4.17 billion against total revenues of US\$ 4.04 billion. At the same time foreign grants increased by 21.6 percent from US\$ 311.47 million to US\$ 378.59 million. Overall this resulted in a budget deficit of US\$ 133.67 million during the first five months of 2015 compared to a deficit of US\$ 290.04 million during the same period in 2014. Excluding foreign grants, the budget deficit amounted to US\$ 115.76 million compared to a deficit of US\$ 745.75 million during the same period last year.¹²



³ Parliamentary Economic Committee Chairman Kheir Abu Seileik, "Jordan's national debt soars to dangerous levels," Al Araby 8 March, 2015 <http://www.alaraby.co.uk/english/news/2015/3/8/jordans-national-debt-soars-to-dangerous-levels#sthash.aYB5Etuy.dpuf>

⁴ Asharq-Al-Awsat, "Jordan's Finance Minister: We will eliminate electricity subsidies by 2017," 14 May 2014. <http://www.aawsat.net/2014/05/article55332275/jordans-finance-minister-we-will-eliminate-electricity-subsidies-by-2017> accessed MONTH DD, YYYY

⁵ Jordan Times, April 11, 2015. "Per capita share of public debt rises to over JOD3,000" <http://www.jordantimes.com/news/local/capita-share-public-debt-rises-over-JoD3000> accessed July 13, 2015

⁶ Government of Jordan Ministry of Finance website, main page "Main Financial Indicators, Public Debt" accessed 13 July 2015. <http://www.mof.gov.jo/en-us/mainpage.aspx>

⁷ Government of Jordan Ministry of Finance website, main page "Main Financial Indicators, Public Debt" accessed 13 July 2015. <http://www.mof.gov.jo/en-us/mainpage.aspx>

⁸ Central Bank of Jordan. Monthly Statistical Bulletin: Annex 1 - Main Economic Indicators. <http://www.cbj.gov.jo>

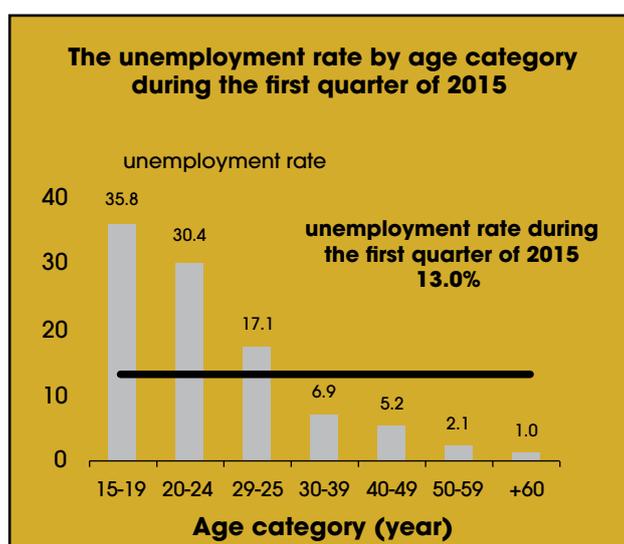
⁹ In 2012 the deficit reached 8.3 % of GDP (including grants) and 9.8 % excluding grants.

Capital Expenditure remains Inadequate to Address Structural Impact of the Crisis

During the first quarter of 2015 capital expenditures fell by US\$ 120.84 million to reach US\$ 117.17JOD 83.1 million. This represented a 50.8 percent decrease compared to the same period in 2014. The ratio of capital to current expenditure in 2014 remained well below pre-crisis levels as the government struggled to cope with the disruption of cheap gas supplies from Egypt and the impact of the Syria crisis. At 14.5 percent the 2014 ratio remains 2.4 percent lower than capital investment in 2010, at a time when assessments across a range of sectors have highlighted the accelerated degradation and depreciation of public sector services as a result of excess demand arising from the Syria crisis.

Unemployment Continues to Rise

The crisis continues to undermine government efforts to tackle unemployment, which increased during the first quarter of 2015 to 13.0 percent compared to 11.8 percent during the same quarter of 2014.¹³ Male unemployment rose to 11.0 percent compared with 9.7 percent during the same quarter of 2014, while female unemployment stood at 22.1 percent, up from 21.8 percent in 2014. Youth unemployment remains a major cause for concern at 35.8 percent for the ages of 15-19 years old and 30.4 percent for those between 20-24 years during the first quarter of 2015.



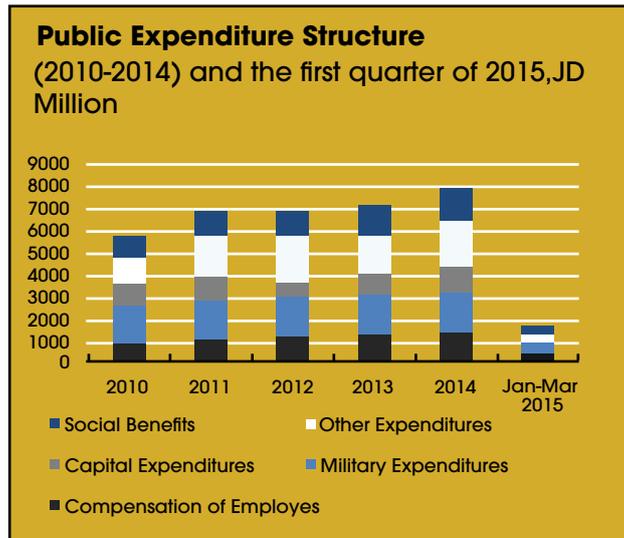
Inflation Falls 3.3 Percent Due to Lower Oil Prices

Inflation, which had increased by 4.3 percent on average between 2010 and 2014, has fallen since July 2014 in the wake of the sharp drop in the price of oil on the global market.¹⁴ The Consumer Price Index (CPI) decreased by 1.0 percent during the first four months of 2015 in comparison to an increase of 3.3 percent during the same period in 2014. This has been attributed to the fall in the prices of oil-related goods and services such as domestic transportation prices (down 15.7 percent) and 'fuels and lighting' prices (down 11.7 percent). They collectively contributed in reducing the overall inflation rate by 3.3 percentage points, compared to an increase of 0.7 percent during the first four months of 2014.¹⁵

¹⁰ Ibid

¹¹ Central Bank of Jordan. Monthly Statistical Bulletin: Annex 1 - Main Economic Indicators. <http://www.cbj.gov.jo>

¹² Ibid



Tourism Down, Exports Up

Tourism and trade have been significantly impacted by the outbreak of war in Syria. The number of tourists visiting Jordan fell by 1.2 percent last year to a total of 5.33 million, compared with 2013, tourism income in the first two months of 2015 fell by 9.9 percent on the same period last year with Petra particularly affected.¹⁶ In 2014 exports improved by 6 percent despite the outbreak of war in Iraq. Exports to Iraq fell by 7.6 percent equivalent to 0.3 percent of GDP but this was compensated by a 48.3 percent increase in exports to Syria and a 15.1 percent increase in exports to the Gulf Cooperation Council (GCC), equivalent to 2.5 percent of Jordan's GDP for that year.

Sector Vulnerability Assessment (SVA)

In May 2015, the JRPSC Secretariat conducted an assessment of vulnerability of public services in an attempt to estimate the impact of the influx of Syrian refugees on the capacities of four key sectors: education, health, municipal services, and water and sanitation (WASH). Taken together, these four sectors account for 69 percent of the total Resilience Sector Budget in the 2015 JRP. The assessment is based on administrative data and information collected at sub-district, district, governorate and regional level, depending on information availability, and provided by the respective line ministries.¹⁷ All sub-districts where the refugee population accounts for more than 5 percent of the total population were selected for the analysis.

¹³ Central Bank of Jordan, Monthly Report, June 2015.

¹⁴ Statistical Database. Central Bank of Jordan. October 2014.

¹⁵ Central Bank of Jordan, Monthly Report, June 2015

Geographic Distribution Of Targeted Districts

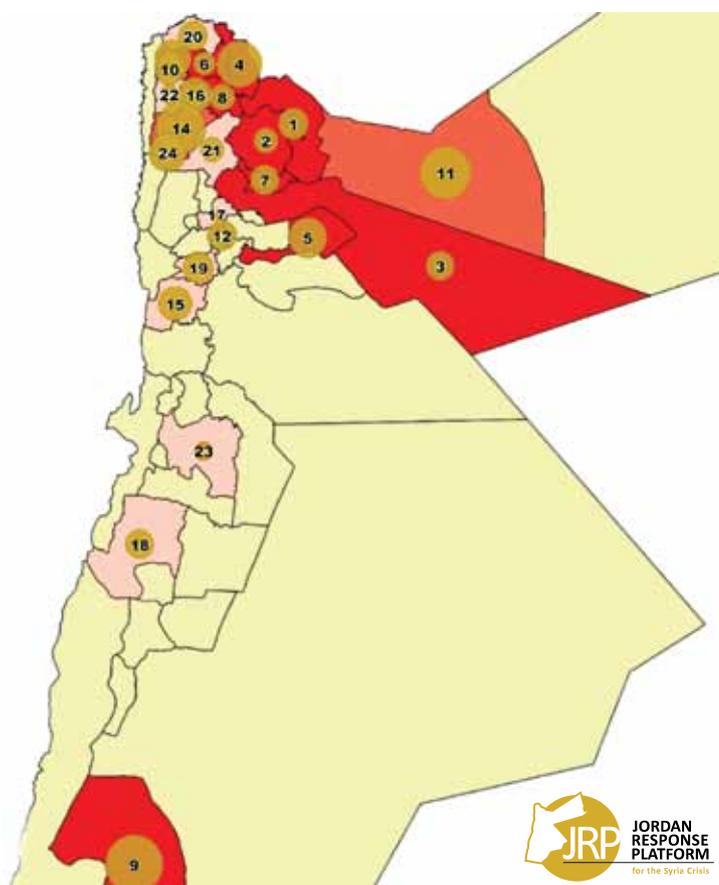
Districts with ratio of Refugees Greater than 5%

Syrian Refugee Ratio

- 5 -7.4
- 7.5-9.9
- 10+

Poverty Rate-Larger size indicates higher rate

FIRST_DI_2	Refugee Ratio	Poverty Rate
01.Badiah Shamaliyah Gharbiyah	126.2	14.9
02.Qasabet Al-Mafraq	38.9	11.2
03.Qasabet Zarqa	28.9	13.8
03.Qasabet Zarqa	23.8	25.1
05.Saha	15.3	20.2
06.Qasabet Irbid	15.3	9.9
07.Al Hashemieh	15.2	13.8
08.Bani Obaid	15	11.8
09.Al Quairah	10.5	34.6
10.At Taibeh	9.5	14.1
11.Salheiah	9.4	29.5
12.Qasabet Amman	8.8	13.4
13.Al Wastiyya	7.8	18.3
14.Qasabet Ajloun	7.6	27.8
15.Qasabet Madaba	7.4	16.3
16.Al Mazar Ash-shamli	7.3	17
17.Al-Jami'ah	6.7	1.7
18.Qasabet At Taflih	6.6	13.1
19.Naur	6.3	14.4
20.Bani Kinana	6.1	13.2
21.Qasabet Jerash	5.9	10
22.Koorah	5.6	7.7
23.Qasabet Al Karak	5.6	4.8
24.Kofranja	5	18.9



Education

The education sector vulnerability assessment was carried out at the district level and used three indicators:

- a. Ratio of students to class
- b. Ratio of students to schools
- c. Ratio of students to teachers

Ratio of Classes to Students

The national standard that was used is 27 students per class.

- Vulnerability to crowding in classes was found to be severe in seven districts, high in three districts, and moderate in three districts. Vulnerability was low in four districts and 30 districts were found to be resilient.
- The overall vulnerability index is 13 percent which means that 13 percent of students (Jordanian and Syrian refugees) might be in overcrowded class rooms, or crowded out of class rooms altogether.
- Vulnerability is most severe in governorates with high concentrations of Syrian refugees, including Amman, Zarqa, Irbid, and Mafraq. Statistically, 86 percent of this vulnerability is explained by the additional demand from Syrian refugees.
- The total number of new classes needed to cover the unmet demand is 5,707 classes.

Ratio of Students to Schools

The second indicator is the availability of schools to cover the total number of students, including both Jordanian and Syrian refugees. The national standard that was used is 19 classes per school.

- Vulnerability to inadequate schools was found to be severe in six districts, high in one district and moderate in three districts. Vulnerability was low in seven districts and 30 districts were found to be resilient.
- The overall vulnerability index is 13 percent. This indicates that 13 percent of students (Jordanians and Syrian refugees) might be crowded out of schooling or be in crowded schools with more than 19 classes that include more than 27 students.
- Vulnerability is most severe in governorates with high concentrations of Syrian refugees: Irbid, Amman, Mafraq, and Zarqa. Statistically, 86 percent of this vulnerability is explained by the additional demand from Syrian refugees.
- Three hundred new schools are needed to cover the unmet demand.
- This correlates with the ratio of classes to pupils indicator used above.

Ratio of Students to Teachers

The national standard that was used in the assessment is 17 pupils per teacher.

- Vulnerability as a function of inadequate schools was found to be severe in six districts, high in three districts, and moderate in three districts. Vulnerability was low in three districts and 32 districts were found to be resilient.
- The overall vulnerability index for the ratio of pupils to teachers is 8 percent, i.e. 8 percent of teachers have more than 17 students in their class.
- Statistically, 87 percent of this vulnerability is explained by the additional demand from Syrian refugees.
- Vulnerability is most severe in sub-districts in Zarqa, and Irbid, while sub-districts in Amman, Mafraq were also found to be highly vulnerable.
- The results indicate that an additional 8,600 teachers would be needed to meet the national standard of 17 students per teacher.¹⁸

¹⁶ Yousef Baker, head of the state tourism committee, "Jordan's national debt soars to dangerous levels" Al Araby 8 March, 2015 <http://www.alaraby.co.uk/english/news/2015/3/8/jordans-national-debt-soars-to-dangerous-levels#sthash.aYB5EtuY.dpuf>

¹⁷ More details can be found in the SVA Preliminary Analysis Report on the JRSP website.

¹⁸ This figure may decrease to 3900 after checking the efficiency of distributing the teachers across all sub-districts.

Health Sector

Six indicators were used to gauge vulnerability or resilience in the health sector given the impact of the Syria refugee crisis:

- Number of hospital beds per 10,000 people (Jordanian and Syrian), using the national standard of 18 beds per 10,000 people excluding Amman as its standard is 26 beds per 10,000 people.
- Number of comprehensive medical centers using the national standard of one comprehensive health center for each 60,000 people.
- Number of physicians (doctors) against the national standard of 7 doctors per 10,000 people, noting that the overall national standards of doctor per 10,000 people is 29 doctors but MOH share is 22 percent.
- Number of dentists against the national standard of 1.1 dentists per 10,000 people, noting that the overall national standards of dentists per 10,000 people is 11 dentists but MOH share is 10 percent.
- Number of pharmacists against the national standard of 1 pharmacist per 10,000 people, noting that the overall national standards of pharmacist per 10,000 people is 19 pharmacists but MOH share is 5 percent.
- Number of legal and associate nurses and midwives against the national standard of 13 per 10,000 people, noting that the overall national standards of legal nurses , associate nurses, and midwives per 10,000 people are 27.6, 7.7 and 4.1 respectively. MOH shares comprise 25.3 percent, 45.8 percent and 52.4 percent respectively.

Due to the lack of information at sub-district level and the complexity of applying health indicators at district or sub-district levels, the health sector vulnerability analysis was conducted on a governorate level and the results generalized to the district and sub-districts level within each governorate.

Indicator 1: Number of Hospital Beds to Population

- The results show that the total vulnerability for this indicator is 23 percent, i.e. 23 percent of the population (Jordanians and Syrians alike) will not have available beds in their local hospital or will be consigned to beds which receive more users than the national standard.
- Statistically, 86 percent of this vulnerability is attributed to the population increase as a result of the influx of refugees from Syria. Fourteen percent is attributed to Jordanian demand.
- Vulnerability in Mafraq, Ajloun, Jerash and Balqa is severe. In Madaba, Tafielah and Zarqa vulnerability is high. In this indicator, it is very important to mention that the new Zarqa hospital is included in the calculations. This comments is applied to other health indicators below.
- Irbid and Maan are moderate vulnerability areas, Karak and Amman are low.
- Overall 1,091 additional in-patient beds for the MOH would be needed to meet the national standard.

Indicator 2: Ratio of Health Centers to Population

- The total vulnerability is 22 percent, which indicates that health services to 22 percent of the population may be inadequate due to the fact that their local comprehensive health centers serve more people than the national standard of one center per 60,000 people.
- Statistically, 87 percent of this vulnerability is attributed to population increase as a result of the influx of refugees from Syria.
- The Amman governorate is categorized as severely vulnerable, needing three new comprehensive health centers to meet the national standard.
- The Irbid and Zarqa governorates are categorized as highly vulnerable, needing two centers and one center respectively.
- In total, nine new comprehensive health centers are needed to meet the national standard.

Indicator 3: Ratio of Physicians to Population

- The national standard for the number of doctors per 10,000 people is 29 doctors. The MOH share of this national standard is around 22 percent, which is about 6.4 doctors per 10,000 people. In the calculation of this indicator, the national standard is set to be seven doctors for each 10,000 people.
- This indicator set out to measure sector vulnerability based on the number of available physicians using the national standard of seven doctors per 10,000 people.
- Total vulnerability index is estimated at 18 percent, which means that 18 percent of the population may not have ready access to a physician because they live in areas that do not meet the national standard for the MOH.
- Statistically, 91 percent of this vulnerability is explained by the impact of the population increase as a result of the Syria refugee crisis.
- The shortage of physicians is highest in the Zarqa and Aqaba governorates, which are classified as severely vulnerable. It is important to note that new Zarqa hospital human resources are not included in this analysis and that Aqaba doesn't have a public hospital so these factors deepened the vulnerability results.
- Jerash and Amman governorates are found to be highly vulnerable.
- Irbid and Mafraq are moderate vulnerability areas.
- The total number of physicians needed to meet the national standard is 1022.

Indicator 4: Ratio of Dentists to Population

- The national standard is ten dentists per 10,000 people but the MOH share of this national standard is around 11 percent which is about 1.1 dentist per 10,000 people. In the calculation of this indicator, the national standard is set to be 1.1 dentist for each 10,000 people.
- Total vulnerability index is estimated at 9 percent, which means that 9 percent of the population may not have ready access to dentists because they live in areas that do not meet the national standard for the MOH.
- Statistically, 98 percent of this vulnerability is explained by the impact of the population

increase as a result of the Syria refugee crisis.

- The shortage of dentists is highest in Zarqa and Amman governorates, which are classified as severely and highly vulnerable, respectively. It is important to note that new Zarqa hospital's human resources are not included in this analysis.
- Irbid is a moderate vulnerability area and Mafraq is low vulnerable governorate.
- The total number of dentists needed to meet the national standard is 176.

Indicator 5: Ratio of Pharmacists to Population

- The national standard for the number of pharmacists per 10,000 people is 18 pharmacists. The MOH share of this national standard is around 5 percent which is about 1 pharmacist per 10,000. In the calculation of this indicator, the national standard is set to be 1 MOH pharmacist for each 10,000 people.
- Total vulnerability index is estimated at 23 percent, which means that 23 percent of the population may not have ready access to pharmacists because they live in areas that do not meet the national standard for the MOH.
- Statistically, 87 percent of this vulnerability is explained by the impact of the population increase as a result of the Syria refugee crisis.
- The shortage of pharmacists is highest in Zarqa and Ajloun governorates, which are classified as severely vulnerable governorates. It is important to note that new Zarqa hospital's human resources are not included in this analysis.
- Irbid and Aqaba are high vulnerability governorates.
- Amman is a moderate vulnerability area and Jerash is low vulnerable governorate.
- The total number of pharmacists needed to meet the national standard is 191.

Indicator 6: Ratio of Nurses to Population

- The national standard for the number of legal nurses, associate nurses and midwives are 28, 8 and 4 respectively per 10,000 people. The MOH shares of these national standards are 25 percent, 46 percent and 52 percent which is about 12.8 nurses (legal, associate nurses and midwives). In the calculation of this indicator, the national standard is set to be 13 nurses (legal, associate nurses and midwives) for each 10,000 people.
- Total vulnerability index is estimated at 10 percent, which means that 10 percent of the population may not have adequate services by nurses (legal, associate nurses and midwives) because they live in areas that nurses (legal, associate nurses and midwives) do not meet the national standard for the MOH.
- Statistically, 98 percent of this vulnerability is explained by the impact of the population increase as a result of the Syria refugee crisis.
- The shortage of nurses (legal, associate nurses and midwives) is highest in Aqaba,

Amman and Zarqa governorates, which are classified as severely and high vulnerability governorates. It is important to note that new Zarqa hospital human resources are not included in this analysis.

- Irbid and Jerash are moderate and low vulnerability governorates respectively.
- The total number of nurses (legal, associate nurses and midwives) needed to meet the national standard is 2031.

Municipal Services Sector

Two indicators were used for the development of municipal services vulnerability assessment using the available information provided by the Ministry of Municipality Affairs.

- A proxy indicator was used to estimate the vulnerability of municipalities' capacity to manage the solid waste produced by districts on a daily basis. The proxy that was used is the ratio of working compressors at each sub-district to the total volume of solid waste produced per day based on the total population size on each sub-district (the national standard that was used is one Kg per person per day).
- The second indicator used was the capacity of available landfill sites to dispose of the total volume of solid waste produced per day depending on the population size and using the national standard of one kilogram per person per day.

Capacity of Municipalities to Manage Solid Waste

- Vulnerability was found to be severe in four districts, high in two districts, and moderate in one district. Vulnerability was low in nineteen districts and 27 districts were found to be resilient.
- The results show that the total vulnerability index is about 11 percent; this means that 11 percent of the population (Jordanian and Syrian refugees) will receive inadequate service as a result of the lack of municipalities' capacity to manage solid waste.
- Statistically, eighty-five percent of this vulnerability is attributed to demand arising from the Syrian refugee population.
- Vulnerability is most severe in sub-districts Ain-Albasha in Balqa, Qasabet Zarqa and Azraq in Zarqa, and Naour in Amman.
- The results show that this vulnerability is highly correlated to the influx of Syrian refugees, with 94 percent of the increase attributable to Syrian refugees' impact on the total vulnerability index. This is especially notable in, for example, the Azraq and Qasabet Zarqa sub-districts.
- Overall, an additional 32 compressors are needed to deal with the increased volume of solid waste.

Landfill Capacity

The second indicator that was used is the capacity of available landfill sites to dispose of solid waste at the regional level.

- Total vulnerability for this indicator is 19 percent; this means that 19 percent of solid waste will not be landfilled due to lack of landfill capacity.
- Statistically, 91 percent of the vulnerability is attributed to the impact of the additional solid waste produced by Syrian refugees.
- The gap between the landfill capacity and the total volume produced on a daily basis is 812 and 886 tons per day in the North and Middle regions respectively, 1,698 tons per day.

WASH

The daily supply of water at district and sub-district levels compared with the total need per person per day at district or sub-district level was used as a proxy indicator of the vulnerability status of the water sector. The national standard that was used is 100 liters per person per day.

- 70 percent is the total vulnerability index at the national level which is extremely high. This means seventy percent of the population (Jordanian nationals and Syrian refugees) suffers from inadequate water supply well below the national standard.
- Almost all areas of Jordan manifest some level of vulnerability but four governorates—Irbid, Mafrq, Ma'an, and Jerash—were found to be severely vulnerable.
- Vulnerability was found to be severe in eight sub-districts, high in four sub-districts, and moderate in 4 sub-districts.
- Statistically, 62 percent of the total vulnerability index value is attributed to the Syrian refugees' impact and 50 percent is accounted for by the Jordanian demand.
- The percentage of the total vulnerability index value that can be attributed to the Jordanian population is relatively high, especially for areas categorized as severely vulnerable. Vulnerability attributed to the Jordanian population is severe and high even in the areas with low concentrations of Syrian refugees. Clearly the vulnerability of the water supply in Jordan existed prior to the Syrian refugee crisis but has been exacerbated by the increased demand from the Syrian refugees.

Overview of Refugee Vulnerabilities and Needs

The Syria crisis has forced hundreds of thousands of Syrian women, girls, boys and men to flee their homes and seek asylum in Jordan. Through a combination of the generosity of the Jordanian government and people, the international and national humanitarian aid programme, and the efforts of the refugees themselves, most refugees have had access to resources and services and humanitarian standards have been met. However, with the Syria crisis in its fifth year, the absorption capacity of Jordanian communities have become stretched. Many refugees have now entered a cycle of asset depletion, with savings exhausted and levels of debt increasing. The VAF has found that 86 percent of refugees are now living below the Jordanian poverty line of 68 JOD per capita per month.¹⁹

¹⁹ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>.

²⁰ Ibid.

²¹ Preliminary findings from the 2015 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME) compared with 2014 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME).

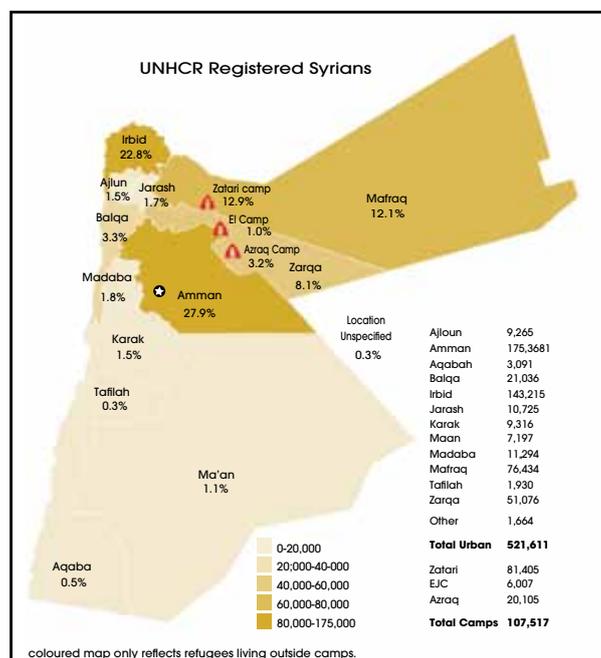
The ability of refugee families to cope varies. Some have arrived with savings, a higher level of education and skills, and have benefited from community support in Jordan and remittances from abroad. Others have fled Syria with few resources and without support networks to help them survive. Factors such as gender, age and disabilities have also affected different refugees' ability to access assistance and services. Those refugee men, women, girls and boys with lower resilience are increasingly adopting negative coping mechanisms. The VAF found that 80 percent of refugees report engaging in 'crisis or emergency' negative coping strategies.²⁰ These include reducing food intake and taking children out of school. Particularly affecting refugee women, girls and boys, some families are engaging in begging, early marriage, child labour, and survival sex. WFP's recent Comprehensive Food Security Monitoring Exercise (CFSME) reports a positive correlation between being physically disabled, a female widow, a single male or a divorced head of family and being food insecure.²¹

In this context of increasing vulnerability, humanitarian aid funding is reducing. Since the end of 2014, WFP has targeted assistance to the most vulnerable, based on the VAF models and WFP research findings. However, WFP has had significantly reduced funds for food assistance in urban areas since the first half of 2015, with further decreases expected in the second half of 2015. Reflecting the consequences of this reduced assistance, the CFSME has already identified an increase in food insecure families from six percent in 2014 to 22 percent in early 2015. If this trend continues, the consequences for refugees in urban areas will be dire, with further debt, poverty, negative coping mechanisms and a potential movement of refugees from urban areas to the camps.

Demographic Profile

The Government of Jordan estimates there are 1.4 million Syrian nationals living in Jordan. As of July 2015, UNHCR has registered 629,128 Syrian refugees in Jordan.

Eighty-three percent of Syrian refugees are living in non-camp settings in urban and rural areas. As of June 2015, there are 521,611 refugees residing outside of camps. The highest concentrations are in northern and central Jordan. These include Amman (27.9 percent), Irbid (22.8 percent), Mafraq (12.1 percent) and Zarqa (8.1 percent). Smaller but significant concentrations are in Balqa (3.3 percent), Madaba (1.8 percent), Jerash (1.7 percent), Ajloun (1.5 percent), Karak (1.5 percent) and Ma'an (1.1 percent). This percentage breakdown has not changed significantly between 2013 and 2015.



