



The Hashemite Kingdom of Jordan  
Ministry of Planning and International Cooperation



# JORDAN RESPONSE PLAN

for the Syria Crisis

2015



United Nations



# JORDAN RESPONSE PLAN

for the Syria Crisis



2015



# Table of Contents

Acronyms .....	2
Foreword .....	6
Executive Summary .....	7
<b>Chapter 1: Overview And Methodology .....</b>	<b>13</b>
1.1 Overview of the Impact of the Crisis on Jordan .....	14
1.2 Overview of Sector Needs .....	17
1.3 Key 2014 Interventions .....	19
1.4 JRP 2015 Preparation Process .....	21
1.5 Planning Assumptions .....	22
1.6 JRP 2015 Approach .....	23
1.7 Overview of Sector Objectives, Strategies & Budgets .....	25
1.8 Cross-cutting Issues .....	32
<b>Chapter 2: Refugee Response .....</b>	<b>33</b>
2.1 Context .....	35
2.2 Response Strategy .....	34
2.3 Financial Requirements .....	36
2.4 Refugee Responses By Sector .....	38
<b>Chapter 3: Resilience Response .....</b>	<b>73</b>
3.1 Context .....	74
3.2 Response Strategy .....	75
3.3 Financial Requirements .....	76
3.4 Resilience Responses By Sector .....	80
<b>Chapter 4: Macroeconomic Impact And Direct Budget Support Needs .....</b>	<b>138</b>
4.1 Macroeconomic Implications Of The Syria Crisis .....	139
4.2 Sector Impacts Of The Syria Crisis .....	140
4.3 Direct Budget Support Needs .....	143
<b>Chapter 5: Management Arrangements .....</b>	<b>144</b>
5.1 Overarching Management Arrangements .....	145
5.2 Implementation Arrangements & Financing Modalities .....	147
5.3 Project Appraisal & Approval Process .....	148
5.4 Monitoring And Evaluation .....	149

BFHI	Baby Friendly Hospital Initiative
CA	Cash Assistance
CC	Cyber City
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CFL	Compact Fluorescent Lamp
CHV	Consumer Health Vocabulary
CP	Child Protection
CPI	Consumer Price Index
CRC	The Convention on the Rights of the Child
CSO	Civil Service Organisation
CU5	Children Under 5
DOJ	Department of Justice
DOS	Department of Statistics
DRR	Disaster Risk Reduction
ECD	Early Childhood Development
EIA	Environmental Impact Assessment
EMIS	Education Management Information System
ERfKE	Education Reform for the Knowledge Economy
ESSR	Emergency Services and Social Resilience
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
GOJ	Government of Jordan

HC	Health Committee
HCSP	Host Community Support Platform
HLP	Housing Land and Property Rights
HMIS	Health Management Information System
HRCU	Humanitarian Relief Coordination Unit
HUDD	Housing and Urban Development Corporation
ILO	International Labour Organisation
IMCC	Inter-Ministerial Coordination Committee
IMF	International Monetary Fund
JAH	Jordan Affordable Housing Project
JESSRP	Jordan Emergency Services and Social Resilience Program
JOD	Jordanian Dinar
JPD	Juvenile Protection Department
JRPSC	Jordan Response Platform to the Syria Crisis
KAP	King Abdullah Park
LDU	Local Development Unit
LED	Local Economic Development
LNG	Liquefied Natural Gas
LPG	Light Petroleum Gas
M&E	Monitoring and Evaluation
MEMR	Ministry of Energy and Mineral Resources
MOA	Ministry of Agriculture
MOE	Ministry of Education
MOH	Ministry of Health
MOI	Ministry of Interior
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
MWI	Ministry of Water and Irrigation
NAF	National Aid Fund
NAR	Needs Assessment Review
NCD	Non-Communicable Disease
NCHRD	National Center for Human Resources Development
NEEAP	National Energy Efficiency Plan
NFE	Non-Formal Education
NFI	Non-Food Item
NGO	Non-Governmental Organisation
NPS	National Poverty Strategy
NRP	National Resilience Plan
NRW	Non-Revenue Water
OMS	Operations Management Support
PLW	Pregnant and Lactating Women
PRRO	Protracted Relief and Recovery Operation
PSD	Public Security Directorate
PSEA	Protection from Sexual Exploitation and Abuse
PSS	Psychosocial Support Services
PV	Photovoltaic