There are three main refugee camps: Za'atari, Azraq, and the Emirati Jordanian Camp (EJC). Each has a population of 81,405 (22.8 percent women; 21.2 percent men, 27.1 percent girls; 28.8 percent boys), 20,105 (22.5 percent women; 22.2 percent men; 26.4 percent girls; 28.9 percent boys) and 6,007 (women 22.8 percent; men 16.2 percent; girls 31.3 percent; boys 29.7 percent) respectively. There are several smaller sites, including King Abdullah Park Park (814 refugees; women 22 percent; men 22 percent; girls 24 percent; boys 31 percent) and Cybercity (227 refugees; women 30 percent; men 17 percent; girls 26 percent; boys 27 percent).

The average family size for the whole population is 3.5. The average varies between urban (3.4), Za'atari (4.0); Azraq (3.8) and EJC (4.9). Several families may be living within the same household, depending on family ties, or sharing the same living space.

Eighty-one percent of Syrian refugees are under the age of 35, and tend to have low levels of education, compared to 73 percent under 35 for the Syrian pre-crisis population, and 69 percent of Jordanians. Over 80 percent of Syrian refugees have primary education or below.

The Syrian refugee population has a large share of young children (aged zero to four) and people aged 25-34. Approximately 65 percent of all registered Syrian refugees in Jordan are under the age of 25 and about 19.4 percent of all refugees are infants under the age of four.²²

Projections for 2016-2018

The Government of Jordan predicts that, of the 1.4 million Syrian nationals in Jordan, the number of registered refugees will rise from approximately 630,000 in mid-2015 to 700,000 by the end of 2016. This takes into account potential new arrivals, a natural population growth rate of three percent, and assumes that some Syrians who were in Jordan but previously not registered will now approach the Government and UNHCR for assistance.

Refugees in Camps: Summary of Key Priorities

Since mid-2013, the majority of refugees are arriving through the north eastern border where refugees are received and assisted by the Jordanian Armed Forces (JAF). Several humanitarian organizations provide assistance directly, through the JAF, or through other public services.

For those refugees who enter, the JAF transfer refugees to the government-run registration and screening centre at Raba Al-Sarhan, before onward transport to the refugee camps.

On arrival in the camps, administered by SRAD with the support of UNHCR, refugees receive further registration checks, medical screening, are assisted with food, non-food items (NFIs) and shelter, and are provided with access to water and sanitation (WASH), education, health, psychosocial, and other services.

Since April 2014, the primary destination for new arrivals is Azraq refugee camp in Zarqa governorate. Za'atari remains the largest refugee camp in Jordan. More than 400,000 Syrians have been registered in Za'atari camp since its opening in July 2012. A large number of refugees have subsequently left Za'atari to urban and rural areas in Jordan. This includes departures facilitated through a legal system of sponsorship by Jordanians, and through government-organized return to Syria.

²² UNHCR, ProGres Registration Database, Jordan

The following priorities have been identified to address the needs of refugees arriving at the border and living in camps:

- Provide emergency and logistics support at the border. Enable the JAF to ensure that refugees' rights and the principle of non-refoulement are respected.
- Continue individual assistance in camps, including in-kind, cash and food vouchers, while empowering refugees and enabling choice through voucher and e-card delivery mechanisms.
- Continue to implement alternative cost-effective, sustainable delivery mechanisms in the camps in relation to service provision, in particular in relation to WASH and electricity systems.
- Expand, upgrade and maintain camp infrastructure and shelters.
- Build upon refugee skills and capacities to support themselves by creating market spaces, encouraging informal exchange and providing self-reliance opportunities.
- Provide the full range of protection services with a focus on enhancing community-based protection mechanisms, including continuous registration; psychosocial interventions and case management; protection and population movement monitoring; prevention and response to sexual and gender-based violence (SGBV); protection of and assistance to children, in particular Unaccompanied and Separated Children (UASC); strengthened community-based alternative care mechanisms; and enhanced assistance and outreach to men, women, boys and girls with disabilities and their caregivers.
- Increase opportunities for youth activities, particularly in post-basic education.
- Sustain, improve and extend education facilities for school-aged children, along with increased opportunities for youth and enhanced access to secondary/tertiary/technical education.
- Strengthen communications and feedback mechanisms with refugees. Strengthen refugee representative structures to improve camp management and enhance participation of the refugee community in programming and camp coordination.
- Strengthen rule of law in the camp, enhance protection space, including prevention of refoulement.

Out of Camp Refugees: Key Priorities

Education

- Support the government to provide quality education and establish protective learning environments. Reduce over-crowding and enable schools and staff to accommodate Syrian boys and girls who are out of school, but still eligible for formal education. Provide training to teachers and care-givers, including on addressing the psychological needs of boys, girls, adolescent and youth.
- Target Syrian boys and girls, adolescents and youths who remain out of school, through measures including outreach, referral processes and certified pathways from non-formal/informal education into formal schooling.
- Eliminate obstacles to the inclusion of boys and girls with disabilities into mainstream education through improved school infrastructure, provision of special education services and specialized training of teachers and caregivers.
- Increase opportunities to access secondary, post-secondary, tertiary and technical education for adolescents and youths.
- Support the Ministry of Higher Education (MoHE) to enable Syrian refugees to enroll in

higher education programmes at universities. Engage the private sector to provide more scholarship opportunities in Jordan and abroad.

Energy

- In urban areas, investigate methods to ensure an adequate supply of energy for household needs; improve the safety of electrical installations in shelters; promote the use of renewable energies and energy awareness in co-operation with landlords.
- Co-operate closely with the government to minimise the increased national power demands and associated costs as a result of the increase in population.
- Create a renewable and cost-effective source of electricity through a central solar power plant in Za'atari and Azraq camps. Establish cost recovery systems in both camps so that all humanitarian and business operations in the camps pay directly for their energy consumption. Pending the completion of the above work, continue to cover the electricity bills.

Health

- Support the Ministry of Health (MoH) with medicines and other consumables, direct funding support medical equipment, training in key areas such as mental health in primary health care, SGBV management, and rehabilitation.
- Support a network of clinics and other services for those Syrians who cannot access MoH services at the subsidized rate, including areas not covered widely in the national health system. Support essential secondary and tertiary care, including emergency obstetrics, neonatal care, war wounds, malignancies, and thalassemia not covered by MoH.
- Expand and strengthen post-operative/convalescent care and rehabilitation for war-wounded persons.
- Expand the community health network to improve uptake of key services, access to information, community capacity, self-reliance and the ability to withstand future adversity.
- Strengthen intervention for persons with sensory, intellectual and physical impairments to ensure their physical, psychosocial, educational and health needs are met in a way that proMOTes dignity and inclusion.
- Continue to strengthen Infant and Young Child Feeding (IYCF) and prevention and response to key micronutrient deficiencies such as iron and vitamin A, including the national micronutrient fortification programme.
- Strengthen the prevention, screening, early diagnosis and treatment of certain malignancies; expand psychosocial support and symptomatic relief including pain management.

Justice

- Continue support to the Shari'a Court in camps, including the establishment of Family Reconciliation (Mediation) Offices, to ensure that Syrian refugees in camps can document their marriages in accordance with Jordanian law and pursue other family law matters.
- Support the development of the Shari'a Court's Procedural Law, in particular to respect rights previously acquired by a refugee and/or their dependents based upon personal status.
- Support the capacity of the Ministry of Justice (MOJ), the judiciary, prosecutors, the Bar Association and other legal aid service providers to provide better justice and legal aid services to refugees.

- Continue to provide information, free legal counseling, advice and representation to refugees, both in camps and in urban areas, particularly on legal status, civil documentation, criminal law, and housing issues.

Livelihoods and Food Security

- Explore avenues for increasing economic access to food for refugees and vulnerable Jordanians.
- Identify and implement longer-term options for permitting Syrian refugees to work in sectors where there is a shortage of Jordanian labour, in a manner that does not disadvantage Jordanian workers and supports the Jordanian economy.
- In the absence of alternative self-reliance opportunities for refugees, continue food assistance for the most vulnerable refugees. To sustain the Jordanian economy, any food assistance should continue to use existing markets and, where possible, Jordanian producers.

Shelter

- In Azraq, continue to invest in camp extension works. This includes land development, infrastructure works and construction of new basic service facilities, as well as additional shelter units.
- Invest in infrastructure upgrades in the existing villages and districts within the camps, including internal roads, maintenance of camp infrastructure, improvements to existing shelters, replacement of damaged prefabricated caravans, and fully prepare the camps for winter.
- In urban areas, provide conditional cash for rent; upgrade housing in poor condition and complete unfinished buildings; providing adequate, secure shelter for Syrian refugees (also benefitting Jordanian landlords); distribute home adaptation kits and develop a strategy to prepare for winter. Raise awareness on lease and rental laws targeting both Syrian refugees and Jordanian landlords.

Social Protection

- Continue to invest in reception and transit centres and related protection services, including support to the JAF receiving refugees at the border, and the SRAD to ensure continuous registration and the delivery of Ministry of Interior (MOI) service cards.
- Strengthen national systems such as MOI/SRAD, Family Protection Department, Juvenile Police Department, National Council for Family Affairs, Ministry of Health, Counter-Trafficking Unit, the Ministry of Social Development's social workers, and through enhanced linkages between humanitarian and national violence tracking, referral systems and Standard Operating Procedures.
- Strengthen early identification, referral and comprehensive multi-sector response to SGBV and child protection cases.
- Support self-reliance programmes and community-based initiatives that promote positive coping mechanisms and psychosocial well-being among Syrian refugees and Jordanians, including strengthening community-based protection networks.
- Support refugees to meet basic needs as a priority, but phase this gradually into a broader social protection logic, which allows refugees to develop and maintain their own assets.

WASH

- Transition solutions from water trucking to more sustainable water supply networks, with effective operation and maintenance systems. Similar transitions should be made through sewage systems in camps. Establish rationing of water through meters, based on household connections at the camp level.
- In urban areas, assist in rehabilitating water and sewage conveyance networks to reduce water leakages, waste and theft.
- Ensure sufficient water, sanitation and hygiene infrastructure in public institutions, particularly in schools.
- Raise awareness on best hygiene practices at the community and household levels.

Overview of Resilience Vulnerabilities and Needs

Since the start of the crisis, about 630,000 Syrian refugees have fled Syria and taken refuge in Jordan, with about 83 percent residing outside of camps, among host communities, and 17 percent residing within camps.²³ The northern governorates, Mafraq and Irbid, have witnessed an influx of refugees, equaling 57.8 percent and 12.5 percent of their total populations, respectively, concentrated mainly in the urban centres of these two governorates.²⁴

The findings of the SVA²⁵ suggest that government services in the governorates of Amman, Irbid, Mafraq, and Zarqa, are under huge strain as a result of the increased demand arising from the influx of Syrian refugees into the country.

Following the National Resilience Plan (NRP), the main geographic target for assistance of the 2015 JRP were the governorates of Irbid, Mafraq, Amman, and Zarqa, with special attention placed on supporting vulnerable groups within these communities. The JRP recognized that for implementation, it is necessary to go beyond 'host community' as a target group and focus on those who are directly vulnerable in a specific area and context.

It is thus necessary to perform comprehensive and continually updated needs assessments of Syria crisis-related vulnerabilities and priorities, aiming for a more nuanced understanding of manifest hazards and risks, as well as potential capacities for addressing them.

This CVA intends to give a clear picture of the current landscape, and unfortunately shows that the situation has not improved. Of significant concern is the potential for social tensions to continue to increase as the increasingly difficult situation for Syrian refugees and host communities are compounded and exacerbated by frustrations over what many believed to be temporary solutions.

Since the launch of the JRP in 2014, some sector plans²⁶ have received funding whereas others have had limited or no funding, with the level of interventions reflected accordingly.²⁷ For sector plans that have been only minimally funded thus far, the need to address both the impact of the Syria crisis and the underlying exacerbated vulnerabilities remains high, in order to protect gains and avoid risks for the future. However, given the lack of resources to address the deeper causes of

²³ Ministry of Planning and International Cooperation (MOPIC), Refugee Statistics, October 2014, up to date as of July 2015

²⁴ For a visual representation of the Syrian refugee population in Jordan see United Nations High Commissioner for Refugees (UNHCR), Jordan Situation Map, <http://data.unhcr.org/jordan/situation-map/>, last accessed July 2015

²⁵ The SVA measures the impact of the crisis on selected public service sectors such as education, health, municipal services, water, and sanitation, and the extent to which these sectors are able to cope with the additional demands arising from the influx of Syrian refugees.

vulnerabilities, and given the protracted nature of the crisis, the majority of the needs identified in the 2013 assessment still remain unaddressed despite the numerous activities and interventions that were carried out in 2014; in some cases the demands have even increased.

Assessments, targeting of interventions, and overall responses to the Syria crisis must continue to be inclusive in order to meet the needs of both vulnerable Jordanians and Syrian refugees, and able to proMOTe long-term resilience.

Education

The Syria crisis has had a profound impact on the education sector. A drastic increase in demand has put tremendous pressure on resources and infrastructure, specifically space in public schools and human resource capacity. Uneven access and quality of education disparities have been highlighted as a potential and evidenced cause of tensions between the Syrian refugee and Jordanian host communities. Construction of new schools and the rehabilitation of existing education related infrastructure are needed, as is a focus on financial resource management concerns related to recurrent costs, including paying additional teacher salaries, provision of textbooks, school maintenance, and school operational costs. Lastly, there is a need to address the barriers and challenges facing Syrian refugee students' looking to undertake post-secondary educational opportunities.

Environment

Impacts on the environment sector stem both from the increased population itself, as well as exacerbated stress on the already resource-scarce and environmentally fragile context from projects implemented to address varying aspects of the Syria crisis. As such there is a need to undertake rapid environment impact assessments (EIAs) for identified high risk projects in all relevant sectors and to implement project mitigation options to ensure that all project design and implementation integrates potential environmental impacts. Additionally, the economic impacts of the Syria crisis has increased the direct and indirect pressures on the scarce natural resources, including trends in illegal tree cutting to compensate for higher fuel prices. Furthermore, the development of the industrial and service sectors in Jordan and an increase in number of vehicles overall has caused air quality degradation. Lastly, the influx in Syrian refugees has resulted in problematically large increases in medical waste.

Energy

In terms of energy, Jordan is one of the world's most insecure countries: it imports about 97 percent of its energy needs. In addition to long-standing structural challenges in the energy sector in terms of supply, demand, and management, Jordan is now facing exacerbating factors resulting from the increase in Syrian refugees. There is increased energy demand in Jordanian urban areas as a result of the influx of Syrian refugees and forced migrants. This increased demand necessitates accelerating energy efficiency and renewable energy measures in structures across Jordan. The establishment of new renewable energy power supply capacities is also necessary to reduce pressures on the power grid and the use of fossil fuels, and limit the socio-economic risks of growing energy insecurity in the country.

²⁶ Sectors include: education, environment, energy, health, livelihoods and food security, social protection, access to justice, transport, shelter, municipal services, and WASH

²⁷ Sectors include: education, environment, energy, health, livelihoods and food security, social protection, access to justice, transport, shelter, municipal services, and WASH

Health

The influx of Syrian refugees has placed ever-increasing demands on the national health system, with Jordan's changing population demographic further burdening health care services. Significantly, around one quarter of the Jordanian population do not have access to universal health insurance coverage, and the Ministry of Health (MoH) withdrew free access to health services for Syrian refugees for financial reasons. There is an ongoing need to strengthen MoH, in terms of, consumables, equipment, infrastructure, and human resources, and to proMOTe resilience within the national health system to deal with the intensified demand for health services from refugees, changing population demographics, and the changing epidemiology of disease. This includes provision of high quality and integrated health services; a well-performing and responsive health workforce; a well-functioning health information system; equitable access to essential medical supplies, vaccines, and technologies; and an effective health financing system.

Justice

The influx of Syrian refugees in Jordan has drastically increased the number of legal cases, thus straining institutional capacity and negatively impacting court performance and ability to ensure fair trials. Access to justice has been hampered by the growing demands, institutional capacity deficits, lack of information and legal awareness (particularly as to legal rights and the availability of legal aid), and the inability of some affected persons to travel to court. In addition, numerous court houses need serious renovation and updated equipment. Significantly, access to justice for women has disparate and specific challenges, particularly in regards to gender-based violence incidents, stemming from subject matter stigma and taboo, and the shortage and difficulties in accessing legal aid support.

Livelihoods and Food Security

The Syria crisis has exacerbated structural challenges in livelihoods and food security in Jordan, including persistent high unemployment and deficiencies related to private sector growth and development. This has increased competition between vulnerable groups. The participation of Syrian refugees in the labour market has led to an enlarged informal sector. Pockets of food insecurity, which are closely correlated to poverty, also persist. Limited income-generating opportunities prevent households from moving out of poverty and escaping food insecurity. Dietary diversity has also been compromised by diminishing purchasing power, and micronutrient deficiencies continue to be a challenge. Additionally, removal of significant parts of government subsidies has stressed household coping capacities.

Local Governance and Municipal Services

Continuous pressure on municipalities to deliver services has been affected by their already-limited capacity to address housing deficiencies, induce local economic development, and support social cohesion within communities. The sudden increase in population has contributed to the increase of local tensions, particularly from Jordanian citizens in host communities starting to demand a more effective response to their own needs from state institutions and local authorities. The influx of Syrian refugees has caused clear demographic changes in the societies that host Syrian refugees that need to be continuously addressed through community engagement interventions. There also remains a need to increase the efficiency of municipal administration and equitable service delivery, particularly issues related to solid waste management, and ensure urban planning and management incorporated into all future planning initiatives.

Social Protection

The influx of Syrian refugees has exacerbated already vulnerable populations, driven in large part by high unemployment and rising poverty levels, and has put a strain on the ability of chronically under-resourced national and local social protection services to meet the needs of vulnerable Jordanian households and Syrian refugees. Those at risk of increasing vulnerability include poor households, female headed households, survivors of violence, children deprived of parental care,

children in conflict with the law, children engaged in labour, and persons with disabilities. There have been additional increases in the demand for social assistance among vulnerable Jordanian households, as well as growing social tensions as community protection systems are stretched to their limits.

Shelter

The influx of Syrian refugees has had adverse impacts on several aspects related to the shelter sector. For example, there has been a large surge in demand and need for housing and the existing supply is not enough to meet this need, particularly for low-income households, with rising rental price inflation. There has also been an increase in sub-standard shelter solutions and informal settlements as savings are depleted. The sector also faces an increase in tensions between Jordanian households and Syrian refugees over competition for shelter, and evictions of Syrian refugee households and vulnerable Jordanian families from their homes for a variety of reasons.

Transport

The transport sector faces a number of challenges that have been further aggravated by the Syria crisis. Infrastructure issues such as road maintenance and street lighting have been especially impacted. The arrival of Syrian refugees has increased the number of users of the road networks, personnel and service provision traffic including heavy-loaded cargo, water supply, and sludge disposal trucks. These factors combine to lead to a degradation of existing road networks. In addition, the Syria crisis has led to an increase in social tension due to exacerbated pressure on public services. Road networks and related transport infrastructure need to be expanded, maintained, and upgraded. A more efficient and enhanced public transportation system is also vital.

WASH

Related infrastructure, inefficiencies in operation and maintenance, and lack of capacity resulted in a massive deficiency of WASH services for a growing population, a situation aggravated dramatically by the influx of Syrian refugees. WASH needs remain underfunded; necessary improvements include rehabilitation and reinforcement of the water network, reinforcement and extension of the sewage network and waste water treatment plants, reduction of water losses to mitigate the gap in water availability and supply, operation and management enhancement and capacity building for WASH services and facilities.

CHAPTER 2: REFUGEE VULNERABILITIES AND NEEDS

Education

Situation Analysis

Out of 629,128 Syrian refugees in Jordan,²⁸ some 226,486²⁹ are school-aged children (111,658 boys and 114,828 girls). By the end of the 2014/2015 school year, some 129,354 Syrian refugee children were enrolled in public schools in camps and host communities, placing considerable pressure on an over-stretched public education system.³⁰ The remaining 97,132 children are out of formal education.

The VAF has identified that 97 percent³¹ of school-aged children are at high risk of non-attendance. Many refugee households cannot cover the cost of education due to their increasingly fragile financial situation, with children living in northern and eastern regions being particularly affected.³² Although formal education is free, households pay for transportation and education materials (stationery and clothing). Some refugee households are increasingly dependent on child labour to supplement their income; adolescent boys and girls report feeling pressured to earn money to support their family, and adolescent girls pressured to undertake domestic duties or marry early.³⁴

Bullying by other students, distance from facilities, lack of motivation amongst teachers and an unfamiliar curriculum all have been shown as influencing attendance.³⁵ In the camps, distance is a major barrier especially for younger children.³⁶ Children with disabilities also experience challenges due to physical and cultural barriers and the lack of specialized staff to support their integration.

The educational needs of young Syrian refugees are particularly neglected resulting from limited access to schooling, life skills and technical training, and tertiary education opportunities. The majority of these are not receiving any kind of education.³⁷

Interventions Addressing Identified Needs and Vulnerabilities

As of July 2015, 25 projects had been approved or submitted for approval under the refugee pillar of the JRP 2015 Education sector, totaling US\$ 12.1 million, equivalent to 15.3 percent of the total JRP Refugee Education budget of US\$ 79.2 million.

²⁸ UNHCR refugee registration data, June 2015.

²⁹ School-aged children (boys and girls) estimated to be 36 % of total registered refugee population in Jordan.

³⁰ Ministry of Education, Enrolment Data School year 2014/2015, November 2014.

³¹ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>.

³² See also WFP, Initial Findings, Comprehensive Food Security Monitoring Exercise, June 2015.

³³ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>: Northern region 85.6 %, Eastern region 82.4 %, Za'atari 94.8 % and Azraq 86.8 %.

³⁴ Education Section Working Group, Access to Education Syrian Refugee Children and Youth in Za'atari Camps, Joint Education Needs Assessment (JENA) Report, September 2014.

³⁵ Education Section Working Group, Access to Education Syrian Refugee Children and Youth in Za'atari Camps, Joint Education Needs Assessment (JENA) Report, September 2014.

³⁶ Children living within 250m of a school have an average attendance rate of 64.9 %, almost twice compared to children living within 750m radius. Education Section Working Group, Access to Education Syrian Refugee Children and Youth in Za'atari Camps, Joint Education Needs Assessment (JENA) Report, September 2014.

³⁷ UNICEF-REACH, Comprehensive Child Focused Assessment in Za'atari and Azraq Refugee Camps, 2015.

ID	Name	JRP Project Title	Status	Start Date	End Date	\$Financing US
34	Bridging children's futures in Jordan	REF 1.3 Alternative Certified Education Pathways Project	Approved	4/19/2015	4/19/2017	\$782,497
96	Reading aloud opportunities to involve Jordanian and refugee children	REF 1.3 Alternative Certified Education Pathways Project	Approved	5/17/2015	5/17/2018	\$118,758
101	Bina 9 / support the educational and psychosocial activities of Syrian and Jordanian adolescents, youth and children in east Amman	REF 2.1 Equal Access to education opportunities	Approved	4/19/2015	4/19/2016	\$409,638
102	Bina 9 / support the educational and psychosocial activities of Syrian and Jordanian adolescents, youth and children in east Amman	REF 2.1 Equal Access to education opportunities	Approved	4/19/2015	4/19/2016	\$125,514
103	Bina 9 / support the educational and psychosocial activities of Syrian and Jordanian adolescents, youth and children in east Amman	REF 2.1 Equal Access to education opportunities	Approved	4/19/2015	4/19/2016	\$14,566
109	Emergency education assistance for Syrian refugees in the camps	REF 2.1 Equal Access to education opportunities	Approved	4/19/2015	7/4/2015	\$352,870
118	Project of providing educational support in emergency for Syrian refugees and Jordanians, and strengthening formal education in Jordan	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	9/26/2015	\$613,627
204	Education support for Syrian orphans	REF 2.2 Access to higher education	Approved	6/30/2015	6/30/2016	\$105,761
238	Access to higher education project	REF 2.2 Access to higher education	Pipeline			\$149,294
249	Safe access to educational activities	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	5/26/2016	\$134,879
272	Project for provision of NFIS and food assistance," mental health support and social protection for Syrian "refugees and vulnerable Jordanian in Zara	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	5/26/2016	\$103,974
284	vision hope kg international	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	11/26/2015	\$64,235

286	Meci's non-curricular educational clubs in Salt and rathar	REF 2.1 Equal Access to education opportunities	Approved	3/25/2016	1/25/2016	\$323,067
288	Improving quality education opportunities for targeted Syrian and Jordanian girls and boys aged 6-13 in the host communities in Jordan – Japan platform, 2nd phase, 2015-2016	REF 2.1 Equal Access to education opportunities	Approved	6/30/2015	6/30/2016	\$724,658
292	Provide informal education opportunities for Syrian children in Za'atari camp	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	3/26/2016	\$64,094
295	Enhancing academic and psychosocial wellbeing of Syrian	REF 2.1 Equal Access to education opportunities	Approved	1/26/2015	1/26/2016	\$1,234,279
311	No lost generation	REF 2.1 Equal Access to education opportunities	Approved	6/30/2015	6/30/2016	\$1,726,154
319	Educational support for Syrian refugees in Jordan	REF 2.1 Equal Access to education opportunities	Approved	5/26/2015	2/26/2016	\$267,725
347	Education support & hygiene promotion to Syrian refugees children	REF 1.3 Alternative Certified Education Pathways Project	Approved	6/30/2015	12/30/2015	\$57,082
392	Education for the future	REF 2.1 Equal Access to education opportunities	Pipeline			\$434,560
395	Syrians education students in Jordanian universities	REF 2.2 Access to higher education	Pipeline			\$500,000
396	Syrians education students to get a high school baccalaureate Jordan	REF 2.2 Access to higher education	Pipeline			\$143,361
406	Dafi scholarship programme, tertiary education assistance to refugees and asylum seekers in Jordan	REF 2.2 Access to higher education	Pipeline			\$703,446
442	Support the wellbeing of Syrian children under 5 years old in Za'atari camp	REF 1.1 Early childhood development in vulnerable communities	Pipeline			\$511,750
472	Providing education opportunities for Syrian refugees in Za'atari and Azraq camps	REF 2.1 Equal Access to education opportunities	Pipeline			\$2,420,044
TOTAL						\$12,085,832

The Ministry of Education (MOE) has focused on improving access of Syrian refugee children to formal education services. In order to quickly absorb the high number of Syrian refugee children into public schools, double shifts were introduced in 98 schools. The Ministry has increased the number of learning spaces and recruited more teachers in these schools. In the camps, in collaboration with donors, nine schools were established to accommodate refugee children. Schools underwent light refurbishments and are regularly maintained. Teachers were trained to manage diversity in the classroom, incorporate psychosocial service elements in their classes and provide care and instruction to children with disabilities. Syrian refugee children benefit from remedial education that enables them to adjust to a new curriculum and boost their academic performance. They also received basic school supplies such as school bags and stationery from education sector partners, reducing the financial burden for parents.

Children who are not eligible for formal education have access to alternative educational pathways such as informal education and non-formal education. These pathways are also available to children who are not in school due to lack of availability or distance. Education partners provide psycho-social support and recreational activities to children. Young Syrian refugees are benefiting from post-basic numeracy, literacy and life skills classes. A small minority of young Syrian refugees also have access to tertiary education opportunities in universities. However, the demand for tertiary education far exceeds the current supply.

Together with MOE, the education sectors at both national and camp levels have continued to ensure that the education response is coherent and remains relevant to the needs of refugee children and youth.

Remaining Needs and Vulnerabilities

The priority is to enroll all eligible children into formal education, and to provide access to alternative education pathways for those who are not eligible for formal education (such as Non-Formal Education and Informal Education).

Despite its initial success in absorbing the Syrian student population, implementing double-shifts has resulted in overcrowded schools and a poor quality of education. More learning spaces are needed for the current and future student population. Future efforts should consider how to improve social cohesion between Jordanian and Syrian children as segregation has contributed to increased violence in schools.

In the formal education system, MOE needs support to recruit more qualified teachers, provide more learning spaces, maintain school infrastructure and build capacity to assure children receive a quality education.

The cost of education remains high for many refugee households. Future interventions could help to decrease this cost through outreach, providing support for transportation cost and provision of school supplies.

More schools and teachers are required in camps to address overcrowding and overcome obstacles linked to distance.

Remedial education opportunities are required so that refugee children can cope with difficulties in understanding the school curriculum and enhance their academic performance.

The role of school leadership needs to be further enhanced to provide better support and supervision to teaching staff. Induction and capacity building beyond pedagogy are necessary (psychosocial support, operational, supportive supervision for school leadership).

More focus is required on the governorates with the highest proportions of vulnerable refugees, particularly in the north and east. This may require a shift to identifying appropriate solutions at decentralized levels, particularly targeting the most vulnerable households.