RRP	Regional Response Plan
SCADA	Supervisory Control and Data Acquisition
SGBV	Sexual and Gender-Based Violence
SRAD	Syrian Refugees Affairs Directorate
SWM	Solid Waste Management
TAD	Trans-boundary Animal Diseases
TB	Tuberculosis
TOE	Tons of Oil Equivalent
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
WAJ	Water Authority of Jordan
WASH	Water, Sanitation, and Hygiene
WB	World Bank
WFP	World Food Program
WGBM	Women, Girls, Boys and Men
WHO	World Health Organization
WWTP	Waste Water Treatment Plants
YWC	Yarmouk Water Company



## Foreword

While international support has helped ease the burden, with no prospect of a political resolution in the near future, refugees remain in limbo. Public services and infrastructure threaten to buckle under the weight of escalating demand, while increased competition for access to limited resources stokes potential tensions in communities. What began as an emergency camp-management operation has evolved into a protracted refugee crisis occurring against a backdrop of long-term structural vulnerabilities.

The Government of Jordan has taken the lead in responding to these challenges by engaging national and international response partners in the development of the Jordan Response Plan 2015 (JRP). The Plan consolidates humanitarian and development responses under one comprehensive and nationally-led framework in accordance with Paris Declaration principles.

I firmly believe that in bringing together all major national and international response efforts into one comprehensive plan, Jordan is helping to define a new global discourse on how to respond to a protracted refugee and development crisis.

Realizing the JRP 2015 is predicated on the concerted efforts and commitment of all stakeholders. I call upon our partners, including donors, the United Nations, NGOs and other development stakeholders to support Jordan to address the mounting challenges it faces in providing for our Syrian brothers and sisters in their time of need. I have every confidence that through our joint efforts, we will be able to achieve the objectives of this important plan.

Finally, allow me to thank all those who contributed to the preparation of the JRP 2015, particularly line ministries, UN agencies, the donor community and NGOs for their support throughout the entire process. Special thanks are also due to the Resident and Humanitarian Coordinator, Mr. Edward Kallon, MOPIC's Humanitarian Relief Coordination Unit and the JRPSC Secretariat for their tireless efforts and invaluable commitment to making this plan a reality.

**Minister of Planning and International Cooperation**



***Dr. Ibrahim Saif***

# JORDAN RESPONSE PLAN 2015

## Executive Summary

With the conflict in Syria entering its fifth year in 2015, Jordan is hosting 1.4 million Syrians, of whom 646,700 are refugees. Eighty-five per cent of refugees live outside camps in some of the poorest areas of the country, and a significant proportion are classified as extremely vulnerable. Approximately 23.5 per cent of all Syrian refugees are women, and almost 53 per cent are children, 18 per cent of whom are under five years of age. Providing for their needs has impacted heavily on Jordan's public finances, increasing government expenditure on subsidies, public services, and security, while further compounding the negative economic consequences of regional instability. In some municipalities refugees outnumber residents, and the impact on inflation, employment, and access to public services and community resources has fuelled local tensions and threatened to spark wider social unrest. The government's response to the crisis has been backed by national and international agencies, but there is a growing acknowledgment that current life-saving humanitarian funding and programming are neither sustainable nor sufficient, and should be complemented by a more development-oriented approach to build national resilience and sustain the level and quality of services provided.