It is also important to develop evidence-based, inclusive education for children with disabilities.

More training for all education providers is required on how to provide for the specific needs of Children with Disabilities (CWD).

Universities should be encouraged to provide more opportunities to accommodate Syrian students in tertiary education.

Recommendations

- Support the government to provide quality education and establish protective learning environments. Reduce over-crowding and enable schools and staff to accommodate Syrian boys and girls who are out of school, but still eligible for formal education.
- Develop targeted interventions for boys and girls, adolescents and youth who remain out of school. Strengthen outreach efforts and expand alternative education opportunities that lead back to formal education. Implement structured referral processes and certified pathways from non-formal/informal education into formal schooling, according to MOE enrollment criteria.
- Strengthen efforts to eliminate significant obstacles to the inclusion of boys and girls with disabilities into mainstream education through improved school infrastructure, provision of special education services and specialized trainings of teachers and caregivers.
- Increase access to secondary, post-secondary, tertiary and technical education for adolescent and youth (boys and girls).
- Address cross-sector issues and potential barriers to education access for vulnerable refugee households such as school violence, social tensions, WASH in schools, child labour, child marriage, and lack of financial resources.
- Support integrated programmes that promote strong linkages between child protection and education.
- Assist MOE to strengthen their ability to respond to crises through capacity building opportunities. Provide technical support to ensure teachers have adequate skills and expertise to address the psychosocial needs of boys and girls, adolescents and youth, and to deliver quality education in a challenging context.
- Support initiatives that encourage social cohesion between Jordanians and Syrians, including the relationships between parents, students, teachers, schools and various education providers.
- Support the MoHE to enable university access for Syrian refugees who have the means to enroll in Higher Education programmes, or who have benefitted from scholarships. Engage the private sector to provide more scholarship opportunities in Jordan or abroad.
- Support MOE to address over-crowding through identifying schools/regions which have the capacity to absorb more students using the current infrastructure and available resources, in line with the SVA.

ENERGY

Situation Analysis

Providing adequate energy for refugees in urban areas and camp settings is a key priority for both the Jordanian Government and the international community.

Access to adequate energy stimulates faster economic growth and facilitates enhanced social development. The successful evolution of the camps depends on the availability of a safe, economically viable and environmentally sound source of energy. A reliable source of energy would promote the creation of business outlets that could also benefit host communities, improve health, wellbeing, and education and enhance communication across all sectors.

In urban areas, many of the refugees live in sub-standard accommodation with potential risks from unsafe electrical or gas connections. There is minimal insulation in many cases which increases the need for heating in winter and cooling in summer.

In the Za'atari Camp, the electrical connections to shelters and businesses were originally created in haphazard fashion by the refugees themselves and, in many cases, are of poor quality and present serious health and security risks. The electrical infrastructure no longer has the capacity to cope with increasing demands and needs to be upgraded and expanded to provide improved safety and adequate levels of energy supply.

Similarly in Azraq, where electricity has not been provided at the same level, there is an opportunity to create a fully-regulated, effective electricity network which incorporates cost recovery and safety mechanisms.

A complete energy strategy has been developed for both camps to address needs and create sustainable solutions. This includes the construction of a solar PV plant in both camps which will generate electricity to serve the needs of the refugees while also benefitting the host community and increasing Jordan's renewable energy generation, in line with the National Energy Strategy.

Interventions Addressing Identified Needs and Vulnerabilities

A thorough analysis has been conducted to identify the key energy needs for refugees in both Za'atari and Azraq Camps. Several interventions listed below are currently in place to mitigate the impact of insufficient energy resources at the camps.

Za'atari Refugee Camp:

- Refugees have access to electricity in public and private areas, including refugee shelters, significantly improving their living conditions.
- Unsafe connections have been upgraded to reduce the risks to health and safety.

Azraq Refugee Camp:

- Refugees have received solar lanterns with phone-charging capacity which allows people to carry out normal activities after dark.
- Access to electricity is provided at medical centres, schools and community centres. There is no access to electricity in refugee shelters.
- Solar street lights have been installed to illuminate the streets of 2,619 homes, providing improved security and socialization.

Remaining Needs and Vulnerabilities

There is a clear and urgent need to create more economically, socially and environmentally sustainable solutions which meets the energy needs of the refugee communities and alleviates the difficulties they face.

In urban areas, refugees in rented accommodation face the additional burden of high utility bills, which could be mitigated through energy-efficiency measures, such as water-saving devices and energy-efficiency technologies (LED etc).

It is not sustainable for camp-wide high electricity bills to be paid in Za'atari. Steps need to be taken to create renewable and economically sustainable sources of electricity, which will also reduce the energy required from the national grid. Cost recovery and energy efficiency measures are also needed to reduce consumption and lower electricity bills

Creating a safe, regulated and sustainable solution—one that provides a controlled, effective electricity supply to the refugee population, hospitals, schools, businesses and humanitarian agencies in urban areas and in camps—will require significant investment. Central solar power plants would provide the optimal sustainable solution to meet the energy demands for the thousands of people living and working in the camps. Renewable energy technology could also meet the hot water requirements of the urban and camp populations which are necessary to improve health and hygiene.

Recommendations

Whilst planning immediate solutions that address energy usage amongst refugees, it is also important to create long-term solutions to ensure access to sustainable energy resources in the future. The following recommendations address the durable use of energy resources amongst the refugee population in Jordan, in line with the Jordanian Government's energy targets and UNHCR energy strategies.

- In camps, provide adequate energy for every household to cook food, to heat their homes, to light their homes and streets, to refrigerate their food, to charge their mobile phones and to wash their clothes.
- In urban areas, interventions should focus on implementing the use of safe, renewable energy sources and energy efficient technologies at the household level. The significance of ensuring energy sustainability within the refugee shelters of vulnerable groups is gaining increasing focus.³⁸
- Increase awareness of safety issues in relation to electricity and gas installations. Improve energy awareness and the use of insulation in urban shelters to reduce the costs of energy to households and the impact on the national power demands.
- Create a renewable and cost-effective source of electricity through a central solar power plant in both camps. Establish cost recovery systems in both camps so that all humanitarian and business operations in the camp pay directly for their energy consumption.
- Through the Azraq Camp electricity project, build a complete electrical network over three years, similar to those found in a normal urban setting of 60,000 people.
- At the Za'atari Camp, upgrade the existing distribution system, increasing system capacity and reliability, and improving safety and regulation.
- Pending the completion of the above work, continue to cover the electricity bills for both camps.

³⁸ Interventions in the urban areas should be in line with the recent Shelter Working Group recommendations on encouraging "resilience and innovation by integrating energy saving" components into the shelter response, linked to negotiated reduction in rent and security of tenure.

Health

Situation Analysis

The Syrian refugee health profile reflects a country in transition with a high burden of non-communicable diseases (NCDs).³⁹ Genetic diseases such as thalassemia are a significant burden on health systems. Much has been achieved in communicable disease control. Six national and three subnational polio campaigns and three measles campaigns have successfully contained both polio and measles. However, efforts now need to be focused on strengthening routine vaccination to ensure these gains are maintained. Crude mortality rates (0.22/1000 per month - 0.23 in males and 0.19 in females) and under five mortality rates (0.34 per 1000 per month - 0.36 in males and 0.33 in females) were within expected ranges and comparable to Jordan's rates.⁴⁰ Neonatal mortality has reduced, from 42 deaths in Za'atari in 2013 compared to 33 (18 males and 15 females) in 2014.⁴¹

It is estimated that 155,750 Syrian women are of reproductive age, it is estimated that there are 16,000 pregnant women at any time. Skilled medical attendance at delivery is high. In Za'atari Camp 96 percent of deliveries occurred in a health facility in 2014. Whilst for refugees in urban settings this figure has been 97 percent for the preceding two years.^{42,43} However, antenatal and postnatal care coverage is suboptimal; only 24.6 percent of those who delivered in Za'atari received three post-natal visits within six weeks of delivery.⁴⁴ Reproductive health services remain a critical and culturally sensitive entry point for identifying the populations most vulnerable to SGBV and other forms of violence.

Acute malnutrition is not a public health problem but some micronutrient deficiencies such as iron deficiency anaemia are a severe public health problem in children under five and women of reproductive age.⁴⁵

Eight percent of Syrian refugees in Jordan have a significant injury of which 90 % are conflict-related.⁴⁶ The number of war wounded Syrians entering Jordan has reduced but the types of injuries are more severe and necessitate costly surgical treatment and lengthy rehabilitation.⁴⁷

In November 2014, the MoH withdrew free access to all levels of health services to out-of-camp refugees. Registered Syrian refugees outside of camps now have to pay the uninsured Jordanian rates at MoH facilities. Though heavily subsidized this is posing a significant problem for vulnerable refugees.⁴⁸ A survey conducted in May 2015 showed that utilization of health services has been markedly affected.⁴⁹ The survey found that a majority - 58 percent - of adults with NCDs were unable to access needed medicines or other health services primarily due to an inability to pay fees; this compares with 24 percent in 2014. Use of private facilities has increased with 64 percent first seeking care in the private sector and only 24 percent in the government sector. Other impacts include refugees returning to the camps to access health care, and an increase in costs incurred

³⁹ In 2014, 22 % of consultations in Za'atari were for NCDs. This does not include consultations for mental health and injuries.

⁴⁰ Based on Za'atari data in 2014.

⁴¹ Rates are not presented here due to the numbers of deliveries in Zaatri in women who live outside the camp

⁴² UNHCR Health Information System Annual Report Za'atari 2014.

⁴³ UNHCR/JHAS. DRAFT Report Syrian Health Access and Utilization Survey May 2015.

⁴⁴ Comprehensive Child Focused Assessment: Za'atari Refugee Camp (2015), UNICEF-REACH. The proportion of deliveries in girls under the age of 18 was 8.7 % in 2014 - a significant increase compared to 5 % in 2013. Girls under 18 are more likely to experience obstetric and neonatal complications.

⁴⁵ Preliminary Findings Interagency Nutrition Survey Amongst Syrian Refugees in Jordan 2014.

⁴⁶ Handicap International/HelpAge International, Hidden victims of the Syrian crisis: disabled, injured and older refugees., 2014.

by humanitarian actors to support access to essential health services for the most vulnerable.⁵⁰

Interventions Addressing Identified Needs and Vulnerabilities

The 2015 JRP Refugee Health Response Plan seeks to ensure targeted interventions throughout the refugee cycle from arrival onwards. This should include responding to the immediate health needs of new arrivals, and then providing access to comprehensive primary and essential secondary and tertiary health services.

Responding to immediate health needs of new arrivals including those with injuries, NCDs, pregnant women and other specific needs remains crucial. New arrival reception, first aid, referral and vaccination at the eastern border and Raba Al-Sarhan Reception Centre are priorities. Other priorities include transfer and management of injured persons or those with medical, surgical or pregnancy related complications from eastern and western borders and Raba Al-Sarhan.

Provision and facilitation of access to comprehensive primary health care services including: reproductive health, maternal and child health, family planning, nutrition, infant and young child feeding, and the support of mental health and community health volunteers needs to be maintained. Primary health care will continue to be provided through a network of NGO supported static and mobile clinics in urban and camp settings, as will all reproductive health services and SGBV management clinics

Support is being provided to community health volunteers, and staff in IYCF facilities within urban areas, Za'atari and Azraq. Mental health services are provided through primary health care clinics and community mental health workers. Routine immunization systems are being strengthened through vaccination campaigns conducted in urban settings and in Azraq, Za'atari, and Emirati-Jordanian camps. A countrywide tuberculosis control programme is funded by the global fund for HIV/TB and Malaria. Rehabilitation services for persons with disabilities and injuries are mostly provided by NGOs such as Handicap International, Fundacion Promocion Social de la Cultura (FPSC) and Johud/Zenid.

Essential secondary and tertiary health services continue both in and out of camps. These services include support for war-related injuries, acute medical and surgical conditions, referral costs for pre- and post-natal complications, and investigations and specialist consultations with MoH facilities or other approved hospitals in the referral network. Direct provision of obstetric and neonatal services, war wounded care as well as other secondary care is provided in Irbid, Mafraq, Za'atari and Azraq.

Specific capacity gaps in the national systems are being addressed through training and provision of technical support such as: in-patient management of acute malnutrition; clinical management of SGBV; integration of mental health into primary health care; NCD management and specialized trauma surgery.

As of July 2015, 21 projects have been approved under the refugee pillar of the JRP 2015 health sector plan, amounting to US\$ 27.3 million, equivalent to 49 percent of the US\$ 55.7 million budget.

⁴⁷ Men account for the majority of injured persons with the highest proportion of injuries found amongst those aged 30 to 60 years. Injuries in males of working age negatively impact livelihoods but there are also concerns about access to territory for injured women and children.

⁴⁸ The VAF Welfare Model results show that 86 % of Syrian refugee individuals are living below the Jordanian poverty line of 68 JOD per capita per month, and are therefore rated as being highly or severely vulnerable. Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

⁴⁹ UNHCR/JHAS. DRAFT Report Syrian Health Access and Utilization Survey May 2015.

⁵⁰ JHAS reported a 26 % increase in diagnoses in the first three months of 2015 compared to Sep.-Nov. 2014.

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
69	Provision of health care services for Syrian Refugees and vulnerable Jordanians in Jordan: Phase four	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	5/26/2015	5/26/2016	\$9,168,706
75	Provision of reproductive health services for Syrian and Jordanian women in camps and urban environments	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	4/8/2015	4/8/2016	\$1,649,960
79	Treating mental health, physiotherapy and social service needs of traumatized Syrian refugees in Jordan: A multidisciplinary service and capacity building approach	REF 2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	2/25/2015	2/25/2016	\$1,130,032
108	Primary health care services and psychosocial Support to Syrian Refugees and Jordanians	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	2/25/2015	2/25/2016	\$2,753,908
119	health1 / Contributing effectively to decreasing psychosocial distress and social isolation for Syrians and Jordanians: Phase four	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	3/25/2015	3/25/2016	\$146,621
121	Improving quality of care for Syrian Refugees and vulnerable Jordanians in northern Jordan	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	6/30/2015	6/30/2016	\$250,000
125	Contributing effectively to decreasing psychosocial distress and social isolation for Syrians and Jordanians/phase4health2	REF 2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	3/25/2015	3/25/2016	\$146,621
163	Life-saving health assistance for vulnerable Syrian families affected by Syria crisis	REF 2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	3/18/2015	9/18/2015	\$516,853
169	Rehabilitation and prostheses provision to the severely injured and disabled persons: Second Phase	REF 2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	3/4/2015	11/4/2015	\$966,457
171	Enhancing Tuberculosis prevention diagnosis and treatment among Syrian refugees in Jordan	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	6/30/2015	6/30/2016	\$1,000,602

202	SAHTI Emergency initiative for Syrian refugees and host communities in Jordan with a specific focus on women	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	3/18/2015	10/18/2015	\$536,145
229	Assisting the most vulnerable Jordanians and Syrians – (Health Sector (distributing Hygiene kits	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Pipeline			\$171,668
262	Assistance to vulnerable families affected by the Syrian crisis - Health Sector	REF 3.1 Community health for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	5/26/2015	5/26/2016	\$385,476
270	Project for Provision of NFIs and Food Assistance,” Mental Health Support and Social Protection for Syrian “refugees and vulnerable Jordanian in Zara	REF 3.1 Community health for refugee WGBM in camps and out of camps and vulnerable Jordanians	Pipeline			\$392,521
301	Provision health care services for Syrian Refugees and vulnerable Jordanians in Jordan: Phase one	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	5/26/2015	5/26/2016	\$494,350
326	Emergency intervention for the most vulnerable people affected by the Syrian crisis in Jordan: DFID 2015 – Phase Four	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Pipeline			\$1,560,712
353	Prosthetic Rehabilitation Center	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Pipeline			\$79,801
385	Protection, Primary Health and Mental Health Services for Syrian Refugees Residing in Camps and Host Communities	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	6/30/2015	6/30/2016	\$3,728,904
390	Continuation of essential reproductive health and gender based violence interventions for Syrian refugees in Azraq camp	REF 1.1 Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	6/30/2015	6/30/2016	\$670,916
414	Syria Joint Response (SJR) - increasing equitable access to health services for Syrian women and child refugees .as well as for vulnerable Jordanians in Zara	REF 2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	6/30/2015	4/30/2016	\$652,450
478	Syrian response to the crisis in Lebanon and the Syrian Arab Region and Iraq	REF 3.1 Community health for refugee WGBM in camps and out of camps and vulnerable Jordanians	Approved	2/4/2015	6/5/2015	\$937,373
TOTAL						

Remaining Needs and Vulnerabilities

Current funding means that only 37 percent of refugees living in urban settings are covered by health services, leaving over 300,000 people with uncertain access. The VAF health sector vulnerability indicator,⁵¹ which assesses the factors that are likely to impact a household's ability to mitigate health crises, found that 41 percent of Syrians are part of households with severe health vulnerability and 15 percent are part of households with high health vulnerability.⁵² More specifically the VAF health sector vulnerability indicator found the following: Fifteen percent of Syrians are severely vulnerable in terms of being able to access health services when needed; 16 percent of households have the presence of pre-existing medical conditions (e.g. disabilities or chronic illnesses) that are negatively impacting a family member's day to day life; and 10 percent of Syrian households report that they spend more than 25 percent of their expenditure on health care. Geographical differences are also apparent with overall health vulnerability scores higher in the east and central regions.

Recommendations

- Maintain humanitarian programming and continue to meet the immediate health needs of individual refugees whilst also undertaking health systems strengthening and promoting resilience.
- Support MoH with the following provisions: medicines and other consumables, direct funding support for medical equipment, training in key areas such as mental health in primary health care, SGBV management, and rehabilitation.
- Support a network of clinics and other services for those Syrians who cannot access MoH services at the subsidised rate (either because they are not eligible or they cannot afford it), including areas not covered widely in the national health system (mental health and SGBV responses)
- Support essential secondary and tertiary care, including emergency obstetrics, neonatal care, war wounds, malignancies, and thalassemia not covered by MoH.
- Expand and strengthen post-operative convalescent care and rehabilitation for war-wounded persons.
- Expand the community health network to improve uptake of key services, access to information, community capacity, self-reliance and the ability to withstand future adversity. The target for the uptake of these services is one community health volunteer (CHV) per 1000 refugees.
- Strengthen interventions for Syrian WGBM with moderate to severe sensory, intellectual and physical impairments to ensure their physical, psychosocial, educational and health needs are met in a way that promotes dignity and inclusion.
- Continue to strengthen IYCF and prevention and response to key micronutrient deficiencies such as iron and vitamin A through the national micronutrient fortification programme.
- Explore and pilot demand-side financing initiatives. For instance, cash and vouchers to access essential health services such as delivery care. Monitor the effect and impact on

⁵¹ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

⁵² The sector identified access and availability of health care, family composition, the presence of pre-existing conditions and the proportion of household expenditure on health care as influencing health vulnerability.

encouraging access to MoH services and key indicators such as coverage of antenatal and post-natal care and skilled attendance at delivery.

- Strengthen the prevention, screening, early diagnosis and treatment of certain malignancies. Expand psychosocial support and symptomatic relief including pain management.
- Continue to enhance coordination and referral mechanisms, both across the health sector and with other sectors, to provide comprehensive prevention and response services (especially for SGBV and family planning services).
- Engage men to strengthen behaviour change interventions that promote women's access to critical health services.
- Ensure integrated, multifactorial and multi-sector approach to anemia prevention and control.

Justice

Situation Analysis

The three key focus areas in 2015 have been: (i) Access to civil status and other forms of documentation, including Ministry of Interior (MOI) Service Cards; (ii) awareness of rights and obligations amongst the Syrian refugee population, including how to access services and (iii) access to legal aid and legal services, including through expanding legal aid networks and services in the camps.

Obtaining proper documentation for refugees in camps and host communities directly impacts upon their ability to access protection and other services. Many Syrian refugees in Jordan lack important civil documentation such as birth, marriage, and death certificates. This is often because their documents were lost or damaged in Syria or they have not obtained documents in Jordan due to lack of awareness of both the need for such documents and the government procedures for obtaining them. Although the ongoing return of Syrian personal identity documents, combined with the regular presence of a civil registrar in refugee camps has improved access to birth registration, it is estimated that 30 percent of Syrian refugee children still do not have birth certificates.⁵³ The presence of Shari'a Courts in refugee camps and increased awareness-raising has improved marriage registration amongst Syrian refugees. A Cabinet decision in May 2015 announcing a time-bound exemption from penalties for couples who have not officially documented their marriages should also help increase the documentation of marriages, and as a result also support increased birth registration. This is the second such exemption issued by the Jordanian Government – a previous exemption announced in November 2014 enabled 1,947 couples (including 1,032 couples in Za'atari Camp) to obtain marriage certificates.

Due to the increasing depletion of resources and reduction in humanitarian assistance in urban areas, as well as the administrative and financial challenges to obtaining formal work permits, there was an increase in detention for illegal work in 2014. In 2014, over 561 Syrians (400 men, 99 boys, 14 girls, and 48 women) were detained or placed in protective custody (if juveniles) by the Jordanian authorities.⁵⁴

An estimated 20 percent of Syrian refugees living in host communities do not have any form of rental contract, placing them at greater risk of eviction or housing disputes.⁵⁵ As such, greater awareness on security of tenure and rental agreements continues to be a need.

Interventions Addressing Identified Needs and Vulnerabilities

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
260	Assistance to vulnerable families affected by the Syrian crisis: Legal awareness	REF 1.2 Improve access to legal assistance for Syrian refugees	Pipeline			\$12,802

⁵³ UNHCR, Protection Sector, 2015

⁵⁴ UNHCR, Protection Sector, 2015

⁵⁵ UNHCR, Living in the Shadows: Jordan Home Visits Report 2014, 2015.

The 2015 JRP Refugee Justice Response Plan aims to ensure quality and prompt access to the justice system for all WGBM in Jordan, focusing on areas with an increased caseload resulting from the presence of Syrian refugees. To achieve this, the plan proposes three projects with a total budget of US\$ 2.3 million. As of mid-July 2015 only one project had been submitted for a total value of US\$ 12,802.

Protection partners have increased awareness-raising activities on rights and obligations, including through legal information sessions and counseling. There has been particular focus on the following three areas: (i) Security of tenure, (ii) relevant provisions of the Personal Status Law and (iii) the obligations of Syrians living in Jordan (including the requirement to participate in the Government of Jordan's urban re-registration exercise).

Protection partners have increased their activities to ensure that all refugees have civil documentation. These activities include the joint UNHCR/UNICEF/SRAD birth registration campaign; increased support to the Shari'a court, including through their regular presence in Za'atari and Azraq; and awareness-raising on marriage and other family law and inheritance documentation issued through town hall meetings, information leaflets, legal awareness-sessions, legal aid services and messages to refugees.

The number of WGBM receiving legal information and counseling is 50,841 (women 20,195; girls 3,772; boys 4,109; men 22,765).⁵⁶

There are 14 civil court judges and 26 Shari'a court judges trained on refugee law and protection of refugees, and 25 juvenile and Shari'a court judges, who were trained on formalization of alternative care procedures for Syrian UASC in 2014 and 2015.

Administrative institutions and practice in refugee camps have been strengthened, with the establishment of an office of the Shari'a court in Za'atari camp in 2014 (with Azraq camp to follow in mid-2015).

Remaining Needs and Vulnerabilities

As part of a broader multi-sector response, greater efforts are needed to ensure the provision of quality legal services to survivors of sexual and gender-based violence.

Ways of strengthening the best interests determination evaluation for early marriage applications as contained in the special instructions issued by the Supreme Judge Department should be examined, as recommended at the round table on early marriage and documentation issues held in June 2014.

Greater support is needed to ensure that Syrian refugees can continue to access legal services and benefit from legal rights and entitlements. This is particularly important in remote and under-served areas in the north and south of Jordan. Specific legal awareness and civil documentation activities are needed to assist refugees to: (i) Participate in the urban re-registration exercise (delivery of new MOI Service Cards); (ii) document marriages, deaths and births and (iii) ensure security of tenure.

⁵⁶ Please note that these statistics are based upon refugee partners' reporting from January-May 2015. This number also includes a small number of legal representation, although the majority of the services provided are legal information and legal counselling.

Recommendations

- Support judicial capacities thematically and institutionally to respond to the legal issues of Syrian refugees.
- Continue to support the Shari'a Court in camps, especially with the establishment of Family Reconciliation (Mediation) Offices, to ensure that Syrian refugees can document their marriages in accordance with Jordanian law and pursue other family law matters. This should also work to reduce the prevalence of early marriages.
- Support development of the Shari'a court's procedural law, in order to uphold rights previously acquired by a refugee and/or their dependents based upon personal status, and in particular rights relating to marriage.
- Support the capacity development of the MOJ, the judiciary, prosecutors, the Bar Association and other legal aid service providers to provide better justice and legal aid services to refugees.
- Continue to provide information, free legal counseling, advice and representation to refugees, both in camps and in urban areas, particularly on legal status, civil documentation, criminal law, and housing issues.
- Ensure monitoring better captures the different impact of vulnerabilities on male and female refugees in relation to documentation such as rental agreements. This is to ensure that the response is appropriately tailored to the different specific needs of WGBM

Livelihoods and Food Security

Situation Analysis

The WFP's recent CFSME shows that the percentage of Syrian refugee households - living within host communities - who are either food insecure or vulnerable to food insecurity has risen significantly from 48 percent to 86 percent since 2014.⁵⁷ This increase can be attributed to the reduction in food security assistance, caused by a lack of resources.⁵⁸ With limited alternatives available to Syrian refugees many households have insufficient (economic) access to adequate food.

Of the Syrian refugees aged over 15 years old, 28 percent are economically active.⁵⁹ Of those currently working, 99 percent are working informally. Although Syrian and Jordanian informal workers are facing similar challenges, Syrian refugees are generally paid less, work more, and have poorer conditions compared to Jordanians working in the same sector. A recent International Labour Organization (ILO) assessment established that child labour is more frequent among Syrian families living outside the camps than in comparable Jordanian families.⁶⁰ These patterns are reflected in the high rates of refugee children not in school, as outlined in the assessment of the education sector.⁶¹

Compared to 2014, more Syrian refugees now rely on cheaper, less preferable food or by reducing the number of meals eaten per day. Eighty percent of Syrian refugees are in families engaging in severe or emergency coping strategies.⁶² The CFSME found that in 27 percent of households, at least one member has accepted some form of either high risk, illegal, socially degrading or temporary work. Over 60 percent of Syrian refugee households are borrowing money to cover rent and almost 70 percent are buying food on credit or borrowing money to purchase food. As a result of refugees increasingly incurring debt to meet their basic needs, 50 percent of households now hold over 500 JOD (US\$705) of debt, twice as many as last year.

The number of Syrian refugee households with poor dietary diversity scores has more than doubled since last year, reaching 11 percent.⁶³ One of the consequences of the poor dietary diversity is the high prevalence of anaemia among girls and boys in the Za'atari Camp (48.4 percent).⁶⁴ Within the Syrian refugee population living in host communities, the prevalence of anaemia was of medium public health significance at 26.1 percent. With the reduction of food assistance and in the absence of programmes that address the causes of anaemia, these figures are expected to increase.

⁵⁷ Preliminary findings from the 2015 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME) compared with 2014 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME).

⁵⁸ WFP's food voucher value has been reduced in urban areas from 20JOD to 15JOD and 10JOD depending on vulnerability levels. For the months of August, September, October, November 2015, WFP will provide assistance of 10 JOD per month to extremely vulnerable refugees. Vulnerable refugees will be provided with 5 JOD assistance for the month of August. The value of 20JD in camps will be maintained.

⁵⁹ ILO, Impact of Syrian Refugees on the Jordanian Labour Market, April 2015.

⁶⁰ Ibid. 1.6 % of Jordanian boys in the age group 9-15 are economically active, while more than 8 % of Syrian boys in the same age group are economically active. The prevalence of economic activity is about twice as high for boys aged 15 to 17 in the Syrian refugee community, compared to the Jordan host community. Most Syrian refugee children in employment work in construction, wholesale and retail, trade and repairs, accommodation and food services or manufacturing industries, making a significant contribution to their household's total income.

⁶¹ See Education Chapter above.

⁶² Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

Interventions Addressing Identified Needs and Vulnerabilities

In addition to WFP's project, as of July 2015, 10 projects have been approved under the refugee pillar of the JRP 2015 food security sector, totaling US\$ 4,524,349.

Since the beginning of the Syria crisis, the food security sector has provided continual support to Syrian refugees in and outside the camps. The largest assistance has been through food voucher programmes run by a variety of organizations. WFP alone has injected over USD 375 million into the Jordanian retail economy through the WFP vouchers (87 % of every voucher dollar spent goes into the economy) and has created jobs for hundreds of Jordanians in the food sector.⁶⁵

Other activities include food parcel and food voucher distributions among Syrian refugee families and vulnerable Jordanians in host communities, with targeted assistance during Ramadan. However, such assistance has limited coverage and is usually of a short duration. School feeding programmes in the camps continue.

In 2015, the interventions of the food security sector have been optimized with assistance now targeting only the most vulnerable Syrian refugees, in line with the VAF.⁶⁶ Thereby the food security sector ensures that its projects are cost efficient and work within funding limitations, while still providing essential assistance and a daily intake of 2,100kcal per person.. Improved coordination among different food security stakeholders has also ensured better use of resources. This has been complemented by incentive based volunteering implemented by other sectors in the camps, which enhances the ability of refugees to meet basic needs.

Unfortunately in 2015, the sector has had insufficient funding to provide the planned food assistance to eligible Syrian refugees in host communities, even those in greatest need. Further drastic reductions in the food assistance programmes are likely to occur from August 2015, without additional resources.

Remaining Needs and Vulnerabilities

With the increasing funding shortfall affecting the provision of food assistance, the food security needs of Syrian refugees are no longer being met through humanitarian assistance.

Taking into consideration Syrian refugees increasing vulnerability to food insecurity, emergency food assistance must continue until households have alternative means to meet their food needs. This emergency assistance should be complemented by resilience programmes that develop closer links between local agricultural producers and retailers participating in food voucher schemes.

The continued prevalence of micronutrient deficiencies and poor dietary diversity, in particular among children, requires increased awareness of good nutritional practices through training and communication. This should be combined with sufficient access to fresh food, but this is a challenge considering the limited economic resources of Syrian refugees, as has been outlined above.

Overall, the priority is ensuring that Syrian refugees have sufficient economic resources to access food, without employing negative coping strategies in the process.

Recommendations

Given the dramatic increase in food insecurity amongst Syrian refugee households, particularly those living in host communities, the following recommendations are made:

- Explore additional avenues for increasing economic access to food for refugees and vulnerable Jordanians. Systems should enable local food purchases to also benefit the local economy and producers.
- Conduct further analysis of Syrian investment in Jordan since the beginning of the Syria crisis, which explores the potential for attracting additional Syrian investors, and should also

consider potential avenues for donor support that would benefit the Jordanian economy.

- In the absence of alternative self-reliance opportunities for refugees, continue programs that provide some form of food assistance to the most vulnerable refugees in a safe and dignified manner. To sustain the Jordanian economy, any food assistance should continue to use existing markets and, where possible, Jordanian producers.
- It is critical to the economy of Jordan to begin considering options for employing Syrians in sectors where there is a shortage of Jordanian labor in a manner that does not disadvantage Jordanian workers.

Shelter

Situation Analysis

The Syria crisis has exacerbated the existing shortage of affordable housing in Jordan, while also raising rental prices and straining urban infrastructure. Since 2013 the Jordanian Government estimates that there are at least 48,230 fewer housing units on the market than required to meet the combined needs of Syrian refugees and native Jordanians. The average rental price across the country rose by 14 percent between January 2013 and January 2015, impacting both Syrian refugees and Jordanians who are at risk of being priced out of an underserved market.⁶⁷

In urban areas, according to the VAF shelter scores, 25 percent of Syrians are severely shelter vulnerable and 50 percent are highly shelter vulnerable.⁶⁸ Finding adequate shelter is reported as Syrian refugees single most pressing need,⁶⁹ and the search for shelter is a key source of tension between Syrian refugees and host communities.⁷⁰

Rental payments continues to constitute the single highest expenditure for most Syrian refugees residing in Jordanian host communities, equating to more than half of the household expenses.⁷¹ Vulnerability is further exacerbated by insecurity of tenure and high rental costs. One in five Syrian refugee families in host communities assessed by UNHCR do not have any form of rental contract, which is not only a legal requirement for foreigners living in Jordan, but also elementary protection from eviction and a precondition for registration with the MOI.⁷²

Za'atari camp has received hundreds of thousands of refugees since the start of the crisis, however the majority have moved on from camp to urban areas. The mobile nature of the population has disrupted infrastructural planning and assistance delivery. The shelters typology has changed with prefabricated caravans replacing most of the tents in the camp.

In April 2014 the second largest site, Azraq Camp, was opened with an initial capacity of some 54,000 individuals. Four planned villages have now been constructed with concrete flooring added to the T-shelters. Two market areas have been completed and are awaiting approval to open. The camp can be extended to accommodate an additional 13,000 to 15,000 refugees and the construction of additional villages is also possible should the need arise.

⁶³ Preliminary findings from the 2015 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME) compared with 2014 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME).

⁶⁴ Preliminary results from the Interagency Nutrition Survey amongst Syrian refugees in Jordan. This figure significantly higher than the regional average, and thus considered a severe public health concern by World Health Organisation (WHO) classifications.

⁶⁵ WFP, Economic Impact Study: Direct and Indirect Impact of the WFP Food Voucher Programme, 2015.

⁶⁶ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

Interventions Addressing Identified Needs and Vulnerabilities

The 2015 JRP Refugee Shelter Response Plan highlights the continuing need to invest in additional camp extension works, land development, infrastructure works, construction of new basic service facilities and additional shelter units. Eleven projects have been proposed costing a total of US\$ 83.5 million. To date interventions valued at USD 7.1 million have been initiated or approved, covering 8.5 % of the requested amount.

⁶⁷ GoJ Department of Statistics Consumer Price Index. Available at http://www.dos.gov.jo/dos_home_e/main/economic/price_num/index.html.

⁶⁸ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

⁶⁹ CARE International, Lives Unseen, April 2014.

⁷¹ REACH, Housing and Tensions in Jordanian Communities Hosting Syrian Refugees – Thematic Assessment Report, June 2014.

⁷² UNHCR, Living in the Shadows – Jordan Home Visits Report 2014, January 2015.
UNHCR, Living in the Shadows – Jordan Home Visits Report 2014, January 2015.

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing US\$
53	Rented shelter rehabilitation	REF 2.1 Upgrading of shelters to adequate standards	Pipeline			\$537,522
107	Lifesaving assistance to populations in Jordan affected by the Syria crisis.	REF 2.1 Upgrading of shelters to adequate standards	Pipeline			\$1,102,141
165	Conditional cash project for vulnerable Syrian and Jordanian Children in Irbid, Jordan	REF 2.3 Provision of conditional cash-for-rent to vulnerable households	Approved	2/25/2015	2/25/2017	\$3,348,320
180	Ensuring vulnerable populations affected by social unrest have access to basic items and safe housing in Jordan: Phase Three	REF 2.1 Upgrading of shelters to adequate standards	Approved	2/4/2015	7/4/2015	\$536,790
254	Assisting the most vulnerable Jordanians and Syrians – Housing Sector (Rent Assistance)	REF 2.3 Provision of conditional cash-for-rent to vulnerable households	Approved	3/4/2015	3/4/2016	\$484,343
261	Assistance to vulnerable families affected by the Syria crisis. Providing shelter and sealing-off kits	REF 2.2 Provision of sealing off kits	Pipeline			\$286,363
313	Arqa "Project for Provision of NFIs and Food Assistance, Mental Health Support and Social Protection for Syrian refugees and vulnerable Jordanian in Z	REF 2.1 Upgrading of shelters to adequate standards	Approved	5/26/2015	5/26/2016	\$366,979
388	Provision of cash for rent assistance, to benefit both the Jordanian host community and the Syrian Refugees	REF 2.1 Upgrading of shelters to adequate standards	Pipeline			\$408,540
TOTAL						\$7,070,998

While progress is being made in the camps, as detailed below, there has been limited progress in urban areas due to the outstanding approval of shelter interventions in urban and rural areas.

Za'atari Refugee Camp:

- 2,343 emergency shelters (tents) provided
- 2,738 semi-permanent shelters (pre-fabricated caravans) installed
- 683 (new design) prefabricated caravans installed
- 1,583 households relocated under the ongoing restructuring exercise of the camp

Azraq Refugee Camp:

- 5,710 of existing shelters and associated facilities upgraded
- 815 transitional shelters (T-Shelters) constructed
- 9,735 existing T-shelters improved through the provision of concrete flooring
- 2,068 existing T-shelters improved through maintenance works
- 7,613,116 m² of site developed in accordance with final designs
- 60m bridge, connecting villages three and six, constructed
- 1,640 m of drainage culverts installed
- 1,500 m² multipurpose area including gymnastic areas and football pitches constructed
- 224 m² of shades installed
- 2,500 m² of sealcoat roads
- 200m of fences

Remaining Needs and Vulnerabilities

Living conditions in both Za'atari and Azraq Camps require improvements. The camps are overcrowded and require upgrading and the construction of additional infrastructure, including: roads, drainage structures, graveling, shelter improvements, and markets. Maintenance of pre-existing infrastructure, shelters and basic service facilities are also necessary as are winterization upgrades. Depending on the flow of refugees to Azraq camp, it may also be necessary to increase capacity by expanding existing villages and/or the construction of additional villages.

In urban areas, the lack of adequate housing has forced the majority of the Syrian refugees to live in sub-standard accommodation, which is often characterized by earth floors, missing internal doors, broken windows, poor ventilation, mould and outdoor bathrooms. There is a need to continue upgrading such substandard housing and increasing the number of affordable housing units in the market for the longer term. Many Syrian refugees living in rented accommodation, lack basic security of tenure and are at risk of eviction, rental increases and exploitation by their landlords. Therefore, secure tenure and rental contracts are required to protect the rights of Syrian refugees.

Furthermore, in both camp and urban/rural settings, it is vital to address individually the needs of (WGBM) and people with specific needs (such as those with disabilities, female headed households and the elderly) and also take into consideration cultural sensitivities such as privacy, family linkages and origins.

Recommendations

- If the numbers of refugees in camps continues to grow, investment in additional camp extension works must continue. This includes investments in land development, infrastructure works and construction of new basic service facilities, as well as investment in additional shelter units.
- Invest in infrastructure upgrades in the existing villages and districts in Azraq and Za'atari consecutively. In Za'atari, this includes construction of internal service roads, maintenance of camp infrastructure, and replacement of damaged prefabricated caravans and winterization activities. In Azraq, this includes the following: maintenance of existing shelters and installations; improvements to existing shelters (kitchen, shower, shelves, home gardening); expanding existing market areas; upgrading roads and improving accessibility between villages (light bridges, pathways, etc).
- In urban areas recommendations include upgrading housing in poor condition and completing unfinished buildings with the intention of providing adequate, secure shelter for Syrian refugees and also support Jordanian landlords.
- Provide conditional cash for rent to Syrian refugees in urban areas.
- Distribute home adaptation kits and develop a winterization strategy for shelters that are not insulated or protected against damp and cold.
- Raise awareness on lease and rental laws targeting both Syrian refugees and Jordanian landlords.
- Encourage resilience and innovation by integrating energy saving (e.g. solar panels, insulation) and water saving (e.g. tap fillings) components into the shelter response.

Social Protection

Situation Analysis

The overall situation for Syrian refugees in Jordan has become more difficult as a result of the following two issues: (i) Continued restrictions placed on Syrian refugees that inhibit access to the formal labour market, this has meant Syrian refugees ability to provide for their own basic needs is virtually non-existent. (ii) A gradual decline in humanitarian assistance – notably in the areas of health and food. With 86 % of refugees living below the poverty line, refugees are resorting to a range of coping strategies to survive, some of which increase their protection vulnerability.⁷³ Refugees appear to become more economically vulnerable as their displacement is prolonged, with vital support networks eroding over time.

Key protection risks for refugees include the following: (i) Restrictions on freedom of movement; (ii) lack of access to the territory; (iii) documentation and registration issues, including access to MOI service cards; (iv) risk of SGBV; (v) violence against children; (vi) mental health and psychosocial complications, with stress and isolation affecting gender roles as well as community and family support structures; and (vi) tensions with host communities.

Assessments highlight a lack of psychosocial support, the risk of recruitment of youths by armed groups within Jordan, and the absence of targeted protection and support programmes that address the distinct needs of Syrian youth.⁷⁴ Assessments also indicate that up to 30 percent of Syrian refugees in Jordan have specific physical or intellectual needs; one in five refugees are affected by physical, sensory or intellectual impairment; and one in seven refugees are affected by chronic illnesses that could potentially lead to disabilities.⁷⁵ Refugees with disabilities face significant challenges accessing services, and may be more vulnerable to exploitation and abuse.

Interventions Addressing Identified Needs and Vulnerabilities

The 2015 JRP refugee social protection response plan aims to provide vulnerable groups affected by the crisis with access to improved social protection and improved legal and operational protection frameworks and services in governorates most affected by the Syrian crisis. Twenty projects are proposed with a total budget of US\$ 282.4 million.

As of July 2015, 51 separate initiatives have been funded under these projects, with a total value of USD 54.3 million or 19.2 %.

⁷³ UNHCR Vulnerability Assessment Framework Baseline Report, 2015. The Jordanian poverty line is 68 JOD per capita per month. In addition, a recent report indicates that levels of poverty are higher amongst female than amongst male-headed households. Most families need to spend more than they earn in order to meet their household needs, with average expenditure being 1.6 times greater than income. Source: UNHCR Home Visit Report (2014), available at: <http://www.unhcr.org/54b685079.pdf>.

⁷⁴ IMC and UNICEF. 2014. Mental Health/Psychosocial and Child Protection for Syrian Adolescent Refugees in Jordan.

⁷⁵ HelpAge International and Handicap International, Hidden Victims of the Syria crisis: disabled, injured and older refugees, May 2014.

ID	Name	JRP Project Title	Status	Start Date	End Date	\$Financing US
39	Enhancing the well-being of Syrian women refugees in Za'atari camp	REF 2.2 Support to community participation and self-management	Approved	5/17/2015	5/17/2016	\$1,038,702
47	Creating a space for change with a Za'atari youth center	REF 2.4 Provision of structured psychosocial support services	Approved	5/17/2015	5/17/2016	\$637,126
60	(Community based support for refugees in Jordan (CBSR	REF 2.2 Support to community participation and self-management	Pipeline			\$8,951,528
68	Comprehensive case management services for Syrian children and women	REF 3.2 Provision of safe, confidential and survivor-centred multi-sector services to survivors of SGBV	Approved	5/17/2015	5/17/2016	\$552,040
78	Comprehensive package of services for children and their families affected by the Syrian crisis in the Emirati Jordanian Camp (Marjeb Al-Fahood) and in the surrounding Irbid and Mafraq governorates in Jordan	REF 2.4 Provision of structured psychosocial support services	Approved	4/8/2015	4/8/2016	\$935,726
100	To prevent and protect children affected by the Syrian crisis from the worst forms of child labour, domestic violence and early marriage in northern Jordan	REF 2.4 Provision of structured psychosocial support services	Approved	4/19/2015	10/19/2015	\$492,196
104	Comprehensive package of services for children and their families affected by the Syrian crisis in the Emirati Jordanian Camp (Marjeb Al-Fahood) and in the surrounding Irbid and Mafraq governorates in Jordan	REF 2.4 Provision of structured psychosocial support services	Approved	4/8/2015	4/8/2016	\$444,425
120	Inclusive protection and humanitarian assistance for Syrian refugees and the most vulnerable Jordanians in Madaba	REF 2.3 Provision of material support to persons with specific needs	Approved	4/19/2015	1/19/2016	\$846,410
126	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 1	REF 2.1 Information campaigns and accountability mechanisms implemented	Approved	3/25/2015	3/25/2016	\$146,621
127	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 2	REF 2.3 Provision of material support to persons with specific needs	Approved	3/25/2015	3/25/2016	\$146,621
130	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 3	REF 2.4 Provision of structured psychosocial support services	Approved	3/25/2015	3/25/2016	\$146,621

				Pipeline			
135	Implementing assistance to populations in Jordan affected by displacement			Approved			\$650,038
137	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 4	REF 4.1 Capacity building of governmental and non-governmental actors on Child Protection issues and service provision		Approved	3/25/2015	3/25/2016	\$146,621
140	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians – phase 4, social protection 5	REF 4.4 Provision of specialized child protection services		Approved	3/25/2015	3/25/2016	\$146,621
145	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 6	REF 3.1 Prevention and awareness-raising campaigns on SGBV and harmful practices		Approved	3/25/2015	3/25/2016	\$146,621
151	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 7	REF 3.2 Provision of safe, confidential and survivor-centred multi-sector services to survivors of SGBV		Approved	3/25/2015	3/25/2016	\$146,617
159	Contributing effectively to decrease the psychosocial distress and social isolation of Syrians and Jordanians - phase 4, social protection services 8	REF 4.3 Community-based child protection mechanisms and prevention initiatives		Approved	3/25/2015	3/25/2016	\$146,621
162	Hemayati! Reproductive health and SGBV services for SGBV survivors and the larger population affected by the Syria crisis in Amman, Irbid, Zara, Khaldyaa (Ma'raq), Ma'an, Hoson Camp (Irbid)	REF 3.2 Provision of safe, confidential and survivor-centred multi-sector services to survivors of SGBV		Approved	4/19/2015	12/19/2016	\$502,057
173	Integrated EFSL, WASH and protection response for Syrian refugees living in host communities	REF 2.1 Information campaigns and accountability mechanisms implemented		Approved	2/25/2015	2/25/2016	\$86,155
177	Urgent winterization support for Syrian refugees and host communities	REF 5.2 Basic needs support for vulnerable refugees (outside camps) and affected Jordanians		Approved	4/8/2015	10/8/2015	\$116,362
178	Addressing the urgent needs of the most vulnerable among the Syrian crisis-affected population in Jordan through cash assistance- Phase One	REF 5.2 Basic needs support for vulnerable refugees (outside camps) and affected Jordanians		Approved	3/25/2015	6/29/2015	\$249,406
182	Psychosocial support program	REF 4.2 Knowledge generation on key child protection issues related to the Syrian crisis		Approved	5/17/2015	5/17/2016	\$1,003,388
189	Community-based psychosocial Support, informal and basic life skills education for vulnerable children	REF 4.3 Community-based child protection mechanisms and prevention initiatives		Approved	5/17/2015	11/17/2015	\$364,495

191	Provide children and young people with integrated child protection, psychosocial, and life skills services in the camps	REF 2.4 Provision of structured psychosocial support services	Approved	5/17/2015	5/17/2016	\$1,957,883
209	Ensuring children's healthy development and youth participation in safe environments - Phase Three	REF 1.1 Protection space preserved and border support provided	Approved	5/17/2015	5/17/2016	\$2,097,162
214	Prevention and awareness campaigns on SGBV and other harmful practices and provision of safe, confidential and survivor-centered multi-sector services to survivors of SGBV	REF 3.1 Prevention and awareness-raising campaigns on SGBV and harmful practices	Approved	5/17/2015	11/17/2015	\$231,373
226	Enhancing the capacity of Community Based Organizations to provide social support for Syrian refugees and host communities	REF 2.2 Support to community participation and self-management	Approved	5/17/2015	2/17/2016	\$240,700
228	Promoting a protective and stimulating environment for displaced Syrian children in Za'atari, King Abdullah park and Cyber City camp, in 2015	REF 4.4 Provision of specialized child protection services	Approved	5/17/2015	5/17/2016	\$4,526,931
232	Emergency financial assistance and access to protection information for refugees and host communities	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	5/17/2015	3/17/2016	\$1,202,328
242	Assistance to vulnerable families affected by the Syrian crisis, including through monetary assistance	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	5/17/2015	5/17/2016	\$748,843
250	Safe access to educational activities	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	5/17/2015	5/17/2016	\$202,318
256	Assisting the most vulnerable Jordanians and Syrians – within the NFI sector	REF 5.3 Seasonal Support for vulnerable refugees	Approved	3/4/2015	3/4/2016	\$258,003
257	Assisting the most vulnerable Jordanians and Syrians – within the outreach Sector	REF 2.1 Information campaigns and accountability mechanisms implemented	Approved	3/4/2015	3/4/2016	\$85,986
258	Providing protection to vulnerable children and their families affected by the Syria crisis and now based in Jordan	REF 2.4 Provision of structured psychosocial support services	Approved	5/26/2015	2/26/2015	\$1,125,850
264	Integrated WASH and protection programme focused on Syrian refugees and vulnerable Jordanians	REF 2.1 Information campaigns and accountability mechanisms implemented	Approved	4/8/2015	6/8/2016	\$140,856

268	Enhancing child protection and SGBV prevention in refugee camps and host communities in northern Jordan	REF 4.1 Capacity building of governmental and non-governmental actors on child protection issues and service provision	Approved	5/26/2015	5/26/2016	\$2,844,483
276	Provides winterization items to Syrian refugees and affected Jordanians	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	3/25/2015	5/25/2015	\$580,848
277	Assisting Syrian refugees and vulnerable Jordanian families through distribution of the most essential humanitarian aid and provide the essential activities for improving living conditions in general	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	4/8/2015	4/8/2016	\$3,100,000
297	Humanitarian assistance for crisis-affected people in Jordan, with a focus on women and children		Approved	5/26/2015	5/26/2016	\$1,714,083
298	Emergency assistance and longer term Recovery From the Impact of the Syria Crisis in Jordan	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	3/18/2015	3/18/2017	\$7,693,599
302	Social Security for Syrians and Jordanians in Irbid	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	6/30/2015	1/30/2016	\$900,000
305	Lifesaving assistance to populations in Jordan affected by the Syrian Crisis	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	5/26/2015	5/26/2016	\$769,027
309	Integrated WASH and Protection Programme targeting Syrian refugees and vulnerable Jordanians in rented accommodation	REF 5.3 Seasonal Support for Vulnerable Refugees	Approved	4/8/2015	2/8/2016	\$188,522
310	Integrated WASH and Protection Programme targeting Syrian refugees and vulnerable Jordanians in rented accommodation	REF 1.4 Resettlement and protection solutions are identified	Approved	4/8/2015	2/8/2016	\$46,101
316	Project for provision of NFIs, food assistance, mental health support and social protection for Syrian refugees “and vulnerable Jordanians in Zara		Approved	5/26/2015	5/26/2016	\$149,638
335	Protection of vulnerable children and young people affected by the Syrian crisis in urban host communities of northern Jordan	REF 2.4 Provision of structured psychosocial support services	Pipeline			\$33,031

348	Humanitarian assistance for host communities affected by the Syrian crisis in Jordan	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	2/4/2015	2/8/2015	\$644,785
351	Urgent cash assistance to Syrian and Jordanian families in Irbid Governorate	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	6/30/2015	9/30/2015	\$361,830
386	Protection, primary health and mental health services for Syrian refugees residing in camps and host communities	REF 1.1 Protection space preserved and border support provided	Approved	6/30/2015	6/30/2016	\$77,328
387	Protection, primary health and mental health services for Syrian refugees residing in camps and host communities	REF 1.1 Protection space preserved and border support provided	Approved	6/30/2015	6/30/2016	\$306,048
391	To provide Syrian refugees in Azraq camp with comprehensive reproductive health care and contribute to the prevention of gender based violence	REF 1.1 Protection space preserved and border support provided	Approved	6/30/2015	6/30/2016	\$693,978
397	Financing of relief assistance to meet the basic needs of Syrian refugees and the most vulnerable Jordanian families within Jordan	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	6/30/2015	4/30/2016	\$808,879
407	Financing of relief assistance to meet the basic needs of Syrian refugees and most vulnerable Jordanian families in Jordan	REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	Approved	6/30/2015	4/30/2015	\$638,508
412	Syrian refugees protection in Jordan	REF 5.3 Seasonal Support for Vulnerable Refugees	Pipeline			\$300,000
452	Trauma/Psychosocial	REF 2.4 Provision of structured psychosocial support services	Pipeline			\$199,152
481	Integrated protection for Syrian refugees and vulnerable Jordanians, especially women, children and disabled persons in northern Jordan	REF 3.2 Provision of safe, confidential and survivor-centred multi-sector services to survivors of SGBV	Approved	2/5/2015	2/5/2016	\$1,473,886
TOTAL						\$54,384,977

Provision of basic needs support to the most vulnerable segments of the refugee population outside of camps. Refugee response agencies were able to assist 20 percent of the refugee population registered by UNHCR as of May 2015.⁷⁶ This stands in stark contrast to the overall vulnerability as described by VAF, which states that over 92 percent of the registered refugee population is in need of assistance to meet their basic needs.⁷⁷

In both Azraq and Za'atari camps, basic needs for new arrivals were fully covered. All new arrivals to the camps were provided with a full set of non-food items (NFIs). Moreover, 62,856 replenishment kits were distributed in the camps in the first half of 2015.

Protection interventions are proceeding in line with identified priorities. Since January 2015, 9,423 refugees have been transported from the border; 124,881 refugees have received a new MOI service card; and 1,892 refugees were submitted for third country resettlement. In addition to this 221,825 refugees participated in information sessions (including on services and referrals); 2,010 refugees received rehabilitation sessions or assistive devices; and 228,644 benefitted from psycho-social support services. On SGBV and Child Protection, 3,636 SGBV survivors received multi-sector services; 5,237 Child Protection cases receive multi-sector services; 150 safe spaces are operating and 1,496 children received birth certificates in refugee camps.

Remaining Needs and Vulnerabilities

The primary need is to support the capacity of refugees and thereby reduce dependence on negative coping mechanisms in urban areas; for example through reducing asset depletion among refugee households. This could be achieved through unconditional cash grants for vulnerable refugee households in urban areas to contribute to refugee households' income.

In the camps, ensure investment in NFIs for new arrivals and replenishments, and in the infrastructure required for their distribution, whilst striving for more cost-effective alternatives to the current distribution infrastructure. A lack of funding for hygiene kits, diapers, soap, solar lamps and for their distribution has caused gaps in both Azraq and Za'atari.

Programmes need to be expanded on community-based, multi-sector and case management services to survivors of SGBV and children at risk (including children at risk of recruitment by armed groups). These programmes should focus on those individuals with specific needs and vulnerabilities, such as people with disabilities; providing mental health and psychosocial support (MHPSS) services for children and community and family support for these children's caregivers; and programmes for those with neurodevelopment disorders (including Autism, ADHD and intellectual disabilities).

In the face of reduced WFP assistance by the end of 2015, there is a need to bolster community-based initiatives that promote positive coping mechanisms and the ability of Syrians to support their families. In particular programmes that target youth, and reduce reliance on child labour, early marriage and other negative coping mechanisms.

Access to services, rights and entitlements needs to be supported through provision of information, counselling and awareness raising activities, including on personal status, civil documentation, and housing issues.

⁷⁶ ActivityInfo 2015 Monitoring Database – Basic Needs (1.3) – May 2015.

⁷⁷ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>.

Recommendations

The Social Protection response should continue to implement activities identified as priorities for 2015, and focus on integrating Syrian refugees into national protection systems. Social protection interventions should prioritize the most vulnerable (persons with disabilities, persons with particular legal and protection needs, the elderly, and the socio-economically vulnerable).

- Continue to invest in reception and transit centres and related protection services, including providing: (i) support for the Jordanian Armed Forces and Government authorities who assist Syrian refugees arriving at the border to ensure that all refugees can access asylum and (ii) assisting SRAD/MOI to ensure continuous registration of Syrian refugees in camps and non-camp settings and the delivery of MOI service cards to facilitate access to services.
- Strengthen national systems to avoid creating parallel systems for refugees where possible, focusing on integrating Syrian refugees into national protection systems. This will require increased support for national protection services such as SRAD/MOI, Family Protection Department, Juvenile Police Department, National Council for Family Affairs, MoH, Counter-Trafficking Unit and the Ministry of Social Development's social workers. Successfully integrating refugees is also dependent on enhancing linkages between humanitarian and national violence tracking referral systems and standard operating procedures.
- Strengthen early identification, referral and comprehensive multi-sector response to SGBV and child protection cases.⁷⁸ This should include early and comprehensive clinical management of rape and follow up, mental health and psychosocial support (MHPSS), protection and other legal services, material assistance and other the provision of programmes to promote self-reliance and positive coping mechanisms.
- Increase focus on code of conduct sessions and expand community-based complaints mechanisms and protection networks to support victims of sexual exploitation and abuse.
- Ensure refugees can continue to access services and to benefit from their rights and entitlements through activities that assist refugees to: (i) Participate in the urban re-registration exercise; (ii) document marriages, deaths and births; and (iii) ensure security of tenure.
- Support integrated programmes that promote strong linkages between child protection and education.
- Work with other sectors to strengthen self-reliance programmes and community-based initiatives that promote positive coping mechanisms and psychosocial well-being among Syrian refugees and Jordanians, including community-based protection networks.
- Support refugees to meet basic needs as a priority, but phasing this gradually into a broader social protection logic, which allows refugees to develop and maintain their own assets.