## A Nationally Owned and Led Plan

The Jordan Response Plan 2015 (JRP) seeks to bridge the divide between resilience and humanitarian systems, and reconcile the programming objectives, funding mechanisms and operating systems that often run parallel to each other in addressing short-term people-centered needs, in addition to medium and longer-term systemic and institutional considerations.

The JRP 2015 adopts a resilience-based approach to respond to and mitigate the effects of the Syria crisis on Jordan and Jordanian host communities. The aim of resilience-oriented programming is two-fold, first to ensure that shocks and stresses do not lead to a long-term deterioration in the wellbeing of a particular individual, household, system or institution, and secondly to build capacity to absorb future shocks and deal appropriately with related stresses.

The JRP 2015 presents a one-year programme to consolidate all major national and international efforts to address the Syria crisis within the framework of a coordinated broad-spectrum response. Rather than creating rhetorical linkages between short-term humanitarian interventions and development goals, the JRP embeds the refugee response into national development plans, helping to implement sustainable service delivery systems that meet the needs of both refugees and vulnerable host communities. This approach will help to ensure that, in line with the principles of national ownership, alignment, and harmonisation adopted in the Paris Declaration, the response is led by the government and all emergency, short, medium and longer-term interventions are integrated, sequenced and complemented.

**The JRP 2015 seeks to implement a series of interventions that will:**

- **Meet the immediate needs** of Syrian refugees both in and out of camps, as well as vulnerable Jordanians affected by the crisis.
- **Support the government budget** to cope with the additional financial obligations and income losses resulting from the Syria crisis.
- **Rapidly scale-up critical government capacities** to plan, programme, coordinate and implement a more resilience-oriented response, with the ability to manage and mitigate the impact of the Syria crisis in a timely, efficient, and effective manner.
- **Strengthen the capacities and resilience** of the health, education, justice, and water and sanitation service systems at local and national levels and mitigate the negative impact of high concentrations of refugees on service delivery sectors.
- **Restore and reinforce municipal services and infrastructure** degraded as a result of the sharp demand increases in critically affected sectors, in particular solid waste management, housing, environment, energy and transport.
- **Rapidly expand employment and livelihood opportunities**, and strengthen the coping capacities of vulnerable Jordanians who have been impacted by the crisis.
- **Address social imbalances and strengthen social cohesion** in Jordanian communities hosting large numbers of refugees.

## Sector Response Strategies

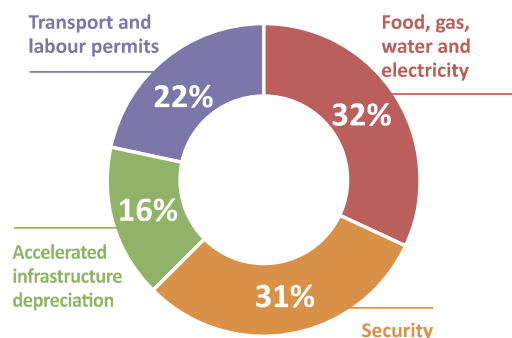
The plan is composed of eleven sector strategies, each guided by an overall objective that will be met through the realisation of specific refugee assistance and resilience-building objectives.

- The Education sector strategy seeks to ensure sustained quality educational services for all refugees and for vulnerable Jordanians affected by the crisis.
- The Energy sector response strategy proposes to meet the additional power required in urban areas as a result of refugees' needs through energy efficiency and renewable energy solutions, while building on existing capacities and initiatives.
- The Environment sector response proposes to develop government capacity to mainstream environmental sustainability across all JRP interventions by building its capacity to identify environmental risks and opportunities and ensure that they are taken into account as early as possible.
- The Health strategy aims to reinforce the centrality of the national health system to the Syria crisis response. The response spans a range of activities from direct interventions that ensure short-term life-saving needs of refugees are met, and extends to systemic investments that reinforce the national health system's capacity to cope with the increased patient load.
- The Justice sector response plan aims to address critical short and medium term needs common to both Syrian refugees and Jordanians, and entails significant improvements to the institutional capacity of the judicial system.
- The Livelihoods and Food Security response plans are tailored to address both the impact of the Syria crisis and the underlying vulnerabilities exacerbated by the high influx of refugees. The response thus aims to protect food security for all and enable livelihoods to cope with, and recover from, the impact of the Syria crisis, while strengthening their capacity to adapt to future shocks.
- The Local Governance and Municipal Services sector plan targets major improvements in service delivery performance in the most affected municipalities, including urgently required investment and capacity building in municipal services and infrastructure.
- The Shelter sector response includes camp extension works in Azraq, assistance to complete unfinished housing units and renovate sub-standard housing, cash-for-rent for extremely vulnerable households, and institutional reforms to address structural weaknesses in the housing market.
- The Social Protection sector response plan includes a wide range of activities to ensure refugees' access to international protection is improved, and that both refugees and vulnerable Jordanians affected by the crisis have access to improved social protection.
- The Transport sector strategy aims to accommodate increased traffic flows and improve transport system efficiency in governorates with high concentrations of refugees. Its major focus is on expanding the capacity of road networks in the northern governorates.
- The Water, Sanitation, and Hygiene (WASH) sector plan strives to enhance government capacity to meet the increase in demand for water and sanitation services, particularly in host communities. The response focuses on a number of projects that link refugee assistance in Za'atari and Azraq camps with medium term resilience-oriented interventions, such as rehabilitation of water supply infrastructure, expansion of wastewater treatment plants, and the extension of sewer systems in urban areas with a large refugee population.

## Direct Budget Support

In addition to targeted programmes to assist refugees and vulnerable households in host communities, the government also incurs a range of other budgetary costs and income losses that constitute a major fiscal burden and cannot be mitigated through the sector interventions highlighted above. Estimates for 2015 include:

- Subsidies on food, gas, water and electricity, amounting to US\$ 417.79 million
- Increased security costs for activities directly related to the refugee operation including those provided by the military, civil defence, gendarmerie, and police services at a total of US\$ 318.7 million
- Income losses on transport and labour permits totalling US\$ 164.28 million
- Accelerated infrastructure depreciation totalling US\$ 244 million














## Management Arrangements

The Jordan Response Platform for the Syria Crisis (JRPSC, i.e. the Platform) will provide oversight and guidance to the implementation of the JRP 2015. Task Forces led by government ministries will support the coordination and monitoring of the sector response plans' implementation. The JRPSC Secretariat will work closely with the government to coordinate JRP implementation, and collaborate with ministries, donors, United Nations (UN) agencies and implementing partners to collect and classify information on aid flows and project implementation. Implementation and financial modalities have been agreed upon to channel resources through the government's overall and sector budget, trust funds, UN, bilateral and multilateral agencies, national and international NGOs, and other development partners, including the private sector and foundations.

## JRP 2015 Preparation Process

The JRP 2015 has been prepared under the overall supervision and oversight of the JRPSC, which aims to facilitate and guide implementation and monitoring of a comprehensive humanitarian and development response to the Syria crisis. The Platform also ensures the alignment of assistance to the government's main development priorities and harmonization with national systems for planning, programming and implementation. It is composed of line ministries, donor representatives and UN agencies, and chaired by the Minister of Planning and International Cooperation.

To ensure coherence in the work of the Platform, Task Forces were established for the following sectors:

 Education	 Local Governance and Municipal Services
 Energy	 Shelter
 Environment	 Social Protection
 Health	 Transport
 Justice	 WASH
 Livelihoods and Food Security	












Task Forces are chaired by the line ministry responsible for that sector, and composed of representatives from the government, the UN system, the donor community, and a national and international NGO with significant involvement in that sector.