⁷⁸ Particular emphasis will be placed upon providing quality multi-sector case management services to the following categories of child protection cases: unaccompanied and separated children (UASC), children associated with armed forces and armed groups, children with disabilities, violence against children (domestic violence and violence in schools) and children in conflict with the law.

WASH

Situation Analysis

Jordan is one of the most water scarce countries in the world. The influx of Syrian refugees to Jordan has raised overall water consumption in the country and put pressure on the water and sanitation systems. The provision of water supply is interrupted regularly across northern areas, growing numbers of households remain unconnected to sewage networks and many existing wastewater treatment plants are now operating at full capacity. The Joint Education Needs Assessment (JENA) for 3,041 schools, which was supported by UNICEF, also showed that schools are facing WASH challenges from increased numbers and double shifting which has had an impact on attendance and enrolment.

According to the VAF, the vast majority of Syrian refugees (88 percent) have access to the national water and sewage networks, including regular water supply. While water pipelines may be available, the most vulnerable may not have sufficient or safe water storage. The VAFs WASH analysis identified solid waste collection as the most problematic area with 80 percent of families having experienced solid waste incidents more than twice in the last year and 20 percent experiencing waste-water overflows more than once in the last year. More than 50 percent of families have secure access to bathing facilities; but 15 percent are sharing facilities with three or more other families.⁷⁹

The WASH sector aims to provide water, sanitation and hygiene services to affected populations of the Syria crisis in camp and urban settings, following Jordanian protocols and legal standards and cooperating with Ministry of Water and Irrigation (MOWI) and Water Authority of Jordan (WAJ). The key objectives of the WASH sector are to: (i) ensure safe, equitable and sustainable access to adequate quantities of water needed for drinking, cooking, personal and domestic hygiene practices; (ii) provide safe (age, gender and diversity sensitive) sanitation facilities; (iii) minimize the risk of WASH related diseases through improved home hygiene and ensure the availability of appropriate hygiene products and services on a sustainable basis; and (iv) establish and maintain effective mechanisms for a coordinated WASH response at national and sub-national levels to adopt minimum standards and requirements for water supply, hygiene, sanitation in both camp and non-camp settings. These standards are based on Jordanian, SPHERE and UNHCR WASH implementation standards for refugees and have been agreed by all WASH partners including the Government of Jordan.

Interventions Addressing Identified Needs and Vulnerabilities

The 2015 JRP Refugee Water Response Plan aims to provide protection and emergency humanitarian aid to Syrian refugees and to strengthen the resilience of affected Jordanian people, communities and institutions. To do this it proposes ten projects with a total value of US\$ 87.4 million. As of July 2015, 14 different interventions have been funded with a total value of US\$ 51 million, equivalent to 58.4 percent of the budget.

⁷⁹ Inter-Agency, Baseline Report, Vulnerability Assessment Framework, May 2015, available at <http://data.unhcr.org/syrianrefugees/download.php?id=8844>

ID	Name	JRP Project Title	Status	Start Date	End Date	\$Financing US
98	Distribution of hygiene items in Balqa and Zara Governorate	REF 1.2 Water supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	4/4/2015	2/4/2015	\$50,187
115	Restore access to child friendly WASH facilities In Jordanian public schools	REF 2.4 Improve sanitation in public schools, health facility and child friendly spaces in host community	Approved	4/19/2015	10/19/2015	\$252,542
128	Integrated EFSL, WASH and Protection Response for Syrian Refugees living in Host Communities	REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	2/25/2015	2/25/2016	\$549,535
138	Provision of Water, Sanitation and Hygiene promotion assistance to the displaced Syrian population in Jordan	REF 1.1 Water Supply in Camps	Approved	2/4/2015	2/4/2017	\$13,470,619
205	Recycling Project	REF 1.3 Emergency Water Supply system improvement for Syrians and Jordanians	Approved	2/25/2015	5/25/2015	\$91,412
206	Targeted WASH response for Syrian refugees and vulnerable Jordanians	REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	4/8/2015	10/8/2015	\$499,778
215	Integrated WASH and protection programme targeting Syrian refugees and vulnerable Jordanians	REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	4/8/2015	6/8/2016	\$465,948
216	Provision of essential services and infrastructure in four camps: Zaatari, Azraq, Cyber City and King Abdullah Park and selected host communities in Ma'fra, Irbid and Zara governorates	REF 1.1 Water Supply in Camps	Approved	5/26/2015	5/26/2016	\$28,990,939
231	WASH emergency assistance in Zaatari Camp	REF 1.1 Water Supply in Camps	Approved	5/17/2015	1/17/2016	\$766,510
234	WASH emergency assistance in public schools	REF 2.4 Improve sanitation in public schools, health facility and child friendly spaces in host community	Approved	5/17/2015	1/17/2016	\$421,158

306	Integrated WASH and protection programme targeting Syrian refugees and vulnerable Jordanians in rented accommodation	REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	4/8/2015	2/8/2016	\$471,843
312	Emergency WASH – friendly schools and education support in Jordan	REF 2.4 Improve sanitation in public schools, health facility and child friendly spaces in host community	Approved	6/30/2015	8/30/2016	\$2,083,333
349	To contribute and enhance the WASH infrastructure in the houses of the host communities to the populations in Jordan (both Syrians and Jordanians) affected by the Syria crisis	REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Approved	2/25/2015	6/25/2015	\$532,036
350	WASH Emergency Assistance in Zaatari Camp	REF 3.1 Increase hygiene and water conservation awareness in camps	Pipeline			\$2,352,177
TOTAL						\$50,998,017

On a daily basis UNICEF and partners provide approximately 3.5 million litres of water to some 83,000 refugees in Za'atari; de-sludge and transport 1.85 million litres of waste water out of the camp; and remove approximately 750 m³ solid waste. With the construction and commissioning of a third borehole in Za'atari, the camp management is able to meet the entire water needs of the refugees (as per the minimum standards) from within the camp perimeter, eliminating the need for water to be transported from outside. The construction of phase one of the water supply distribution network is planned to be completed by September 2015. Phase two will consist of a second and third pipeline in order to provide household level WASH services and will be completed by June 2016. The new waste water treatment facility treats most of the waste water collected from the camp. It will operate gradually to absorb the entire wastewater quantity by end of 2015.

In Azraq, UNICEF and partners have provided the same basic services. The borehole in Azraq is completed and will be operationalized by end of June 2015 for full daily water requirements. A new wastewater treatment plant is under construction and will be completed by end of August.

In urban areas, WASH support has been provided to more than 350,000 people, including through repair, maintenance and extension of WASH infrastructure.

Remaining Needs and Vulnerabilities

As in any humanitarian crisis, access to clean water, the safe disposal of wastewater and solid waste, and maintaining a hygienic environment both inside and outside the family dwelling remain a challenge.

In another WASH related intervention that aimed to confirm priority areas, a Geographic Information System (GIS) based mapping was initiated by UNICEF and MOWI (using data at municipal level). By linking the consumer related data to their geographic location in GIS, it was possible to calculate the average needs and consumption for each municipality with a good level of reliability.⁸⁰ A similar mapping was done for sanitation, using the same primary demographic data.

Remaining needs include critical gaps in recurring humanitarian assistance in refugee camps (i.e. water supply, de-sludging, solid waste management, hygiene promotion and NFIs). Additional support is required for infrastructure projects to increase the equity, sustainability and cost-effectiveness of WASH services in camps. Water conservation and hygiene promotion messaging in camps and host communities are required to reduce water wastage.

Recommendations

- Build the capacity of the Jordanian Government to lead the coordination of WASH services; and with support from the UN to enhance information management systems, data collection, data analysis and overall quality assurance of services.
- Increase community engagement through active membership in coordination networks for WASH management.
- Transition interventions from water trucking to more sustainable water supply networks, with effective operation and maintenance systems. Similar transitions to be made through sewage systems in camps. Establish rationing of water through meters, based on household connections at the camp level.
- Utilize wastewater from the camps for farming, through containerized waste water treatment plants.
- In urban areas, assist in improving the water and sewage conveyance network to reduce

water leakages, waste and theft.

- Manage solid waste through community mobilization initiatives that are integrated into the social cohesion programmes.
- Ensure sufficient water, sanitation and hygiene infrastructure in public institutions, in particular in schools and public spaces (e.g. markets).
- Raise awareness to prevent groundwater and cross contamination. Encourage change in community behaviour and practices regarding water quality, handling and storage.
- Implement an integrated package on social mobilization to educate refugees and host communities on water conservation, and the importance of personal hygiene in improving overall health.

CHAPTER 3: RESILIENCE VULNERABILITIES AND NEEDS

Education

Situation Analysis

The Syria crisis has had a profound impact on the education sector. In the 2014-2015 school year, 129,354 Syrian refugee boys and girls were enrolled in public schools in camps and host communities, up from 16,713 in the 2011-2012 school year.⁸¹ Jordan continues to provide free access to primary and secondary education. The findings of the SVA suggest that increased demand—particularly in the most vulnerable governorates of Amman, Irbid, Mafraq, and Zarqa—is primarily related to the influx of Syrian refugees into the country. This continues to exert pressure on resources and infrastructure, including ensuring sufficient space in public schools and maintaining an adequate number of trained teachers.

Countrywide, 46 percent of schools are now crowded, up from 36.6 percent in 2012-2013.

⁸² The MOE continues to maintain double-shift schedules in 98 public schools, but is increasingly concerned that it is reducing the quality of education, especially for Jordanians⁸³ Uneven access to education has consistently been highlighted as a cause of tension between Syrian refugees and Jordanians.⁸⁴ The MOE has had to recruit additional teachers but their preparation and experience is insufficient to manage challenging classroom environments. Violence and bullying has also been identified as a factor that has the potential to undermine educational quality.⁸⁵

A recent assessment illustrates that Syrian refugees, particularly those living in camps, are performing well below their Jordanian counterparts.⁸⁶ Low quality of education has lasting implications, particularly as boys and girls progress through school without mastering important foundational skills. This is a particular concern as students enter secondary level ill-prepared and with limited opportunity for additional support. Further, very few Syrian refugee students take and pass the Tawjihi, further limiting their access to higher levels of education.⁸⁷ Syrian refugee youth remain particularly vulnerable as there are few opportunities to continue their studies beyond secondary level or to apply their skills and knowledge in the labour market.⁸⁸ Lack of documentation and limited financial resources present significant barriers to Syrian refugee youth who are looking to engage in available post-secondary opportunities, specifically university-level education.

⁸¹ Ministry of Education (MOE), Enrollment data School year, 2014/2015: Local Communities: Basic Cycle, 55,470; Secondary, 4,748. Camps: Basic Cycle, 22,602; Secondary, 795; MOE Double Shift: Basic Cycle, 45,616; Secondary, 770

⁸² MOE, EMIS data for school year 2014/15, June 2015

⁸³ The total proportion of male and female students attending double shifted schools has increased from 7.6 percent in 2009 to 17.11 percent in 2014/2015

⁸⁴ REACH/British Embassy, Access to Education and Tensions in Jordanian Communities Hosting Syrian refugees, 2014 (NOTE: Adolescent is classified as those between the ages of 10-18yo; Youth is classified as those between the ages of 15-24yo)- Is this classification true for other use of the term youth throughout this paper? If yes, keep the parenthetical, if not, I'd delete it because it may cause confusion as to what you are referring to when you use the term Syrian refugee youth throughout this subchapter.

⁸⁵ UNDP, Jordan Poverty Reduction Strategy – Final Report, 2013; UNWomen, Child protection amongst Syrian refugees in Jordan, with a focus on early marriage, 2013

⁸⁶ National Center for Human Resource Development (NCHRD), National Assessment for Knowledge Economy (NAfKA 2014), May 2014.

⁸⁷ Tawjihi is the General Secondary Education Certificate Examination

⁸⁸ Youth is classified as those between the ages of 15-24yo

1. Interventions Addressing Identified Needs and Vulnerabilities

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
97	Opportunities for Jordanian and refugee children to read aloud, with a focus on encouraging reading (We Love Reading) –WLR	RES 2.4 Alternative Certified Education Pathways Project	Approved	6/7/2015	6/7/2017	\$1,227,160
117	Education support to orphans in Baqa'a refugee camp	RES 1.1 MOED Enhanced Institutional Capacity Project	Approved	2/4/2015	2/4/2016	\$113,088
131	Provision of social cohesion, remedial and alternative education to vulnerable children and youth in seven governorates	RES 2.6 Equal access to education opportunities for Jordanians	Approved	5/26/2015	8/26/2016	\$1,517,684
296	Safe & creative school spaces in Madrasati	RES 1.1 MOED Enhanced Institutional Capacity Project	Approved	5/10/2015	7/10/2017	\$1,166,556
339	Hope kindergarten and family center	RES 2.2 Early childhood development in vulnerable communities	Approved	5/26/2015	11/26/2015	\$377,880
355	Enhancing life skills of youth affected by the Syria crisis	RES 2.4 Alternative Certified Education Pathways Project	Pipeline			\$142,660
413	No Lost Generation Regional Initiative	RES 1.1 MOED Enhanced Institutional Capacity Project	Pipeline			\$1,804,786
440	Improved learning environments for children in the Irbid governorate	RES 2.1 Increasing school absorptive capacity and utilization	Pipeline			\$4,924,920
TOTAL						\$11,274,734

By mid-2015, eight projects from the 2015 JRP Resilience Education Response Plan had been approved for a total value of US\$11,272,734.

A significant proportion of funding was used to strengthen the ability of the public education system to absorb Syrian refugee boys and girls and to minimize negative impacts on students and schools. System-wide support was provided in the form of direct financial support, teacher training, infrastructure support, and provision of basic teaching and learning supplies. Education partners have provided additional learning spaces and supported refurbishment and small-scale renovations in public schools in host communities. Youth centers in camps are providing important spaces for youth to continue their education. The recently launched “Jami3ti” initiative is providing useful demand drive information about youth that wish to continue their education, and is an important platform linking youth with service providers.

Training has been provided to support in-service public school teachers that have absorbed Syrian refugee boys and girls into Jordanian public schools. In the double-shift schools, teachers that did not go through normal induction received specialized training on managing challenging classroom environments.

Non-formal educational opportunities were increased both in the camps and host communities in order to: (1) Serve vulnerable Jordanians that have been out of school and seek to re-enter formal education and (2) accommodate the increasing number of Syrian refugee boys and girls requiring alternative educational opportunities. The MOE continues to develop their Non-Formal Education Programme as well as educational programmes for boys and girls with special learning needs.

Many partners continue to support the government’s education reform efforts through budget support contributions and technical support, such as overhauling the Education Management Information System (EMIS) of the MOE.⁸⁹

Remaining Needs and Vulnerabilities

The SVA found that vulnerability to crowding in classes is severe in seven districts, high in three districts, and moderate in three districts. Vulnerability is most severe in governorates with high concentrations of Syrian refugees: Amman, Zarqa, Irbid, and Mafraq. Statistically, 86 percent of this vulnerability is explained by the additional demand from Syrian refugees. In total 5,707 new classes would be needed to meet the national standard of 27 students per class. Overall 300 schools new schools would be needed to ensure there are sufficient facilities for all school-age children—Syrian refugees and Jordanians—using the national standard of 19 classes per school. Vulnerability to insufficient teachers was found to be severe in six districts, high in three districts, and moderate in three districts. Vulnerability is most severe in sub-districts in Zarqa and Irbid, while sub-districts in Amman, Zarqa and Mafraq were found to be highly vulnerable. Statistically, 87 percent of this vulnerability is explained by the additional demand from Syrian refugees. The results indicate that an additional 8,600 teachers would be needed to meet the national standard of 17 students per teacher.⁹⁰

Further considerations requiring significant attention include:

- Construction of new schools and extensions and rehabilitations of existing educational infrastructure, including sanitation and hygiene facilities in schools, is needed to address increasing demands for access to education. Demands for regular maintenance will also increase as double-shifting continues while renovation and construction projects are

⁸⁹ It might be useful to list out some examples of such partners.

completed. This is most evident in the Governorates of Amman, Irbid, Mafraq, and Zarqa. This planning, however, should be supported by an updated school rationalization study.

- Managing the recurrent costs - specifically those associated with paying additional teacher salaries, the provision of textbooks, school maintenance, operational costs and provision of school fees to ensure that Syrian refugee boys and girls have access to education - will remain a priority as the crisis continues, and should be complemented by efforts to identify efficiencies (e.g. through reusing learning materials).
- Ensuring that the quality of services does not deteriorate, particularly in poor and under-served areas, there is a need to continue enhancing in-service teacher capacity to mitigate new pedagogical challenges in the classroom. Supportive and effective supervision is also needed for second shift and evening classes.
- Addressing the increasing demand for post-secondary educational opportunities for youth, particularly through provision of diverse accredited arts, science, and technical education programmes along with higher education opportunities.
- Development of a national code of conduct to protect the rights of children. An improved understanding of the impact that gender-based violence in schools has on the attendance of boys and girls requires additional research. There is a need to engage communities constructively in strengthening social cohesion between Syrian refugees and host communities, particularly in the northern governorates.
- Broadening Disaster Risk Reduction (DRR) activities to include the establishment of policies and programmes that will allow the MOE to react quickly and effectively.

Recommendations

Responses to the Syria crisis must continue to be: (i) inclusive- meeting the needs of both vulnerable Jordanians and Syrian refugees, in and outside the formal education system; (ii) responsive to national demands for improved levels of service delivery; and (iii) able to promote the long-term resilience of the education system to safeguard gains already made and to accelerate the implementation of quality-focused reform strategies.

Further priorities should include:

- **Scaling Up and Expanding Ongoing Interventions in Host Communities:** This includes accelerating the construction of new schools and extensions, recruiting new teachers, and enhancing the skills of in-service teachers must be complementary activities. The capacity of the public education system to absorb Syrian refugee boys and girls and to minimize the negative impact on students and schools must be strengthened.
- **Expanding the Absorption Capacity of Schools:** There is a need to think beyond double-shifting. One potential option is to better utilize schools that are under-capacity in order to accommodate the current overcrowding. Completing an updated school rationalization study will support improved school planning exercises.
- **Enhancing Planning and Management to Support Effective Response Planning:** In order to facilitate more effective response planning and improved projection of needs, educational planning and utilization of the OpenEMIS should be enhanced and prioritized.⁹¹ Funding requirements must also be better aligned with planning cycles.

1. This figure may decrease to 3900 after checking the efficiency of distributing the teachers across all sub-districts.

- **Sustaining the Quality of Education:** In addition, there is a need for structured support within classrooms. This will help ensure that Jordanian and Syrian refugee boys and girls are able to learn together in conducive educational environments supportive of children's enjoyment of basic rights. Establishing and strengthening Parent-Teacher Associations (PTAs) also offers opportunities to improve communication between communities and school officials. Special programmes are needed to minimize violence and bullying towards Syrian refugee boys and girls.
- **Expanding Access to Post-Secondary Opportunities:** Address the opportunity gap for accessing technical and tertiary education for Syrian refugees, and expand coverage of such opportunities for vulnerable Jordanians. It is also essential to address barriers to entry including lack of documentation, lack of recognition of prior learning, financial limitations, and application of skills and knowledge after completion of learning.
- **Greater Development of Alternative Learning Pathways:** Opportunities exist to develop a wider range of alternate pathways to support learning, including the establishment of alternative education programmes for all boys and girls under 18.
- **Increased Focus on Effects of the Crisis on the Most Vulnerable Students:** Transportation, provision of appropriate curricula, and training for teachers in the delivery of basic psychosocial support would benefit both Syrian refugee and Jordanian students by creating support systems that address short-term or temporary special learning needs.

Energy

Situation Analysis

Jordan is one of the world's most energy insecure countries, importing 97 percent of its energy needs. Until 2009, the country relied on natural gas imported from Egypt for 86 percent of its electricity generation. However, following a series of disruptions since 2011 this declined to ten percent in 2014.⁹² In response, Jordan shifted to higher-cost heavy fuel oil and diesel imports, which increased the cost of importing energy from US\$ 2.7 billion in 2009 to US\$ 6.4 billion in 2014¹. Energy imports now account for 18 percent of its GDP, down from 21 percent in 2012.⁹³ In 2014, the accumulated loss for electricity production reached US\$ 6.5 billion and is expected to reach US\$ 7.9 billion by the end of 2015. Meanwhile, governmental subsidies for petroleum and electricity products had reached US\$ 1.7 billion by the end of 2014.⁹⁴ These increases are far above what would be expected under normal population growth and can be directly attributed to the increase in population due to the Syrian refugees.

With over 80 percent of Syrian refugees settling outside the camps, total residential electricity consumption has risen significantly from 4,926 GWh in 2009 to 6,560 GWh in 2014.⁹⁵ The consumption of light petroleum gas (LPG) increased from 300,000 in 2009 to 366,000 tonnes in 2014.⁹⁶ As per the latest statistics, the electricity consumption in the northern governorates—those most significantly affected by the Syria crisis—showed an additional increase of 2.3 percent in electricity consumption over and above the national average increase.⁹⁷

To address the increasing energy needs, the Ministry of Energy and Mineral Resources (MEMR) is leading the following ongoing and planned interventions:

- **Diversification of Energy Supply:** The overarching energy insecurity challenge has led the government to shift to a broader energy supply mix, reflected in the National Energy Strategy.
- **Oil Shale:** The government has entered into agreements with Shell Oil and Saudi Arab Co. to produce oil from oil shale starting in 2018, initially in small quantities, but rising every year to reach significant quantities by early 2020. The Estonian-Malaysian consortium Enefit has been contracted to construct a 460-megawatt (MW) plant that will use oil shale for production of electricity starting in 2017.⁹⁸
- **Renewable Energy Sources:** In March the government approved a bylaw and conditions exempting renewable energy sources and equipment, as well as rationalization of energy consumption systems and its production inputs from customs duties, and subjecting them to zero rate general sales tax.⁹⁹ In 2014 the government signed agreements to build 17 solar power plants with a total capacity of 350MW. All renewable energy projects are to be linked to the grid by 2018, significantly increasing Jordan's electricity production capacity".¹⁰⁰

⁹² Provisional Data provided by Ministry of Energy and Mineral Resources, June 2015

⁹³ Ministry of Planning and International Cooperation (MOPIC) and United Nations Development Programme (UNDP), Needs Assessment Review of the Impact of the Syrian Crisis on Jordan (NAR), November 2013

⁹⁴ Provisional Data provided by Ministry of Energy and Mineral Resources, June 2015

⁹⁵ Provisional Data provided by Ministry of Energy and Mineral Resources, June 2015

⁹⁶ Provisional Data provided by Ministry of Energy and Mineral Resources, June 2015

⁹⁷ Provisional Data provided by Ministry of Energy and Mineral Resources, June 2015

Interventions Addressing Identified Needs and Vulnerabilities

As of end of June 2015, one energy resilience project from the 2015 JRP 2015 had been approved for a total value of US\$ 1,083,411.

ID	Name	JRP Project Title	Start Date	End Date	Financing \$US
179	Implementation of replicable renewable energy pilots in Jordan	RES 2.1 Installation of PV solar systems in Jordanian host communities	3/22/2015	9/22/2016	\$1,083,411

Nevertheless, bilateral agreements between the government and several donors have contributed to the government's energy efficiency and renewable energy strategy. The 2012 Energy Efficiency and Renewable Energy Law is the first energy law in the region and provides incentives for sustainable energy solutions as Jordan seeks to increase renewable energy from one percent of overall energy in 2010 to ten percent in 2020, and to improve energy efficiency by 20 percent by 2020.¹⁰¹ A capacity of more than 15 MW had been generated by mid-2015 and is expected to increase exponentially. By the end of the year 2016, 710 MW from renewable energy will be developed, implemented, and operated. The law has also made it easy for end consumers including households, hotels, hospitals, and places of worship to generate their own electricity and supply excess to the grid.¹⁰²

Moreover, the Jordan Renewable Energy and Energy Efficiency Fund (JREEEF) was established as an entity under the MEMR to provide the funding necessary for the exploration of renewable energy resources and the rationalization of energy consumption. In 2015, the EU, through JREEEF, launched funding for "Renewable Energy and Energy Efficiency Demonstration Projects." One particular project is focused on the implementation of replicable renewable energy pilots in Jordan. The project aims to contribute to meeting the renewable energy goals set by the government's strategic guidelines for 2020 through demonstrating the economic feasibility, technical efficiency, and replicability of renewable energy at the municipal level, promoting renewable energy at the household level, and encouraging the mainstreaming of energy applications.

Remaining Needs and Vulnerabilities

The government foresees additional power demand in cities and towns to be approximately 225 MW, with capital investment to meet this additional demand estimated at US\$ 337.5 million.¹⁰³ To meet the increased energy demands arising from the presence of Syrian refugees and migrants in cities and towns, there is a need to:

- i. Accelerate energy efficiency and renewable energy measures in buildings and residences across Jordan as a priority to offset increased power demands (short-term); and

⁹⁸ The Jordan Times March 2, 2014. "2018 will be a turning point in Jordan's Energy Sector – Minister". Accessed <http://www.jordantimes.com/news/local/2018-will-be-turning-point-jordan%E2%80%99s-energy-sector-%E2%80%94-minister>

⁹⁹ Central Bank of Jordan Monthly Report (March 2015)

¹⁰⁰ The Jordan Times March 2, 2014. "2018 will be a turning point in Jordan's Energy Sector – Minister". Accessed at <http://www.jordantimes.com/news/local/2018-will-be-turning-point-jordan%E2%80%99s-energy-sector-%E2%80%94-minister>

¹⁰¹ MEMR, Jordan Energy Efficiency Roadmap, 2010

- ii. Establish new renewable energy power supply capacities to reduce pressures on the power grid and reduce the use of fossil fuels. This will need to be accompanied by establishing and upgrading the necessary infrastructure, including transmission and distribution, in order to accommodate the additional renewable energy generation in the medium term.

Recommendations

Sustainable energy solutions at both short-term and medium-term levels with the goal of accelerating and scaling-up energy efficiency and renewable energy solutions can help reducing the social and economic risks of growing energy insecurity in Jordan. Given the estimated levels of incremental power needed to respond to the Syria crisis for urban areas, responses can align to and benefit from the new strategic investments planned within Jordan's overall drive for sustainable energy solutions. Instead of developing new import-dependent power capacities, the suggestion is to meet extra loads through energy efficiency and renewable energy solutions, while building on existing capacities and initiatives. This would bring long-term benefits for Jordan's sustainable energy vision. The following interventions are recommended:

- Installation of solar water heaters in buildings and residences
- Replacing inefficient lights in residences and buildings with new compact fluorescent (CFLs) and light-emitting diode (LED) lamps
- Promoting the use of energy efficient appliances in host communities as a cost-effective solution that leads to a significant energy saving
- Deployment, installation, and operations of photovoltaic (PV) solar panel systems in host communities
- Development of capacity building programmes for MEMR, municipal government, and relevant staffs on technical issues

¹⁰² Ministry of Energy, Annual Report, 2013

¹⁰³ 6 Ministry of Planning and International Cooperation (MOPIC), Impact of Hosting Syrian Refugees, October 2013

Environment

Situation Analysis

The state of the environment is best understood when analyzed through four major themes:

- **Environment Mainstreaming:** JRP entails a large number of projects to be implemented over the period of 2016-2018. In such an already resource-scarce and environmentally fragile context, this can exacerbate such stresses in the medium term unless mitigation measures are put in place within the design of projects. Targeted measures can also help prevent and address risks to community well-being and grievances.¹⁰⁴
- So far, there is no mechanism in place to ensure proper integration of environmental aspects into JRP projects. Therefore it could prove useful to drive the adoption of an environmental screening procedure for all JRP projects according to Environmental Impact Assessment (EIA) regulation no. 37/2006, by which environmental risks would be recognized at the earliest stage prior to implementation.
- **Ecosystem Services and Land Degradation:** The increasing competition over natural resources adds pressure on protected areas in the northern and eastern parts of the country. The economic impacts of the Syria refugee crisis have forced hosting communities to exercise more direct and indirect pressures on natural resources. Examples include the increasing trend of illegal tree cutting to compensate for higher fuel prices, overgrazing of livestock due to the high cost of fodder, and the unmet food needs of Jordanian inhabitants and refugees, which is also reflected in the illegal hunting of wildlife as households' seek cheaper alternatives to domesticated sources of meat such as chicken and lamb. This is also evidenced by an increase in the number of court cases for environment-related violations: in 2014 the number of cases that were sent to court was unprecedented (1,483). These were comprised of 572 cases of illegal wood cutting, 75 cases of illegal grazing, 84 cases related to illegal hunting, 25 cases regarding forest fires, and 727 cases for other wildlife violations including agricultural and land encroachment.¹⁰⁵
- **Air Quality:** Jordanian heavy fuel oil and diesel have relatively high sulfur content, which is a major cause of air pollution. Sulfur dioxide, carbon monoxide, and nitrogen oxides are emitted during fuel burning in stationary and mobile sources, electric utilities, and industrial boilers. Their emission is highly associated with human daily activities, and they increase in direct proportional trend with population size. The increased number of vehicles on the road and the additional utilities and services required as a result of the influx of hundreds of thousands of Syrian refugees are driving a sharp increase in the emission of these pollutants into the air. Sulfur dioxide, carbon monoxide, and nitrogen oxides have been monitored in four areas vulnerable to air pollution near Syrian refugee clusters (including Irbid and Mafraq) and it is clear that the concentration of such large numbers of refugees in the northern governorates is increasing the volume of emissions released into the air.¹⁰⁶
- **Medical Waste:** The health service needs of the Syrian refugee population have also contributed to a sharp increase in the volume of medical and pharmaceutical waste. The average amount of medical waste generated has almost doubled since the onset of the crisis, from 253,506 tonnes/year to 466,789 tonnes/year.¹⁰⁷ The volume of pharmaceutical waste has more than doubled, from 750 m³/year, to 1877 m³/year.¹⁰⁸

¹⁰⁴ Ministry of Planning and International Cooperation (MOPIC), National Resilience Plan, 2014

¹⁰⁵ Royal Society for the Conservation of Nature, Database, accessed June/July 2015

Interventions Addressing Identified Needs and Vulnerabilities

- The 2015 JRP Resilience Environment Response Plan proposes four main interventions:
- The establishment of effective strategic mechanisms for environmental mainstreaming in the JRP 2015 implementation.
- Alternative income generation opportunities to be created for local communities targeting the members of the community in the most vulnerable situations.
- Strengthen the capacities for measuring air quality, and enhance the performance efficiency of the wastewater treatment plants, factories and other emitting facilities.
- Enhance the capacities of collection, transport, and disposal of hazardous waste, including medical waste.

Regrettably none of the proposed projects have been initiated or implemented as of mid-2015 due to the lack of funding provided for the environment sector. However, a first-stage rapid assessment of the impacts on the environment in Jordan caused by the influx of Syrian refugees has been conducted with the support of UNDP and the United Nations Environmental Programme (UNEP). The assessment addresses five priorities: water quantity and quality, soil degradation and rangelands, biodiversity and ecosystem services, air pollution, and hazardous and medical waste.

This assessment is intended to inform a more comprehensive environmental assessment that will provide a basis for the design of programmes to minimize the cost of ecosystem degradation brought about by the impact of additional population numbers on Jordan's already challenged natural resource base.

The rapid assessment revealed the extent of the pressure on natural resources due to the influx of Syrian refugees as reflected in lower water and air quality indicators and pressure on forests. Water over-abstraction and increased wastewater generation has resulted in accelerated mining of renewable groundwater resources and pressures on treatment plants.

Remaining Needs and Vulnerabilities

The importance of addressing environmental risk is highlighted in the regional United Nations Development Group (UNDG) guidance through a 2014 report titled "Resilience-based Approach to Development for the Syria Crisis" and the JRP, which also recommends an expanded analysis of the environmental implications within its implementation and programming processes.

In-depth scientific research is needed to produce an economic valuation of the direct and indirect impacts of the refugees on the ecosystems of host communities. This could be used to inform policy reform to promote the sustainability of ecosystems, their goods and services, and biodiversity.

The absence of proper monitoring regimes for both air quality and hazardous waste prevents the effective documentation of changes in ambient air and flow of waste. The Ministry of Environment also lacks an efficient database system for maintaining records of all air parameters, waste volume, and waste types.

There are no facilities to measure air quality in any of the Syrian refugee camps, and specifically there are no such facilities in the area surrounding the the Zaatari refugee camp either. Due to the increase in population and human activities, facilities such as wastewater treatment plants

¹⁰⁶ MOENV, Jordan's Ambient Air Quality Report of 2014

¹⁰⁷ Ministry of Health (MOH), Database, accessed June/July 2015

¹⁰⁸ MOENV, Database, accessed June/July 2015

have increased their productive capacities and increased their emissions, thus causing respiratory allergies to rise across the population and especially among children. The treatment of hazardous waste is constrained by the need for human resources, equipment, proper installations, and databases and proper monitoring programmes.

Recommendations

The need to reduce environmental vulnerability to shocks induced by the Syria crisis should be approached through designing and implementing environmental and ecosystem resilience building interventions. As projects to address the needs identified in the JRP 2014 have yet to be initiated, the following recommendations remain relevant. The JRPSC - in cooperation with the Ministry of Environment – should:

- Develop environmental screening procedures as a requirement for all JRP projects prior to submission.
- Undertake rapid environment impact assessments (EIAs) for identified high level risk projects of all relevant sectors with mitigation options project implementation.
- Provide support for identification of appropriate clean technology solutions in JRP response projects across infrastructure, municipal development, livelihoods, water, and other sectors/sub-chapters.
- Assess the degradation of areas affected by Syrian crises and develop a comprehensive master plan for most vulnerable areas.
- Rehabilitate existing landfill capacity and alternate site(s) for hazardous waste.

Moreover the following interventions are recommended to offset the impact of the Syria crisis:

- In order to offset the extra competition on natural resources and ecosystem services, alternative income generation opportunities should be developed for local communities targeting vulnerable community members including women and young people in the surroundings of impacted protected areas. Building on the existing protection efforts, enhance the enforcement of the wildlife protection-related legal framework.
- Strengthen capacities to monitor air quality, especially in areas close to refugee hosting communities and camps. This includes strengthening human capacities, equipment and field monitoring.
- Enhance the performance efficiency of the wastewater treatment plants, factories, and other emitting facilities.
- Enhance the capacities of collection, transport, and disposal of hazardous waste, including medical waste. This includes building the human capacities, provision of needed equipment, and transportation of hazardous waste from Swaqa to be disposed outside the country. Expand existing landfill capacity and establish alternate site(s) for hazardous waste.

Health

Situation Analysis

Jordan has undergone a significant epidemiological transition towards non-communicable diseases in recent years and mortality has increased compared to the global average.¹⁰⁹ Jordan is also experiencing a declining death rate and changing population demographic.¹¹⁰ This demographic shift is placing an increasing burden on health care services, with increased rates of non-communicable disease, disability, and mental health problems.¹¹¹ Determinants of poor health—including tobacco use, obesity, and unhealthy lifestyles—are also increasing in Jordan and are thus major risk factors contributing to the increase in non-communicable disease.

While overall indicators have improved with time, significant vulnerabilities and inequalities still exist for maternal and child health in Jordan. Around one third of all children under five and women aged 19 to 49 years are anaemic, and vitamin A and iron supplementation is alarmingly low among children under five.¹¹²

The continuous arrival of refugees in Jordan continues to place ever-increasing demands on the national health system. Non-communicable disease and mental health—both of which demand continuous care and support—are the main primary health concerns.¹¹³ There is a shortage of human resources in the health sector, especially obstetricians, gynaecologists, dermatologists, paediatricians, and psychiatrists.¹¹⁴

Around one quarter of the Jordanian population does not have access to universal health insurance coverage.¹¹⁵ Furthermore, in November 2014, the MOH withdrew free access to health services for Syrian refugees due to limited financial resources.¹¹⁶

¹⁰⁹ 727 per 100,000 people compared to global average of 573 per 100,000 people in 2008

¹¹⁰ The proportion of the population over the age of sixty years is expected to reach 7.6 percent in 2020, up from 5.2 percent in 2011, and nearly half the population are under the age of 18 years.

¹¹¹ The Hashemite Kingdom of Jordan High Health Council, Policy Directions of The National Strategy of Health Sector in Jordan 2015-2019, 2015; United Nations Educational, Scientific, and Cultural Organization (UNESCO), The Demographic Profile of Jordan Population Trends

¹¹² Only 11 percent of children age 6-59 months received vitamin A supplementation in the six months before the survey, and only four percent of children received iron supplements in the seven days preceding the survey.

¹¹³ 40 percent of Syrian refugees living outside of camps over the age of 18 years were reported to have at least one chronic condition, see United Nations High Commissioner for Human Rights (UNHCR) and Jordan Health Aid Society (JHAS), Non-Camp Syrian Refugee Household Knowledge, Access and Uptake of Health Services Baseline Survey, February 2014.

¹¹⁴ Needs Assessment Review update, Resilience chapter. MOPI. November 014

¹¹⁵ The Hashemite Kingdom of Jordan High Health Council Policy Directions of The National Strategy of Health Sector in Jordan 2015-2019

¹¹⁶ The VAF Welfare Model results show that 86 percent of Syrian refugee individuals are living below the Jordanian poverty line of US\$ 95 per capita per month, and are therefore rated as being highly or severely vulnerable.

Interventions Addressing Identified Needs and Vulnerabilities

By mid-2015, one project from the 2015 JRP Resilience Health Response Plan had been funded.

ID	Name	JRP Project Title	Start Date	End Date	Financing \$US
172	Enhancing Tuberculosis Prevention, Diagnosis and Treatment Among Syrian Refugees In Jordan	RES 4.1 Strengthening National Health Systems to increase absorptive capacity	6/10/2015	6/10/2016	\$248,873

The 2014 Health Sector Needs Assessment Review identifies, other planned or ongoing interventions in Jordan, and especially in areas with high concentration of Syrian refugees. These identified needs and vulnerabilities include:

1. Provision of Human Resources for Health (in areas with concentration of Syrian refugees)

- Capacity building of MOH health care providers for routine immunization, neonatal care, and integrated management of childhood illnesses (IMCI).
- Capacity building of MOH nurses and doctors for infant and young child feeding (IYCF).
- Capacity building of MOH health care providers on reproductive health and gender-based violence protocols, emergency obstetric care, post-abortion care, family planning, code of conduct, referral guidelines, and counseling.
- Capacity building of MOH health care providers for public health surveillance of priority disease, conditions, and events.

2. Absorptive Capacities at MOH Hospitals and Health Centres (in areas with concentration of Syrian refugees):

- Enhancing tuberculosis prevention, diagnosis, and treatment among Syrian refugees.
- Strengthening routine public health surveillance at MOH facilities using mobile information technologies to improve epidemiological monitoring of priority diseases, conditions and events, timely detection and response to suspected disease alerts, and completeness and timeliness of reporting.
- Assessments of public and private hospitals for the Baby Friendly Hospital Initiative (BFHI).

3. Provision of Critical Equipment at MOH Hospitals and Health Centres:

- Provision of cold chain equipment, vaccine supplies, and a humidity and temperature control system.
- Procurement of supplies, reproductive health and dignity kits, contraception, and equipment.
- Provision of equipment to hospitals, public health laboratories, and health centres, to support operating theatres, neonatal intensive care, obstetrics, haemodialysis, dental care, and laboratory functions.

4. MOH Non-Communicable Disease Control Strengthening:

- Delivery of the World Health Organization (WHO) Mental Health Gap Action Programme (MHGAP) programme to general practitioners, family doctors, nurses, and midwives at MOH facilities.
- Provision of comprehensive psychosocial services at Mental Health inpatient and outpatient facilities.
- Donation of non-communicable disease medicines and supplies to MOH health facilities.

Remaining Needs and Vulnerabilities

Findings from the SVA indicate that services to 22 percent of population may be inadequate due to the fact that their local comprehensive health centers serve more people than the national standard of one center per 60,000 people. Amman governorate is categorized as severely vulnerable, needing three new comprehensive health centers to meet the national standard. Irbid and Zarqa governorates are categorized as highly vulnerable, needing two centers and one center respectively. Statistically, ninety-one percent of this vulnerability is attributed to increase in the population as a result of the influx of refugees from Syria. In total, nine new comprehensive health centers are needed to meet the national standard.

There is an ongoing need to further strengthen the MOH in Jordan through support for consumables, equipment, infrastructure, and human resources, and to promote resilience within the national health system. These measures are required to cope with intensified demand for health services from refugees, changing population demographics, and changing epidemiology of disease (i.e. non-communicable disease).

Remaining needs and vulnerabilities to assess and engage include:

1. More Effective Integrated Health Services

- High quality comprehensive maternal and child health services (routine vaccination, antenatal, and postnatal care).
- Specialist tertiary referral services (neonatal intensive care).
- Effective linkage and strengthened pathways of care between primary, secondary, and tertiary levels of the national health system.

2. Higher Performance, Better Supported Health Workforce

- Mental health, including psychiatrists and mental health training for non-specialized primary care.
- Maternal and child health, including obstetricians, gynaecologists, paediatricians).
- Intensive care, including consultants and anesthetists.

3. Well-Functioning Health Information System

- Optimized performance in the production, analysis, dissemination, and use of reliable and timely information on health determinants, health systems performance, and health status of patients.
- Maternal and perinatal death surveillance to improve quality of care and health outcomes.
- Strengthened national routine public health surveillance to improve epidemiological monitoring of priority diseases, conditions, and events.
- Harmonization and inter-operability of different health information systems in Jordan.

4. Equitable Access to Essential Medical Supplies, Vaccines, and Technologies

- Assessment of micronutrient deficiency and strengthened monitoring of national flour fortification and other supplementation programmes.
- Minimal Initial Service Package (MISP) for reproductive health.
- Vaccines for routine immunisation, including polio and measles.
- Other essentials, with an emphasis on assured quality, safety, efficacy, and cost-effectiveness.

5. **Inclusive and Accessible Health Financing System for vulnerable Jordanians and Syrians**

- Review and harmonization of the health insurance benefits package to reflect changes in the epidemiology of disease and population demographic of Jordan.¹¹⁷
- Development of a national plan to attain universal health coverage (including insurance).
- Subsidization of health fees for vulnerable Jordanian and Syrian refugee populations in the short-term.
- Strong leadership and governance that ensures strategic policy frameworks are in place and are combined with effective oversight, accountability, and partnership.

Recommendations

The following recommendations are provided for the CVA, and are aligned with the JRP,¹¹⁸ National Strategy of Health Sector in Jordan 2015 – 2019,¹¹⁹ and Jordan 2025 National Vision and Strategy.¹²⁰ They include:

1. **Provision of high quality, integrated health services that can respond to the growing needs of a changing demography and epidemiology, including:**
 - Expansion of infrastructure capacity in primary, secondary and tertiary care.
 - Delivery of integrated, quality primary and secondary health care services that are linked to social care.
 - Improved linkage of primary care and community outreach programmes.
 - Delivery of effective strategies and programmes for the control of non-communicable diseases, including health prevention.
 - Delivery of effective strategies and programmes for the management of mental health.
 - Delivery of essential maternal and child health services, including routine immunization and family planning.
 - Improved capacity of emergency and triage services.
2. **Develop effective human resources for health, particularly in the medical specialties of intensive care, neonatal care, and mental health.**
3. **Establish effective, interoperable health information systems including:**
 - Implementation of maternal and perinatal death surveillance.
 - Strengthened national routine public health surveillance.
4. **Ensure equitable access to essential medical supplies, vaccines, and technologies of assured quality, safety, efficacy, and cost-effectiveness, including:**
 - Assessment of micronutrient deficiency and strengthened monitoring of national flour fortification.
 - Minimal Initial Service Package (MISP) for reproductive health.
 - Non-communicable disease medicines and supplies.
 - Vaccines for routine immunisation, including polio and measles.

¹¹⁷ World Bank, A Comprehensive Review of the Health Financing System in Jordan, May 2015

5. **Ensure effective health financing for universal health coverage of vulnerable populations, including:**
 - Development of a national plan to attain universal health coverage (including insurance) for all citizens.
 - Subsidization of health fees for vulnerable Jordanian and Syrian refugee populations in the short-term.

6. **Deliver strong leadership and governance with effective oversight and accountability, including:**
 - Establishment of effective partnerships between relevant private and public sectors.
 - Development of evidence-based plans, policies, and decisions for disaster risk reduction and preparedness.
 - Development of a community awareness plan to reach all vulnerable groups with health promotion messaging.
 - Integration of resources, interventions, and lessons learned from the Syria crisis into national planning and services.
 - Improvement of sub-national governance, transparency, and accountability to improve delivery of quality health services.

Justice

Situation Analysis

The justice sector in Jordan has faced numerous challenges since the beginning of the Syria crisis. While violence and criminality levels in Jordan are low, according to the Public Security Directorate (PSD) the northern region has witnessed an increase in criminal acts, assaults, and proliferation of small arms.¹²¹ The number of cases involving Syrians living in Jordan more than tripled from 3,648 in 2011 to 13,674 by 2014.¹²² This includes a 50 percent increase in Amman, a 77 percent increase in Irbid, and an 84 percent increase in Mafraq.¹²³ As of June 2015, the MOJ has already registered 6,960 cases for the year.¹²⁴ The increased caseload involving of Syrian refugees has pushed the courts beyond their technical and operational capacities, negatively impacted their performance, and reduced their ability to ensure a fair trial.

Difficulties in gaining access to justice have a direct impact on safety and social cohesion. A 2011 study found that 98 percent of respondents had never heard of legal aid services.¹²⁵ This lack of awareness of rights and responsibilities amongst both the host communities and the Syrian refugees prevents individuals from claiming their rights, which increases their vulnerability and the risk of exploitation and increases their likelihood of breaking the law unintentionally.¹²⁶ Legal aid groups report a sharp increase in complaints about employers who have terminated the contracts of Jordanians and hired Syrian refugees instead under unfair working conditions and salaries below the minimum wage.¹²⁷ Landlords have also forced out Jordanian tenants from their homes in order to rent the properties to Syrian refugees at inflated prices and under unfair conditions.¹²⁸

Shari'a courts - that have jurisdiction over personal status laws, including registration of births and marriages - faced such caseload increase that the Chief Justice ruled to extend the working hours of some Shari'a courts by two hours.¹²⁹ An office of the shari'a court has been created in the Za'atari Camp, but no new offices have been opened in host communities. This lack of capacity has led to a growing number of unregistered marriages and births.

The 2015 Jordan Response Plan (JRP) highlighted the difficulties in obtaining free legal aid. Although legal aid is granted through the Bar Association's 1972 law, in practice it remains a challenge, in particular for vulnerable groups including women and children.¹³⁰ Courts are only mandated to grant legal representation for adults in criminal cases entailing the death penalty or life imprisonment.

In addition, the institutional capacity of the justice system and Shari'a courts has been challenged by technical and operational capacity limitations, which have a direct impact on the courts' performance and their ability to ensure fair trials. This includes juvenile courts, which—having gained importance since the Juvenile Law was endorsed in 2014—have also been challenged by the increasing demand for speedy and child-friendly procedures.¹³¹

¹²¹ United Nations Development Programme (UNDP), CSAC Scoping Mission, September 2014

¹²² According to the most recent statistics provided by the Ministry of Justice (MOJ), see MOJ, Statistics, June 2015

¹²³ MOJ, Impact of the Syria Crisis on the Ministry of Justice internal paper, 2014

¹²⁴ According to the most recent statistics provided by the Ministry of Justice (MOJ), see MOJ, Statistics, June 2015

¹²⁵ The study was conducted in 2011 by the Department of Statistics, and was supported by the World Bank in partnership with the Justice Center for Legal Aid (JCLA).

¹²⁶ According to UNDP interviews conducted with public prosecutors, judges, and lawyers working in and with courts in host communities.

¹²⁷ Based on internal accounts by JCLA lawyers. Also, according to the Jordanian Ministry of Labour, in 2013 nearly 160,000 Syrians were working informally in Jordan.

¹²⁸ Based on internal accounts by JCLA lawyers.

Interventions Addressing Identified Needs and Vulnerabilities

- UNDP is implementing a project titled 'Enhancing Community Security and Access to Justice in Host Communities and other Fragile Areas in Jordan'. The project—which has been submitted and partially funded by US\$ 500,000 (5 percent of the total Resilience Justice Sector 2015 Budget)—is part of the 2015 JRP for the Syria Crisis.¹³² The project runs from 2015 to 2018 and has two main outputs: (i) Enhancing community security and cohesion in host communities and strengthening capacities to prevent crime and reduce violence, and (ii) Improving access to justice, legal aid and counseling in host communities and other critical areas in Jordan while supporting the institutionalization of a legal aid framework.¹³³
- The European Union (EU) has provided important support to the justice sector in the last few years, and is currently supporting reforms to further enhance the independence and impartiality of the judiciary, upgrade technical competencies, and strengthen administrative capacity. The initiative involves sector-specific budget support, including technical assistance and support to civil society; capacity building support to the MOJ and the Judicial Council, and the Justice Reform and Good Governance Programme. This program focuses on criminal justice reform, penitentiary reform, juvenile justice reform and strengthening the capacity of the Anti-Corruption Commission.¹³⁴
- Civil Society Organizations (CSOs) have played a major role in delivering legal aid services in Jordan, with the support of international donors such as the World Bank, the EU, the United States Agency for International Development (USAID), and others. In 2014 the Justice Center for Legal Aid (JCLA) conducted over 1,600 legal awareness sessions in all, and provided 2,400 representation services and 4,000 legal consultations.¹³⁵ JCLA also supported MOJ's efforts in establishing a unit to set up a national legal aid system.

Remaining Needs and Vulnerabilities

- The growing demand for judicial services must be accompanied by institutional capacity building in order to enable Jordan to meet international standards in dealing with people in need of judicial assistance.
- Dispute resolution mechanisms and actors capable of contributing to dispute resolution within host communities need to be identified and mapped.
- Access to justice for women has particular challenges, including gender-based violence (GBV) and domestic violence. Due to the sensitivity of the subject, women are less likely to report disputes and when they do, they are more likely to go to court unrepresented. Women also face different types of legal disputes than men and consequently more often find themselves having to claim rights under the

¹²⁹ As reported by the Chief of Justice Directorate during VAC, June-July 2015.

¹³⁰ According to several studies: in 2011 it was found that 68 percent of defendants in Jordan did not have legal representation, and in pre-trial cases 83 percent of defendants did not have legal representation (Justice Center); another study found that women are more likely than men – 26 percent versus 17 percent – to report avoiding court due to customs and traditions (World Bank, 2013). Social pressure also steers women from initiating claims directly with formal institutions. Nearly 70 percent of requests for legal aid assistance come from women (Justice Center for Legal Aid).

¹³¹ Ministry of Planning and International Cooperation (MOPIC), Jordan Response Plan for the Syria Crisis (JRP), 2015

¹³² Jordan Ministry of Planning and International Cooperation, Jordan Response Plan for the Syria Crisis 2015, 2015.

¹³³ UNDP—Jordan, Enhancing Community Security and Access to Justice in Host Communities and Other Fragile Areas in Jordan Project Document, 2015

Personal Status Code (PSC) before Shari'a Courts. These problems are exacerbated by difficulties accessing legal aid support.

- Access to justice is also impeded by a lack of information and legal awareness, scarcity of resources, and inability to travel to courts.¹³⁶ As a result, defendants in the majority of criminal court cases are not represented by a lawyer.
- There is still a need to inform members of vulnerable communities of the availability of legal aid services and to encourage them to seek legal assistance.
- Many courthouses—particularly in Amman and Irbid—urgently need new equipment, maintenance, and renovation.

Recommendations

- Support the provision of legal aid services in criminal cases, particularly for felonies. Strengthen the efforts of civil society organizations in extending such services to impoverished and vulnerable communities.
- Enhance the capacities of MOJ and all affected courts in host communities to address the increased demand—especially in Azraq, Ramtha, Mafraq City, and Irbid City—either by reutilizing existing space or building new courthouses.
- Strengthen the efforts of MOJ and the Bar Association to amend legislation and issue bylaws to regulate legal aid, and support strengthening the provision of pro-bono services by members of the Jordanian Bar Association.
- Increase access to justice and legal counselling, and raise public confidence in the judiciary for vulnerable groups. This is especially important in work with poor and vulnerable women, survivors of GBV, children, youth, and people with disabilities.
- Support centres and legal clinics in host communities by improving their resources and accessibility, and establishing new ones where there are larger needs.
- Enhance the capacities of Shari'a judges in host communities on gender and child-sensitive judicial processes. Improve and streamline judicial procedures and the infrastructure within Shari'a courts. Support the implementation of reconciliation and mediation programs as well as rehabilitation and family counselling centres for family cases.
- Support the Judicial Training Institute to (i) revamp its curricula to respond to knowledge gap and needs in courts based in host communities; and (ii) intensify its training programs for judges and other judicial personnel serving in host communities.
- Enhance the capacity of judges and prosecutors to respond to specific needs of different population groups through specialized thematic trainings and enhanced judiciary studies; and through the recruitment of new judges and support staff to

¹³⁴ Ibid.

¹³⁵ Between May and December of 2014, JCLA carried out 2,438 legal representations and 4,746 legal consultations. 16 percent of those receiving representations and 19 percent receiving consultations were Syrian refugees.

¹³⁶ World Bank, Jordan Country Gender Assessment: Economic Participation, Agency and Access to Justice in Jordan, July 2013

address newly emerging crimes, such as trafficking and other cases of exploitation.

- Support community mediation efforts, which can be implemented by civil society organizations for cases involving Syrian refugees and host community members.
- Provide the future national system for legal aid with tools to operationalize their legal aid and legal counselling mechanisms.
- Enhance legal awareness of the refugee population residing in host communities.
- Digitize the operations related to the Family Card, which will allow clients to withdraw the adjudged amounts through ATMs without visiting the courts.
- Build the capacity of implementing agencies in civil society and enhance efforts for coordination, building coalitions, and increasing efficiency.
- Support monitoring and evaluation efforts to improve data collection and reporting on access to justice in Jordan.

Livelihoods and Food Security

Situation Analysis

The Syria crisis has exacerbated structural challenges in livelihoods and food security in Jordan, including persistent high unemployment and deficiencies related to private sector growth and development. The table below shows the fluctuations in unemployment rates over this period for the country as a whole as well as the most affected governorates.

Unemployment rate 2007-2014

	2007	2008	2009	2010	2011	2012	2013	2014	2015 Q1
Total	13.1	12.7	12.9	12.5	12.9	12.2	12.6	11.9	13
Amman	10.7	9.7	11.2	11.6	11.7	10.3	10.5	10.3	12.8
Irbid	16.5	15.9	13.9	12.2	12.7	11.9	13	13.2	12.6
Mafrqa	16	13.5	13.5	13.9	11.8	10.7	14.5	15	14.2

Source: Department of Statistics

The Syria crisis has increased competition for work, fuelling tension between vulnerable groups. The number of migrant workers with work permits by end of 2014 was 324,410.¹³⁷ Meanwhile the percentage of Syrian refugees who are working with a regular permit is only two percent, meaning the vast majority of Syrian refugees who do work are working informally.¹³⁸ Syrian refugees are thus compelled to accept wages lower than the national minimum wage of US\$ 200 per month for migrant workers.¹³⁹ The contrast is inescapably clear: fifteen percent of Jordanian workers earned less than US\$ 275 per month, compared to as much as 44 percent of Syrian refugees living outside of camps.¹⁴⁰

An important dimension of the poverty profile in Jordan is that the majority of poor are clustered just above and below the national poverty line, with only a small proportion of the poor significantly and chronically below it. In this majority cluster many could be 'transitorily poor' or 'transitorily vulnerable' and may be sensitive to fluctuating economic conditions.¹⁴¹ According to the World Bank, 14.4 percent of Jordan's population is considered poor, and 18.6 percent of the population is classified as non-poor despite their potential to experience transient poverty. The latter category includes some lower-middle and middle-income households.¹⁴²

In Jordan, one of the main sources of revenue, accounting for 20.3 percent of national GDP,¹⁴³ comes from tourism, which provides actual and potential livelihoods opportunities for the population of the concerned rural areas. However, since the inception of the Syria crisis, tourism flows have dropped sharply with and this has had a severe impact on household incomes, particularly in rural communities throughout the country.

¹³⁷ This number is comprised of the following ethnic breakdown: 65.3 percent Egyptians, 3.3 percent other Arab nationalities, and 26.2 percent others (mainly Asians), see <http://www.ammonnews.net/article.aspx?articleno=228466>

¹³⁸ Syrian refugees are working informally mainly in the sectors of construction (41 percent), wholesale and retail (23 percent), manufacturing (12 percent), food and accommodation services (8 percent), and agriculture (5 percent), see Svein Erik Stave and Solveig Hillesund, report by the International Labour Organization (ILO) and Fafo Institute for Applied International Studies, Impact of the influx of Syrian refugees on the Jordanian labour market: findings from the governorates of Amman, Irbid and Mafrqa, 2015

¹³⁹ The national minimum wage is US\$ 270 per month.

¹⁴⁰ Ibid.

A 2010 survey registered that only 2.4 percent of the population has 'poor' or 'borderline' food consumption,¹⁴⁴ but a 2014 food security and livelihood assessment conducted in governorates with a high presence of Syrian refugees showed that 13 percent of the population had an unacceptable food consumption score.¹⁴⁵ Food insecurity in Jordan is closely correlated with poverty and therefore linked not only to unemployment, low wage rates and insufficient assets, but also to illiteracy and large family size. Although the food prices have been increasing at a relatively consistent rate since 2005, some specific commodities such as fruits and vegetables show distinct increases between 2012 and 2015.

The crisis has also affected trade of agricultural commodities with and through Syria, with alternate routes identified at increased cost. Smallholder farmers are not only contending with the reduced trading opportunities but also with pre-existing challenges, such as land and water scarcity, higher temperatures, insufficient rainfall, low productivity and limited market participation.

In Syrian border areas the collapse of field veterinary and plant protection services in Syria has increased the exposure of Jordanian agricultural livelihoods to Trans-boundary Animal Diseases (TAD). TADs including brucellosis and foot and mouth disease have already broken out in Syria. The Ministry of Agriculture (MOA) is still under-resourced to address the sources of these threats.

Interventions Addressing Identified Needs and Vulnerabilities

The Livelihoods and Food Security Sector Response Plan under the 2015 JRP proposed interventions to support crisis-affected and vulnerable populations by promoting livelihoods, food security, and income-generation capacity to avoid further depletion of their assets. The JRP sector plan budget was US\$ 66.7 million, against which US\$ 3.2 million—approximately ten percent—had been funded by mid-2015.

¹⁴¹ United Nations Development Programme (UNDP), Department of Statistics (DOS), and the Ministry of Planning and International Cooperation- Jordan (MOPIC),, Thinking Differently About the Poor: Findings from Poverty Pockets Survey in Jordan, 2012

¹⁴² World Bank, Jordan Economic Monitor,, Fall 2013

¹⁴³ World Travel and Tourism Council, Travel and Tourism Economic Impact 2014, 2014

¹⁴⁴ DOS and World Food Programme (WFP), Survey, 2010

¹⁴⁵ The assessment shows that 10 percent of the sampled population has a Food Consumption Score that is classified as borderline and three three percent have a poor food consumption score, see Food and Agriculture Organization (FAO), Ministry of Agriculture (MOA), and REACH, Food Security and Livelihood Assessment of Jordanian households in Central and Northern Governorates, 2014.

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
112	Improving the Access of Vulnerable Jordanians to their Basic Needs in the Zarqa Governorate	RES 2.1 Support establishment and growth of sustainable micro, small and medium enterprises (MSMEs) targeting vulnerable Jordanian households	Approved	3/25/2015	1/25/2015	\$129,139
259	Assistance to Vulnerable Families Affected by the Syrian Crisis/Livelihoods	RES 2.1 Support establishment and growth of sustainable micro, small and medium enterprises (MSMEs) targeting vulnerable Jordanian households	Pipeline	1/26/2015	1/26/2016	\$118,044
318	Improving the Socio-Economic Wellbeing of Vulnerable Jordanian women in host communities	RES 1.1 Create short-term employment opportunities for vulnerable Jordanian households in host communities	Approved	3/25/2015	3/25/2016	\$700,000
331	Enhancing Food Security in Mafrqa	RES 2.1 Support establishment and growth of sustainable micro, small and medium enterprises (MSMEs) targeting vulnerable Jordanian households	Pipeline			\$500,000
430	Promoting social cohesion through women's economic empowerment and protection initiatives in Irbid and Zarqa	RES 1.1 Create short-term employment opportunities for vulnerable Jordanian households in host communities	Pipeline			\$1,760,000
TOTAL						\$3,207,183

Interventions target poor and vulnerable households with a focus on short-term employment through asset creation and cash injection, e.g. cash-for-assets, training, and work. While labour intensive cash for work proved to be a challenge to engage youth and women, it emerged as an opportunity to engage them as productive members of communities and households, and strengthen social cohesion. It is, however, important to bridge short-term employment to long-term sustainable employment creation in order to strengthen resilience. In this regard, interventions in 2015 targeted the creation of long-term job opportunities that capitalize on the cultural assets of the country through the creation of innovative cultural tourism products and services. Implementing organisations also recognised the importance of standardizing cash for work incentives in order not to inflate the market and to ensure fairness. Structural weakness is also being targeted through Micro Small Medium Enterprise (MSME) development support and vocational training in the northern governorates and government support for the promotion of decent work, including the protection of migrant workers, and combating child labour.

Unconditional food assistance is also provided to address immediate food needs in 2015. Some interventions also contribute to enhancing national institutions' capacities to address food insecurity by strengthening food security monitoring systems (FSMS) and establishing a government-led multi-stakeholder partnership for policy dialogue on productive and social safety nets.

An action plan for food security and the agricultural sector was developed to respond to the Syria crisis and to strengthen the resilience of livelihoods systems including individuals, households, communities, and agro-ecosystems.¹⁴⁶ Ongoing and planned projects include (i) capacity development of MOA in food security analyses, information systems and policy development, and (ii) the surveillance and control of TADs.

Remaining Needs and Vulnerabilities

As the sector plan has been minimally funded to date, its priorities have been very focused: the sector endeavors to protect food security and livelihoods so that refugees and host communities can cope with and recover from the Syria crisis while strengthening their capacity to adapt to future shocks.

There is still a need to develop the following interrelated areas: (1) a comprehensive mix of policies to formalize the informal sector and provide decent work conditions and wages for all workers; and (2) a clear policy on migrant workers based on complementing the Jordanian workforce and promoting social cohesion.

Limited income-generating opportunities, especially in poor and food insecure areas, prevent Jordanian women and men from moving out of poverty and lessening their dependency on social safety net programmes that the government cannot sustain in the long-term. This lack of income-generating opportunity also compels vulnerable households to make trade-offs between food and non-food expenditures, further compromising dietary diversity and consumption patterns. There is an urgent need to (i) create and improve income-generating opportunities through employment creation that can stabilize the livelihoods of the vulnerable population, and (ii) support sustainable employment opportunities and local economic development to foster more resilient livelihoods in host communities. Industries that have been severely affected by the Syria crisis represent an important area of prospective action and investment, and harbor the opportunity to boost the country's economy and increase income-generating opportunities in host communities. The need to monitor food security and to better safeguard the nutritional status of households remains a priority.

¹⁴⁶ FAO, MOA and REACH, Plan of Action – Resilient Livelihoods for Agriculture and Food and Nutrition Security in Areas of Jordan Affected by the Syrian Crisis, January 2014

The limited capacity of smallholder crop and livestock producers to swiftly adapt and respond to the volatile environment threatens the viability of their livelihoods. Interventions are urgently needed to develop the capacity of smallholder farmers to better negotiate their resources and assets in more sustainable ways, increasing agricultural productivity and incomes, and enhancing MOA capacity to better support and protect agricultural livelihoods.

Recommendations

Based on the JRP 2015 implementation and the remaining needs and vulnerabilities, the following actions are recommended for the period 2016-2018:

1) Immediate livelihoods stabilization through:

- a. Short-term employment creation activities aimed at improving community infrastructure and services that benefit the communities affected by the Syria crisis, whilst ensuring sustainability within water, waste, energy, forestry, and rangeland practices.
- b. Targeted self-employment support to re-establish or jumpstart MSMEs for local entrepreneurs.

2) Local economic recovery for medium- to long-term employment through:

- a. Demand driven short-term technical and vocational training and job placement.
- b. Support to sustainable private sector development that includes more inclusive market and financial access, including development in key national industries affected by the Syria crisis, e.g. the culture and tourism sector.
- c. Improve rural and peri-urban income-generation and employment through smallholder crop and livestock production and integrated homestead farming, agro-processing and produce marketing.

3) Long-term employment creation and inclusive economic growth by:

- a. Strengthening policies on wage, and improvements in labour migration management.
- b. Strengthening stakeholder capacities to shape strategy for local economic development including value chain development.
- c. Facilitating dialogue amongst municipalities, communities/community based organisations(CBO), and the private sector to foster participatory local economic development, public-private partnerships, and social cohesion not only between Jordanians and Syrian refugees but also amongst Jordanians themselves.

4) Surveillance and control of TADs and trans-boundary crop disease and pests in the seven governorates to:

- a. Protect the asset base and health of Jordan's vulnerable population groups.
- b. Reduce impact on livestock and crop sectors.
- c. Safeguard their contribution to food security and income-generation.

- 5) **Climate-smart crop diversification and intensification through:**
 - a. Promotion of approach and practices for sustainable crop and livestock production.
 - b. Climate change adaptation through participatory research and extension, led by communities and farmers.
 - c. Cash for assets activities in the Jordan Valley, Irbid, and Mafraq.¹⁴⁷
- 6) **National capacity for community-based natural resource management through:**
 - a. Policy development and technical support to MOA in the implementation of natural resource management-based projects in Syrian border areas and the Badia rangelands.
 - b. Community-based water harvesting.
 - c. Range and forestry management.
 - d. Pasture development.
- 7) **Information management and policy development:**
 - a. Topics to include food security and natural resource information systems and disaster risk management.
 - b. Capacity development directed towards the MOA, the Department of Statistics, and other agriculture sector stakeholders.

Local Governance and Municipal Services

Situation Analysis

Prior to the Syria crisis local governance in Jordan was already struggling to address housing shortages, induce local economic development, and maintain social cohesion within communities. Meeting the needs of the 521,611 refugees residing outside of camps threatens to overwhelm local government in some of the most affected governorates and municipalities. The massive camp solutions have clear limitations, and no exit strategies have been defined as of yet. Massive amounts of funding have been consumed to sustain minimum standards. Meanwhile neighboring municipalities, for example in Mafraq Governorate, have received little funding to maintain and expand basic service delivery and infrastructure and plan settlement growth. The four areas within the municipalities sector most affected by the Syria crisis are as follows:

- 1) **The Capacity of Municipal Administrations:**

Municipalities suffer from severe financial distress. Salary spending still consumes an excessive share of municipal budgets, debt service has become unsustainable for many municipalities and the generation of revenue is constrained by legislation and vested interests. Management is often concentrated in the hands of the mayor with insufficient checks and-balances by the municipal council.
- 2) **Solid Waste Management (SWM):**

Water, soil, and air pollution have increased following the Syria crisis due to the increased volume of waste, inadequate waste collection and disposal capacities, and inappropriate disposal and burning of solid waste. A recent report on the vulnerability of Syrian refugees living outside camps found that 60 percent

¹⁴⁷ These governorates have large majority smallholder farmers. In the case of the Jordan Valley, it is also the main agricultural area for the production of fruits and vegetables in Jordan.

are severely vulnerable to WASH-related risks, primarily caused by solid waste management. Eighty percent have experienced solid waste vector evidence more than twice in the last year and 20 percent have experienced waste-water overflows more than once in the last year.¹⁴⁸

3) **Mainstreaming Social Cohesion and Civic Engagement:**

With the crisis in its fifth year and no prospect of refugees returning home in the foreseeable future, Jordanian citizens in host communities are increasingly frustrated. Overwhelmed by the resource, budget, and demographic pressures on their localities and the impact on local services and facilities, some people are questioning the wisdom of continuing to accept so many refugees and starting to demand more effective responses to their own needs.

4) **Urban Management:**

While the Syria crisis in Jordan is profoundly urban, there is no systematic analysis of needs and potential responses from an urban perspective. Unplanned growth is promoting unsustainable sprawl and informal settlements formation. In the case of Mafraq, settlement growth is currently happening in different directions, and the lack of planning guidance supported by pro-active infrastructure investment may result in informal settlements emerging outside the planning boundaries. Once informal settlements are even haphazardly established, they are exceptionally difficult to contain and expensive to 'fix'.

Interventions Addressing Identified Needs and Vulnerabilities

The 2015 Jordan Response Plan presented three main objectives for local governance and municipal affairs: to improve the performance of municipal service delivery, to ensure that socio-economic changes and priorities caused by the Syria crisis are reflected in local development plans and to strengthen the resilience of local governance systems. Six projects are proposed for a total budget of US\$ 81.7 million. As of July 2015, three sets of activities have received funding of US\$ 12.9 million.

¹⁴⁸ Vulnerability Assessment Framework Baseline Study, page 43

¹⁴⁹ Based on USAID master plan on Al-Ekedir

ID	Name	JRP Project Title	Status	Start Date	End Date	\$Financing US
59	Leadership and community development programs	RES 2.1 Rapid planning and coordination support to municipalities, governorates and communities	Approved	5/31/2015	5/31/2016	\$10,000,000
190	Jordanian Host Communities and Syrian Refugees Work Together through community projects	RES 2.2 Local development planning (including economic aspects) aligned with new context	Approved	5/31/2015	3/31/2016	\$705,838
282	Community leadership skills development	RES 2.2 Local development planning (including economic aspects) aligned with new context	Approved	3/18/2015	8/18/2015	\$2,207,790
TOTAL						\$12,913,628

The interventions conducted by partners and donors in the last year are the following:

- In February 2015 the MOMA launched the National Strategy for Solid Waste Management with support from the World Bank and AFD. The strategy has become the basis for support to the sector. In April 2015, a solid waste management master plan for the municipalities of Irbid, Mafraq and Al-Ramtha was announced. In addition, and in response to the emergency situation of major dumpsites in Jordan, USAID with support from MOMA and MOE developed a master plan to set, rehabilitate and expand Al-Ekedir landfill site.¹⁴⁹
- In 2014 the Emergency Services and Social Resilience Project (ESSRP) benefited nine municipalities all from Irbid and Mafraq governorates, with total grants amounting to US\$ 20 million.¹⁵⁰ In 2015, the project broadened its scope to include another seven municipalities including Maan, Ajloun, Sahab, Zarqa and other municipalities outside Irbid and Mafraq. The project will allocate an additional US\$ 20 million during 2015. Total funding of the project stands at US\$ 54 million plus US\$ 3 million from the government of Jordan.
- In early 2015 UNDP conducted a Mapping of Risks and Resources (MRR) across sectors at the municipal level in 16 municipalities in Amman, Zarqa, Irbid, Mafraq, Ajloun, and Ma'an.¹⁵¹ As a result of this exercise, a local development framework covering 2015-2018 has emerged. It will be funded by the ESSRP. Meanwhile UNDP also expanded the number of municipalities of the ESSRP through the Kuwait fund and replicated the community outreach programme in 27 remaining municipalities in Northern Jordan.¹⁵²
- The UNDP project "Mitigating the impact of the Syrian refugee crisis on Jordanian vulnerable host communities" provides direct support to the most affected 36 municipalities in Jordan. In 2014-2015 it supported the renovation and equipment of 15 public parks.¹⁵³
- In 2014-2015, under its social cohesion component UNDP, in partnership with MOI and MOPIC, conducted a Conflict-related Development Analysis (CDA) in six governorates (Irbid, Zarqa, Mafraq, Madaba, Ma'an, and Tafilah).
- UNDP and the Government of Canada signed an agreement to provide US\$ 11.53 million, to rehabilitate and construct an emergency landfill cell in order to expand the lifetime of the Al-Ekedir landfill site.
- The UK is supporting service delivery in the municipalities most affected by the influx of Syrian refugees. The support is provided via a World Bank trust fund and has been valued at US\$ 9.17 million per annum for the last two years. The UK has also supported Mercy Corps with interventions valued at US\$ 9.93 million per annum to implement projects in local communities hosting Syrian refugees.
- USAID's Community Enhancement Programme (CEP) is a five-year (2013-2018) US\$ 50 million project that aims to build community cohesion and enhance the resilience of communities to more effectively address evolving challenges.

¹⁵⁰ The Emergency Services and Social Resilience Project (ESSRP) aims at supporting Jordanian municipalities and host communities address the immediate service delivery impacts of Syrian refugee inflows and strengthen municipal capacity to support local economic development. The primary beneficiaries of this project are the communities residing in the municipal areas of Northern Jordan. See full programme and agreement <http://www.mma.gov.jo/EPFSR.aspx>

- The EU is contributing to alleviate the pressure on solid waste collection and disposal in Irbid and Mafraq through a US\$ 11.4 million intervention implemented by the Ministry of Municipal Affairs with technical assistance from Germany's Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ).
- BMZ (with cooperation from the German Government) is funding GIZ to implement two projects. One is a three-year (2014-2017) and US\$ 3.42 million project titled "Advice to Refugee Hosting Communities in Waste Management" to improve municipal waste collection in Mafraq, Irbid and Karak. The second is a two year (2015-2017) and US\$ 3.99 million project titled "Waste to Positive Energy." It aims to support the municipalities of Irbid, Ramtha and Mafraq to reduce the environmental impact of waste in the refugee hosting communities.

Remaining Needs and Vulnerabilities

Given that there hasn't been a large influx of refugees since December 2014, the needs in the municipal sector remain similar to those stated in the 2015 JRP. These include:

- **Delivery of Essential Municipal Services**
Increase the efficiency of municipal administration and service delivery processes to improve overall equitable service delivery and investment for local development. Support Joint Service Councils to fulfill their mandate as prescribed by the municipalities law.
- **Solid Waste Management**
Findings from the SVA indicate that the vulnerability index for municipalities' solid waste management capacity is about 11 percent, i.e. 11 percent of the population (Jordanian and Syrian refugees) receives inadequate service as a result of the municipalities' lack of capacity to manage solid waste. Eighty-five percent of vulnerability is attributed to demand arising from the Syrian refugee population. The assessment also found that 19 percent of solid waste cannot be put into landfills due to a lack of capacity within landfill, with 91 percent of the vulnerability arising as a result of the impact of the additional solid waste produced by Syrian refugees.
- **Social Cohesion and Civic Participation**
Involving local NGOs and community groups - representing all elements of society including Syrian refugees - in the mapping and meeting of local service needs is essential for social cohesion. A dedicated strategy is needed to engage municipalities with these groups. Conflict-related development analysis constitutes a promising programming tool to implement these activities.
- **Urban Management**
Future planning initiatives should address the immediate urban planning and management impacts associated with the Syria crisis, utilized to facilitate the coordinated investment of resources in line with municipal plans and policies.

¹⁵¹ The MRR is a process that aims to strengthen mechanisms for dialogue and priority setting for Resilience, through a participatory approach. The objective is to support coordinated interventions at municipal level, based on the identification of problems, their related risks and possible responses in a participatory way, and on the basis of this initial mapping, support the development of Multi-sectorial Municipal Local Development Frameworks.

¹⁵² Community outreach and engagement projects aim to at strengthen the state-society trust through the implementation of a series of small-scale projects implemented jointly between targeted municipalities and community-based organizations.

¹⁵³ See full project document and annexes http://www.jo.undp.org/content/jordan/en/home/operations/projects/poverty_reduction/mitigating-the-impact-of-the-syrian-refugee-crisis-on-jordanian-.html

Recommendations

The recommendations provided below target host communities mainly in the 27 most affected municipalities in Mafraq and Irbid, and are in line with the JRP and with ongoing programmes. They aim at giving strategic directions for the municipality sector in order to address the remaining needs, including:

- Supporting interventions that target urgently required investment and capacity building in municipal services and infrastructure, with a particular focus on solid waste management.
- Address immediate capacity development requirements related to the different stages of the solid waste management cycle and other municipal service lines, e.g. road maintenance and development, street lighting, small/storm water and sewage maintenance works, parks and public space maintenance, slaughterhouse improvements and development.
- Consider providing debt relief to municipalities facing the largest service delivery gap.
- Ensure significant efforts are put to support concerned joint service councils to fulfill their mandate.
- Monitor and analyze the absorption capacity of different municipalities and start planning settlement growth.
- Provide rapid planning and coordination support to municipalities and communities in affected areas, especially in the immediate coping phase in 2015.
- Subsequent inputs targeting recovering should capitalize on, improve or initiate new community and city-level plans that are responsive to the needs of the population, focusing on poor and vulnerable groups and the development challenges imposed by the Syrian refugee influx into municipalities.
- Provide technical assistance to strengthen capacity and planning/implementation linkages in governorate and municipal Local Development Units (LDU), with a particular focus on proactive LDU roles that can address pressing local needs.
- Provide MOMA with support to define a set of municipal service standards, identify local governance capacity building needs, assess progress under the system of governorate development plans, as well as implement the new urban planning management strategy and regulatory framework in the Mafraq governorate.
- Ensure a balance between financial and human resources, such that the distribution of resources between municipalities takes into consideration the population growth and the needs of Syrian refugees. This should be done in collaboration between the municipalities, the LDUs and MOMA.

Shelter

Situation Analysis

The average annual housing need in Jordan was estimated at 34,000 units in 2013.¹⁵⁴ Although the estimated supply in the market was 42,000 units that year and the average number of units constructed annually is around 31,498.¹⁵⁵ Supply is not well aligned with demand, and there is a particular dearth of units for lower income groups.

The large numbers of Syrian refugees, estimated at 650,000 in 2015, is equivalent to almost ten percent of the population of Jordan in 2015.¹⁵⁶ The most affected governorates, Irbid and Mafraq, witnessed an influx of Syrian refugees equalling 53 and 13 percent of their total populations, respectively.¹⁵⁷ Most of these immigrants are concentrated in urban centres. The Mafraq governorate has seen the largest influx: according to government estimates, the number of Syrian refugees (288,105) in the governorate is equivalent to 91 percent of the area's total Jordanian population (313,700).¹⁵⁸ Other cities with large-scale influx include Ramtha, Al Sarhan, and Irbid, where Syrian refugees exceed 20 percent of their host cities' Jordanian population.

With over half a million of these refugees settled outside camps, the sudden increase in demand for housing created a need for an additional 76,000 housing units in addition to the estimated annual average increase in demand from Jordanians of 34,000 units. Mafraq faces a huge backlog of 8,087 units, which is five times higher than the governorate's regular annual average housing need.¹⁵⁹ Other governorates are facing similar challenges, with the Syria crisis-related demand ranging between seven and ten times average needs before the crisis.¹⁶⁰

Ninety-eight percent of refugee families rent their accommodation, in most cases spending more than half of their income on rent.¹⁶¹ Among refugees surveyed in June 2015, paying their rent was the primary worry for 79 percent. Rental price inflation keeps Jordanian families out of the market, and poor Syrian refugees without camp accommodation face the same challenge. Anecdotal evidence points to 100 – 200 percent average rental price increases in some areas, with extremes of 300 percent, compared to pre-crisis values. In Mafraq, the cost of monthly rent has increased from US\$ 100 – 200 JOD before the crisis to US\$ 275 – 400 JOD at present.¹⁶² Another reason for rising rents is the amended Landlords and Tenants Law (No.14 2013), which was endorsed in the Lower House of Parliament. The new legislation raised the rent for many as the lease contract regulates the rights of both parties and sets the duration and termination of the lease. One family in four has been evicted at least once—and 2.6 times on average—mainly as a result of problems paying rent.¹⁶³ Competition for affordable housing has also contributed significantly to increased tensions between Syrian refugees and Jordanians.

As Syrian refugee families living outside the camps face depleted savings, they compromise on choice of shelter solutions, resulting in over-crowding, unhealthy living environments and protection concerns, which contribute to increased domestic violence.¹⁶⁴ One in six families opts to share accommodations and rent, taking on the related burdens of sharing living space. These include

¹⁵⁴ DOS and HUDC, Housing Sector Report, 2004-2011

¹⁵⁵ Ibid.

¹⁵⁶ Department of Statistics (DOS), Population and Housing Data, 2015

¹⁵⁷ United Nations High Commissioner for Refugees, Jordan Situation Map, <http://data.unhcr.org/jordan/situation-map/>

¹⁵⁸ Ministry of the Interior (MOI) and DOS, Jordanian/Syrian Population Figures, July 2013

¹⁵⁹ MOI and DOS, Jordanian/Syrian Population Figures, July 2013. See also HUDC, Housing Needs Projections: Based on a calculated average need estimate for the last three years.

¹⁶⁰ Based on analysis of the estimated housing need by HUDC, and the Syrian refugee estimates of the Jordanian MOI and DOS, with Syrian refugees' household size estimated at 7.12. MOI and DOS, Jordanian/Syrian Population Figures, July 2013; HUDC, Housing Needs Projections; ACTED, Survey, 2013

¹⁶¹ Care Jordan Five Years Into Exile: The challenges faced by Syrian refugees outside camps in Jordan and how they and their host communities are coping June 2015

crowding, lack of privacy, and increased risk of GBV.¹⁶⁵

The number of building licenses issued in Jordan increased from 9,873 in 2011 to 11,822 in 2013.¹⁶⁶ The Mafraq municipality has witnessed a significant increase in building licenses, from 332 in 2010 to 504 in 2012. In Irbid City, the municipality estimates that new construction has increased by 10-20 percent from 2010 to 2012.

Interventions Addressing Identified Needs and Vulnerabilities

The Jordan Response Plan (JRP) 2015

- The United Nations Human Settlements Programme (UN-Habitat), together the Ministry of Public Works and Housing, is currently implementing the first phase of the Jordan Affordable Housing Programme (JAH), a large-scale, private sector solution for both lower middle income Jordanians as well as Syrian refugees. The programme aims to increase affordable housing supply for Jordanians while increasing quality rental housing for Syrian refugees through implementing its total budget of US\$4.5 million. The programme thus facilitates the scaled delivery of expandable small-sized housing units for sale, with each unit priced at US\$ 21,187 and designed for Jordanian families earning between US\$ 423.73 and US\$ 706.20 per month.
- The budget for the first phase is US\$ 1,600,000 for the construction of 20 model units. A generous contribution by the Governments of Switzerland (US\$ 1,050,205) and Denmark (US\$ 200,000) were received to start implementation.
- An extensive Affordable Housing Demand Survey was undertaken in eight governorates: Balqa, East Amman, Irbid, Jerash, Kerak, Madaba, Mafraq, and Zarqa. An analysis of the Jordanian financial sector was also completed. A supply-side analysis was carried out with developers, and municipality-level field visit work has been undertaken to facilitate analysis of land prices.
- A National Design Competition was launched with the Jordan Engineers Association to design housing that is innovative and locally suitable.
- The Jordan Housing Sector Reform Programme: complements the aforementioned intervention and addresses some of the long-term structural challenges in the housing sector. The total budget is US\$ 750,000.

¹⁶² H. Omosh (Mayor of Greater Municipality of Mafraq), Mafraq Governorate Workshop Speech, 2014

¹⁶³ Care Jordan Five Years Into Exile: The challenges faced by Syrian refugees outside camps in Jordan and how they and their host communities are coping June 2015

¹⁶⁴ ACTED, Shelter and Winterization Needs Assessment, January 2013

¹⁶⁵ Care Jordan Five Years Into Exile: The challenges faced by Syrian refugees outside camps in Jordan and how they and their host communities are coping June 2015

¹⁶⁶ DOS- Jordan, Figures Publication, 2013

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
74	Humanitarian Assistance To Host Communities For Syrian Refugees ((First Stage	RES 1.1 Affordable housing for social cohesion and local economic development (Jordan Affordable (Housing Programme	Approved	6/17/2015	6/17/2016	\$1,001,208
239	Jordan Affordable Housing Programme/Phase 1	RES 1.1 Affordable housing for social cohesion and local economic development (Jordan Affordable (Housing Programme	Pipeline			\$1,251,098
TOTAL						\$2,252,306

Remaining Needs & Vulnerabilities:

Given the lack of major developments in the sector—including major new influxes of refugees and significant new initiatives to address the housing sector crisis—the needs and recommendations identified in the 2014 Needs Assessment Review remain relevant:

Short-Term Needs: There is still a wide gap between demand and supply in the housing sector that requires an accelerated response by the public and private sectors for providing additional affordable housing units for both vulnerable Jordanians and Syrian refugees.

Short to Medium-Term Needs: Specific efforts are needed to address the vulnerability and deteriorating social cohesion in the communities where the lack of physical security is most evident in order to improve longer term resilience. Support should be targeted to those most at risk of protection threats, including GBV.

Medium-Term Needs: Institutional reforms are needed to address structural weaknesses in the housing market, enhance the partnership with the Government of Jordan for the revision of the National Housing Policy and the revitalization of HUDC.

Urban planning at the municipal level does not respond to existing urban sprawl challenges. There is a critical need to guide the location of new housing to align with infrastructure and service expansion, as well as for integrated approaches and adequate capacity building for local municipal staff.

Recommendations:

- There is great need for rapid support to boost supply for affordable housing units in the mostly affected governorates, including but not limited to Irbid and Mafraq. This is required to provide solutions to the most vulnerable of Jordanian and Syrian refugee families, particularly to female headed households who face acute protection threats. A predominantly private sector funded solution is necessary to combine the strength of Jordanian developers, local commercial banks, and the credit capacity of Jordanian families in the host community interested in making an incremental investment in property.
- Addressing the vulnerability and deteriorating social cohesion in communities where the lack of physical security is most evident is absolutely necessary in order to improve longer term resilience.
- Promote institutional, legal, and policy reforms to support affordable housing, including such activities as (i) the preparation of a new national housing strategy to replace the one developed in 1989, (ii) the adoption of a new housing law clarifying the respective roles of the public and private sectors, (iii) strengthening the capacity of the HUDC and related institutions in line with the new policy and law.

Social Protection

Situation Analysis

Vulnerability in Jordan is driven in large part by high unemployment¹⁶⁷ and rising poverty.¹⁶⁸ Data shows that women and children bear the brunt of poverty.¹⁶⁹ Compared to men, women face higher levels of unemployment¹⁷⁰ earn lower wages, and enjoy less social security protection.¹⁷¹ Persons with disabilities tend to suffer from social exclusion and increased vulnerability: they tend to have lower levels of education, literacy, employment, and participation.¹⁷²

Those at particular risk of increasing vulnerability include poor households, female headed households, survivors of violence, children deprived of parental care, children in conflict with the law, children engaged in labour, and persons with disabilities. Violence against women is widely accepted: 79 percent of young women between 15-24 think a husband is justified to hit his wife; whilst 32 percent of ever-married women and 13 percent of women married below the age of 18 report having experienced a combination of emotional, physical, and sexual violence from their spouse.¹⁷³ Violence in schools is high for boys and girls¹⁷⁴ and women report that violence is increasing in the home.¹⁷⁵ Furthermore, data from 2012 found that 66 percent of Jordanian children

age two to fourteen are subjected to at least one form of physical punishment from their parents.¹⁷⁶ Youth, classified here as age 15 to 24, are more likely to join armed groups inside Syria due to the targeted social media outreach of these groups.

¹⁶⁷ See livelihoods and food protection sub-chapter

¹⁶⁸ Government of Jordan (GOJ) and the United Nations (UN), Needs Assessment Review of the Impact of the Syrian Crisis on Jordan, 2013

¹⁶⁹ 19 percent of children are poor in comparison to 9.9 percent of youth (18-24); 11.6 percent of the age group (25-59) are poor and 6.7 percent of the elderly, aged 60 plus. Female headed households are disproportionately represented amongst Jordan's poor families, see El Kharouf, A., 'Social, Economic and Demographic Characteristics of Poor Families in Jordan's Pockets of Poverty', *Dirasat: Human and Social Sciences*, vol. 39, no. 3, 2012

¹⁷⁰ Department of Statistics (DOS), Population and Health Survey Jordan, 2012

¹⁷¹ Women represent only about 25 percent of active contributors and they have lower average monthly insurable wages and lower eventual pensions, see GOJ and UNICEF, *The Hashemite Kingdom of Jordan: Social Protection Review*, 2011

¹⁷² GOJ and UNICEF, *The Hashemite Kingdom of Jordan: Social Protection Review*, 2011

¹⁷³ UNICEF, *A study on early marriage in Jordan*, 2014

¹⁷⁴ DOS, *Population and Health Survey Jordan*, 2012

Jordan has a well-developed and diversified social protection system that works to address existing vulnerabilities within the country.¹⁷⁷ The Government of Jordan spends close to 2.8 percent of its GDP on social assistance and 4.8 percent of its GDP on civil health insurance, social security, and civil pensions. The government has continued to increase health sector spending: from 4.2 percent of the GDP in 2011 to 5.9 percent in 2013 and six percent in 2014.¹⁷⁸ Moreover, the government has committed to reducing general subsidies and shifting expenditures towards targeted programmes for the poor and vulnerable. However, the national social protection system faces serious challenges due to existing structural issues and the massive influx of refugees into Jordan, which have increased the demand on infrastructure, housing, health, and other services relating to social protection.

In 2013 the National Aid Fund (NAF), which targets the poorest families amongst vulnerable Jordanians, estimated that the indirect and direct impact of the Syria crisis has resulted in an extra 20,000 Jordanian families utilizing their assistance cash programmes. This combines towards an extra US\$ 4.23 million required for Jordan's budget annually. Also in 2013, the Ministry of Social Development (MOSD) estimated that for the ministry to meet the growing needs of this population an extra US\$ 11.3 million was spent, out of a total budget of US\$ 155.3 million.¹⁷⁹

Interventions Addressing Identified Needs and Vulnerabilities

The JRP2015 strategy presents a response plan containing a broad range of interventions to protect and assist the Jordanian poor and increase the capacity of national and sub-national protection systems to provide comprehensive services to Jordanian communities in those governorates most affected by the Syria crisis. The plan has three main objectives:

1. Strengthen and expand national and sub-national protection systems to meet the needs of vulnerable groups in the governorates most affected by the Syria crisis.
2. Improve social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis.
3. Mitigate violence and social tensions in host communities.

To achieve these objectives the plan proposes 16 projects with a total budget of US\$ 65.9 million.

As of mid-July 2015, six initiatives are underway, contributing to six different projects. The total amount funded to date is US\$ 3.6 million, equivalent to 5.4 percent of the annual JRP2015 budget.

¹⁷⁵ UN Women/Queen Zein Al-Sharaf Institute, *Beyond the Camps: Impact of the Syrian Refugee Influx on Jordanian Host Communities, A Perception Study*, 2013

¹⁷⁶ DOS, *Population and Health Survey Jordan*, 2012

¹⁷⁷ The system includes: (i) income support to poor and vulnerable families, implemented by two key institutions, the National Aid Fund (NAF) and the Zakat Fund; (ii) social care services including social insurance to vulnerable groups; and (iii) economic empowerment interventions through skills and asset development.

¹⁷⁸ United States Agency for International Aid (USAID), *Public Expenditure Perspectives Updates (2015-2017)*, Working Paper (Draft) on Health Sector, June 2015

¹⁷⁹ Ministry of Social Development (MOSD), *Impact of Syrian Crisis on the MOSD*, briefing paper, 2013

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
82	Hemayati: Promoting Women and Girls' (Health and Well-Being (Phase 2	RES 1.1 Strengthen and expand quality services and governmental and non-governmental agencies response to cases of survivors of violence	Approved	5/31/2015	5/31/2017	\$1,295,093
111	Winterization Support for Vulnerable Syrian and Jordanian Women and Their Households Living in Northern Jordan	RES 2.1 To extend NAF and MOSD administered cash and in-kind assistance programmes to reach increased numbers of vulnerable Jordanians in communities affected by the Syria crisis	Pipeline			\$250,000
158	Winterization Support for Vulnerable Syrian and Jordanian Women and their Households Living in Northern Jordan	RES 2.1 To extend NAF and MOSD administered cash and in-kind assistance programmes to reach increased numbers of vulnerable Jordanians in communities affected by the Syria crisis	Approved	5/31/2015	8/31/2015	\$250,000
328	Drop in Center for Children in Labor, Amman, Jordan	RES 1.5 Protective environment is strengthened to eliminate child labour in the vulnerable host communities in Jordan	Approved	6/23/2015	6/23/2016	\$154,160
366	Support to the Jordanian Law Enforcement in Combating Smuggling of Migrants and Trafficking in Persons	RES 1.1 Strengthen and expand quality services and governmental and non-governmental agencies response to cases of survivors of violence	Approved	1/21/2015	1/21/2016	\$630,517
436	Child Protection With Special Focus On) (Early Marriage Four (AMMAN	RES 1.9 Community and religious leaders, families, children and youth adopt positive attitudes towards to prevent violence and early marriage	Pipeline			\$988,000
TOTAL						\$3,567,770

Remaining Needs and Vulnerabilities

Social Assistance

The key trend in social assistance is an increase in demand for social assistance among vulnerable Jordanian households. Among Jordanian workers, insurance against work injuries is regulated for 40 percent of the population; old age, disability and death insurance for 19 percent; insurance against unemployment for five percent, and maternity insurance for 55 percent of working women. Fifty-two percent of Jordanians have no form of social insurance specified in their contract or agreement.¹⁸⁰ Additionally, social security remains beyond the reach of the majority of those informally employed, who constitute more than 40 percent of the work force and small businesses.

Many of those without insurance rely on the NAF for support. However, the working poor miss out on this cash assistance and makeup 55.2 percent of the working-age population living below the poverty line.¹⁸¹ Moreover, children are insufficiently supported by the NAF, only 28 percent of NAF beneficiaries are children despite the fact that children comprise 57 percent of the poor.¹⁸²

There is a need for further investment in the NAF, as well as investments to extend social security and those working in sectors covered by the national social security system.

Social Protection

Increased need for social services for vulnerable groups at national and local levels: National and local protection services, previously under-resourced, have been put under further immense strain as a result of the Syrian refugee presence in Jordan. Syrian refugee cases continue to represent a significant proportion of the FPD caseload. This highlights the strain on existing FPD social workers, who are already overwhelmed by a caseload ratio of one social worker to 400 cases. The pressure on services has been further exacerbated by the adoption of a juvenile law requiring the state to set up specialized juvenile services at the police, judiciary, and community bases.

Community-based mechanisms for protection are challenged by growing communities and social tensions. As social tensions increase and community protection systems are stretched, women, children, adolescents, and youth are particularly at risk of violence and abuse. This includes recruitment by armed opposition groups. The Syria crisis also accentuated the perceived lack of insufficient community participation in governance systems at the local and national levels.

Recommendations

Social Assistance

i. Provide increased support and continued review of Jordan's current cash assistance programmes

Short Term:

-
- Increase in direct social assistance—including through cash—to those in need through joint coordination between Administrative Governors, the NAF, and the Directorate of Social Development.

¹⁸⁰ International Labour Organization (ILO), Rana Jawad, Social Protection and Social Policy Systems in the MENA Region: Emerging Trends, 2015

¹⁸¹ United Nations Development Programme (UNDP), National Poverty Reduction Strategy, 2013

¹⁸² UNICEF, Social Protection Review, 2011

- Ensure transparency and accountability in criteria and methodology for selecting beneficiaries of the NAF and Zakat to enhance social cohesion in host communities. Improved targeting outcomes should seek to expand coverage to include the Jordanian working poor, and families with vulnerable children (where funds are available). This should also seek to promote one harmonised unified registry of the poor, housed within the NAF, which brings all databases into one national system.

ii. Extend social security coverage

- Ensure compliance of small businesses with the Social Security Law.
- Increase decent work and the implementation of the proposed Social Protection Floor, to guarantee access to a minimum level of goods, services, and social transfers.

Social Protection

i. Increase existing protection space through strengthening and expanding capacities of government and service providers

Short Term:

- Expand and extend safe spaces for women, children, adolescents, and youth, targeting areas without existing centres.
- Provide support for the institutionalization and expansion of the diversion and reintegration/rehabilitation programmes for children in conflict with the law.
- Strengthen the newly established foster care system.
- Continue investment in strengthening capacities of national institutions: MOSD, NCFA, MOH, Ministry of Interior, (MOI), and FPD. This includes:
 - Extending and enhancing services of FPD and Joint Procurement Department (JPD) to manage cases of children survivors of violence, children in conflict with the law, survivors of GBV, and other survivors. This should especially include the establishment of survivor-centred protocols and guidelines.
 - Providing support to enable access to mental health and psychosocial support for vulnerable women and children.
 - Providing support to review the national framework for protection including strengthening and expansion of the violence tracking system to support proper case management of cases of Sexual and Gender-Based Violence (SGBV) and Violence Against Children (VAC), to the development of national standards of care in shelters/centres, and to the development of unified national protocols on responding to sexual violence.
 - Supporting MOSD in (i) increasing the number and capacities of its social workers. (ii) promoting the joint training of police and social workers to increase synergies between community-policing and social protection service providers.
 - Supporting MOH to enhance capacity of health workers on early detection and protection of violence survivors.

Longer term:

- Establish integrated social services centres catering to the needs of families with multiple vulnerabilities through comprehensive multi-disciplinary protection services. Services should extend their reach to enhance access to those with disabilities.
- Strengthen capacities for oversight to the CRC and CEDAW by increasing awareness, and strengthening prevention, protection, reporting, and response options for addressing GBV including early marriages, VAC both in home and at school, and addressing youth issues, especially in relation to public violence.

ii. Promote civil society engagement (in the short term)

- Support civil society in engaging more directly with elected officials and local governance.
- Support elected officials in establishing up dialogue mechanisms with their constituents.

Transport

Situation Analysis

The transport sector plays a key role in Jordan's economy and contributes to over ten percent of the GDP. It is growing at an annual rate of six percent and employs nearly seven percent of the Jordanian labour force. As with other sectors, the transport sector faces a number of challenges that have been further aggravated by the Syria crisis and the resulting escalated needs combined with supporting the growth of Jordan's economy. The extension of services via land, air, and sea present a number of challenges for Jordan's transportation sector.

Infrastructure, in particular road maintenance and street lighting, was cited as the third most important urban service negatively affected by the inflow of Syrian refugees in a survey of 36 municipalities in Irbid, Zarqa, and Mafraq governorates.¹⁸³ Existing roads and related infrastructure are in desperate need of maintenance.¹⁸⁴ In the past five years, the northern governorates have not been able to construct urgently needed roads or even provide maintenance of existing ones due to tight budgets and changing priorities. Municipalities face serious constraints with respect to financing public services in host communities. The annual cost of providing municipal needs supporting the 450,000 Syrian refugees outside of camps is estimated to reach over US\$ 50 million in 2014, with road maintenance and street lighting cited as the most affected urban services.¹⁸⁵

The influx of Syrian refugees has also increased the strain on road networks, personnel traffic, heavy-loaded cargo, water supply, and sludge disposal trucks, which has led to a quicker than expected degradation of the existing road network. Furthermore, the crisis has resulted in enlarging the financial burden on vulnerable inhabitants and exhausted institutions, and increased the social tension in Jordanian host communities due to increased pressure on public services.

¹⁸³ United Nations Development Programme (UNDP) and Ministry of Planning and International Cooperation (MOPIC), Needs Assessment Review of the Impact of the Syrian Crisis on Jordan, 2013

¹⁸⁴ An assessment of roads maintenance needs and its estimated costs is required and was one of the 2015 Jordan Response Plan (JRP 2015) proposed interventions yet I to be funded.

¹⁸⁵ MOPIC, Jordan's Executive Development Program (2011-2013), March 2011

¹⁸⁶ Central Bank of Jordan, Trade Data, www.cbj.gov.jo, 2014

Another challenge is that Jordan has lost one of its major trade routes, resulting in a drop of the trade balance of nine percent in 2012.¹⁸⁶ Although the magnitude of trade between Jordan and Syria is relatively small, Jordan has depended on Syria for transit trade, and the violence in Syria has impacted transit routes to Turkey, Lebanon, and Europe forcing Jordan to develop alternative routes mainly through Aqaba Port. Huge investments have been made in the port, feeder highways and cargo roads, and a bidding process is ongoing for the selection of an operator for the new general cargo terminal at Aqaba for an estimated cost of US\$ 4.24 billion. Disruption of traditional transport routes has also increased competition amongst public cars transporting passengers between Syria, Jordan, and Iraq who are now forced to use alternative routes within Jordan.

Interventions Addressing Identified Needs and Vulnerabilities

As of 28 May 2015, the transport sector did not receive any funding to support its proposed interventions in the JRP 2015.

- The following interventions have been proposed by the Government but remain underfunded:
- The Ministry of Transport (MOT) launched its Long Term National Strategy Plan, which aims to create a clear framework for the next 20 years. Some key aspects of this plan included: proposing the building of the national railway network and the establishment of the Jordanian Railway Corporation, connecting Amman and Al-Zarqa via public transportation, and following up with the execution of the Queen Alia Airport expansion and rehabilitation project. As of 2012, several gains have been made in each of these projects, namely the mini-project implementation of the Jordanian National Railway Project was approved. The national strategy was also integrated into Jordan Vision 2025, which was launched in May 2015.
- The necessary funding for connecting Amman and Zarqa via public transportation was provided by external grants, and the cost of the project was estimated to be US\$ 96 million.¹⁸⁷
- The Ministry of Public Works (MOPW) has started a US\$ 7 million project to construct several access roads in the northern borders, which is highly needed and critically underfunded.

Remaining Needs and Vulnerabilities

The identified needs and vulnerabilities of the transport sector under the JRP 2015 remain unchanged due to the lack of funding. The following main priorities need to be addressed in the coming three years, from 2016 to 2018:

One of the main and urgent priorities of the transport sector is to conduct an impact assessment of the Syria crisis on roads and transport services for the northern governorates that are most affected by the Syria crisis: Irbid, Mafraq, and Zarqa. This assessment should feed the preparation of a comprehensive road master plan that will explore options for more efficient and reliable transport services and appropriately balances different forms of public and private transport.

The need to initiate plans to build a more efficient and enhanced public transport system to accommodate the increase in population due to the Syria crisis is vital. It is also important to address the needs to expand, maintain, and upgrade the existing infrastructure of the road networks and road safety in Irbid, Zarqa, and Mafraq Governorates, including access points to the borders before additional damage makes it necessary to entirely replace roads.

¹⁸⁷ Ministry of Transportation, Strategy <http://www.MOT.gov.jo/Ministry-Strategy>, accessed 2015

Needs also include the upgrade of the transportation system modes in Jordan—in particular the parts of the country that were mostly affected by Syrian refugees—as well as to enhance the capacity of the Transport Development and Planning department at the MOT, and the Directorate of Planning at the MOPW.

Integrating the needs of the transport sector along with other essential services (e.g. water and sanitation, education, health, and security) remains essential to building resilience of the host communities and municipalities.

Recommendations

- Competing needs resulting from the Syria crisis currently manifest in the scarce availability of financial resources, with limited allocations towards municipality construction efforts. Financing mechanisms must ensure resource availability to prioritize construction of new roads and maintenance of existing ones.
- The influx of over 630,000 Syrian refugees to Jordan requires that the transport group of the Greater Amman Municipality (GAM) be well aware of the issues surrounding traffic congestion. The GAM must further commit to cooperate with the private sector in implementing strategies to improve the public transport system. This should all be conducted in a manner that will provide high social, economic, and environmental returns, including: upgrading and improving road safety standards, maintaining existing roads networks, and expanding the development of relevant regional roads.
- A final agreement needs to be signed by Aqaba Development Corporation (ADC) and private operators for the construction and operation of the phosphate and petroleum terminals.
- Changes in population concentration and related demands as a result of the influx of Syrian refugees highlights the need for updated comprehensive and integrated data analysis within the transportation sector. Establishing a modern database and information system in the Transport Planning and Studies Directorate will enable the ministry to monitor the performance of the public transport sector.
- MOT should be closely associated with the preparation of a road master plan that includes the modernization of traffic flows and possible enlargement of city streets. This plan should additionally consider more efficient and reliable public transport services that appropriately balances public and private transport, as well as modes of transport (rail or road), and make the buses more reliable in an effort to divert part of the traffic done by private cars. A comprehensive plan will minimize overall transport costs including direct operating costs of the rolling stocks, infrastructure, time, security, and comfort, in addition to indirect costs such as noise, pollution, and accidents.

WASH

Situation Analysis

Jordan is one of the most water scarce countries worldwide,¹⁸⁸ and faces an enduring demand/supply imbalance of water resources.¹⁸⁹ A big proportion of renewable surface water has been utilized and groundwater is being unsustainably exploited. Thus the remaining usable sources are gradually diminishing, leading to decreasing water levels.

Despite the impressive service coverage, the pre-2011 water and sewage treatment, conveyance and distribution infrastructure were working rather inefficiently due to system age, lack of capacity, inefficient operation and maintenance, and losses. These resulted in massive deficiency in service delivery to a growing population. The risk of 'failure to deliver' the required WASH services should not be neglected, as it could result in different levels of conflict and serious water shortages (eventually damage to WASH infrastructure).

From 2011, the situation was dramatically aggravated with the influx of Syrian refugees,¹⁹⁰ which has upset the forecasted national population growth.¹⁹¹ Since then and up to now the services were severely strained due to the increase in demand, while the supply remains the same. The host communities gave up part of their share of available WASH services and facilities to the out-of-camp Syrian refugees residing within their neighborhoods.

Supply is still based on a rationing system to cater to the shortage of resources to reduce non-revenue water (NRW) and to ensure equitable distribution. In the northern governorates that host around half of the Syrian refugees (living out of camps), frequency of water delivery to households has worsened with the increase in population.¹⁹² Per capita daily consumption has dropped in those areas from over 88 liters to 64.5 liters since Syrian refugees began to arrive.¹⁹³

Hosting Syrian refugees has also heavily impacted Jordan's public finances, increasing government expenditure on subsidies for goods and utilities other than water, such as bread, electricity (whose costs are aggravated by pumping and conveying water from origin to end-users), and gas.

More than 62 percent of the population in Jordan is connected to a sewage system, though in specific locations this coverage is lower.¹⁹⁴ Sludge disposal and treatment is an issue that may threaten the environment as a considerable number of treatment plants need rehabilitation and expansion.¹⁹⁵ WASH in public places, including schools, has also been negatively impacted by the crisis.

Interventions Addressing Identified Needs and Vulnerabilities

The overall objective of the 2015 JRP WASH Resilience Response Plan is to provide protection and emergency humanitarian response to Syrian refugees and to strengthen the resilience of affected Jordanian people, communities and institutions, while at the same time (i) mitigating the ongoing

¹⁸⁸ Maplecroft, Global Security Analytics, Water Security Index, available from www.maplecroft.com/about/news/water_security.html, accessed June/July 2015

¹⁸⁹ Ministry of Planning and International Cooperation (MOPIC), Sector Vulnerability Assessment (SVA), 2015

¹⁹⁰ <http://data.unhcr.org/syrianrefugees>

¹⁹¹ Ministry of Water and Sanitation (MSW), Jordan's Water Strategy 2008-2022, 2008

¹⁹² Aggregated percentage of refugees living in Irbid, Mafraq, Ajloun, and Jerash, see Ministry of Planning and International Cooperation (MOPIC), Sector Vulnerability Assessment (SVA), 2015

¹⁹³ Ibid. data for Mafraq governorate

impact of the Syrian crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades. The plan proposes 26 projects for a total budget of US\$ 219.4 million.

By mid-July 2015 only one resilience intervention had been funded for a total of US\$ 500,000.

ID	Name	JRP Project Title	Status	Start Date	End Date	Financing \$US
41	Wells Rehabilitation and equipping in the north of Jordan	RES 1.1 Rehabilitation of wells in different governorates	Approved	1/4/2015	1/2/2016	\$500,000
TOTAL						\$500,000

International donors—e.g. Germany, the United States, France, Japan, the EU, the GCC, the UN—and other agencies and international non-governmental organizations (INGOs) are also supporting interventions in the following areas:

1. Rehabilitation and reinforcement of water systems including water conveyors, reservoirs, and networks.
2. Well rehabilitation and drilling of new wells
3. Wastewater networks expansion
4. Capacity building
5. Energy Efficiency projects

Three vulnerability assessments have also been carried out to inform the WASH CVA:

- **The SVA**
Supported by MOPIC and UNDP, the SVA calculates vulnerability indexes related to the gap between supply and demand of water for Jordanians and Syrian refugees in host communities at the district level. The most vulnerable categories (moderate, high, and severe) will serve to geographically prioritize JRP 2016 interventions.
- **The Vulnerability Assessment for Water and Sanitation**
Supported by UNICEF and MWI, GIS-based mapping of WASH vulnerability and is used to confirm WASH priorities in Jordan. It links the consumer related data with their geographical location in GIS, so it allows calculation of the average water needs and consumption for each municipality. Mainly the north and middle parts of the country face real water and sanitation challenges.
- **The Vulnerability Assessment Framework (VAF)**
Driven by the United Nations High Commissioner for Human Rights (UNHCR), this assessment is carried out to map vulnerability of Syrian refugees across Jordan. It identifies those most vulnerable Syrian refugees, using economic and sector specific indicators to ensure programming efficiency and to inform targeting. It further reflects areas of the Syrian refugee camps and the registered Syrian refugees living in host communities and their impact to the water and sanitation services.

¹⁹⁴ Ministry of Water and Sanitation (MSW), Jordan's Water Strategy 2008-2022, 2008

¹⁹⁵ United Nations Children's Fund (UNICEF), Sanitation Vulnerability Assessment

Remaining Needs and Vulnerabilities

The Sector Vulnerability Assessment found that 70 percent of the population (Jordanian and Syrian refugees) suffers from inadequate water supply well below the national standard. Almost all areas of Jordan manifest some level of vulnerability but four governorates - Irbid, Mafraq, Ma'an, and Jerash - were found to be severely vulnerable. The percentage of the total vulnerability index value that can be attributed to the Jordanian population is relatively high especially for areas categorized as severely vulnerable. Vulnerability attributed to the Jordanian population is severe and high even in the areas with low concentrations of Syrian refugees.

Some needs and vulnerabilities from JRP 2015 remain unchanged in the WASH sector due to lack of funding for interventions proposed in the 2015 JRP.

Jordan is facing a natural population growth of around 2.3 percent annually, but two major factors are expanding the gap between water demand and supply: the number of Syrian nationals present in the country and the need to satisfy the demand for the economic sectors such as agriculture, industry, and tourism. The increase in demand from the Syrian refugees is further reducing the amount and frequency of water available for Jordanians. There is a specific risk associated to the WASH needs of both Syrian refugees and Jordanians living in host communities in terms of cost, efforts, and a persistent risk of 'failure to deliver.'¹⁹⁶

WASH needs, as per all the vulnerabilities analyzed, could be grouped in the following main areas:

- Rehabilitation and reinforcement of water network including primary and secondary networks plus household connections.
- Reinforcement and extension of sewerage network and waste water treatment plants.
- Reduce water losses as a way to improve water availability to satisfy the demands from Jordanians and Syrian refugees and also from agricultural, industrial, and tourism sectors.
- Enhance surface water utilization and storage, especially through dams;
- Ensure sustainability of groundwater abstraction.
- Reduce energy consumption by introducing more effective pumping systems and using renewable energy.
- Water reuse/water harvesting.
- Operation and maintenance enhancement.
- Technical assistant to support the implementations of above interventions.

Recommendations

There are several resilience-based WASH interventions that were proposed in the JRP 2015 but have not been funded for implementation. Those WASH interventions were planned on established priority needs of the vulnerable Jordanian populations in the northern governorates. The JRP 2016-2018 would undertake some of those interventions and proposing new ones based on the results of the vulnerability assessments mentioned in previous sections.

Based on the SVA, there is an estimated population of 2.5 million living in 18 sub-districts of six governorates that face moderate to severe water-related vulnerability. To address their needs, the following interventions are proposed:

- Rehabilitate/enhance water infrastructure in the host communities to restore adequacy and efficiency of safe water distribution, and maintain the current daily supply per capita ,

- Reduce water losses through the rehabilitation of water supply systems, including improved water meters, optimization of operation and maintenance and network restructuring, improve leakage control and contain illegal abstraction as a way to improve water availability for all sectors.
- Increase water quantity with special emphasis on the protection of ground water resources (keeping the abstraction at sustainable levels) and storage enhancement of surface water, especially through dams.
- Increase energy use efficiency, by utilizing renewable energy sources and efficient pumping units.
- Increase water reuse and water harvesting measures. As a substitute for fresh water for irrigation, treated wastewater can play an important role in water resources management.
- Increase sewage facilities to expand the coverage of waste and wastewater treatment and to prevent epidemics.
- Implement WASH in public institutions and places, including schools.
- Improve implementer skills and technical capacities and raising awareness for water scarcity and saving with a specific focus on marginalized groups including both Jordanians and Syrian refugees in host communities.¹⁹⁷
- Focus cross-sector coordination on three main issues: rationalizing supply, managing demand and set policies and guidance on standards.

Meeting the above critical needs would require a well-thought out resource mobilization and sector implementation operational plan for 2016-2018.

Further, internally for the WASH sector, it would be helpful to develop a national humanitarian WASH coordination framework and implementation plan that enables the MWI and its agencies to be 'disaster ready' and be able to respond to any WASH-related disaster, conflict, or epidemic.

¹⁹⁶ Vulnerability Assessment Framework (VAF), WASH sector model (WASH expenditure indicator), 2015. For discussion of 'failure to deliver,' see Section I, second paragraph.

¹⁹⁷ Report of the Special Rapporteur on the human right to safe drinking water and sanitation, Mission t

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