**The Platform and its Task Forces are supported by the JRPSC Secretariat, which ensures the timely and appropriate elaboration of the JRP, and performs the following key tasks, in close collaboration with the MOPIC Humanitarian Relief Coordination Unit and other relevant government departments:**

- Provide policy advice and technical assistance to MOPIC in its functions as the chair of the JRPSC;
- Provide capacity development to MOPIC and relevant line ministries to lead the functioning of the JRPSC and its Task Forces;
- Provide technical assistance to MOPIC to (i) set-up an integrated information management system building on existing systems; (ii) set-up a monitoring and evaluation mechanism to improve aid tracking, accountability and coordination; and (iii) establish a communication, reporting and advocacy mechanism to enhance public awareness on challenges, progress and achievements in responding to the crisis.

# JORDAN RESPONSE PLAN 2015

## Budget Requirements

Sector	Resilience Response Budget Requirements (USD)	Refugee Response Budget Requirements (USD)	Grand Total Budget Requirements (USD)
 Education	177,672,696	79,230,750	256,903,446
 Energy	65,905,000	68,101,100	134,006,100
 Environment	7,300,000	Not Applicable	7,300,000
 Health	177,834,600	55,689,446	233,524,046
 Justice	9,810,000	2,280,967	12,090,967
 Livelihoods and Food Security	66,670,000	230,426,664	297,096,664
 Local Governance and Municipal Services	81,707,458	Not Applicable	81,707,458
 Shelter	1,958,000	83,535,000	85,493,000
 Social Protection	106,210,000	282,384,603	388,594,603
 Transport	42,200,000	Not Applicable	42,200,000
 WASH	219,360,000	87,390,000	306,750,000
Management	Not Applicable	Not Applicable	1,304,000
<b>Sub Total: JRP Programmatic Response</b>	<b>956,627,754</b>	<b>889,038,530</b>	<b>1,846,970,284</b>
Subsidies for Syrian Refugees			417,786,616
Security Support			318,700,000
Accelerated Infrastructure Depreciation			244,000,000
Income Loss			164,280,000
<b>Sub Total: Direct Budget Support</b>			<b>1,144,766,616</b>
<b>Total JRP Budget Requirement</b>			<b>2,991,736,900</b>



## CHAPTER 1. OVERVIEW AND METHODOLOGY



## 1.1 Overview of the Impact of the Crisis on Jordan

More than 200,000 people have been killed and 11 million displaced in almost four years of war in Syria. Since the start of the conflict Jordan has been obliged to cope with unprecedented inflows of refugees. It is estimated that there are 646,700 Syrian refugees in Jordan who have obtained their service card from the Ministry of Interior (MOI)<sup>1</sup>. This is in addition to some 750,000 Syrians who were living in the country before the crisis, raising the number of Syrians living in Jordan to around 1.4 million. Many have now been cut off from their homes and livelihoods for years, and face increasing vulnerability as whatever savings or assets they possessed have been depleted or sold. Approximately 85 per cent are settled out of camps, principally in Amman, Mafrqa, Irbid, and Zarqa, and a significant proportion are classified as 'extremely vulnerable'.

In responding to the crisis, the government has been assisted by the UN and supported by the international community. A series of annual appeals (Regional Response Plans) were elaborated to ensure that refugees could be sheltered, fed and supported with essential protection services and assistance. But the nature of the crisis has evolved significantly, even as the scope and cost of the operation has continued to expand. Refugees began leaving the camps and settling in some of the poorest municipalities of the northern governorates, placing an unmanageable burden on basic services and infrastructure, markets and local communities' resources. What started as a camp management operation with short-term, people-centred humanitarian assistance focusing on a clearly defined refugee target group, has morphed into a protracted systemic crisis in which some of the poorest most vulnerable Jordanians are sharing their scarce local resources, services and infrastructure with a growing population of refugees living among them, and increasingly competing for employment, shelter, schooling, water and other basic necessities.

Efforts to maintain the wellbeing and dignity of the refugees have been assisted by aid from the government, humanitarian agencies and charities. Jordanian neighbours and community groups have also contributed generously to support the most vulnerable Syrian refugee households. However, as needs increase and community coping mechanisms and safety nets are exhausted, vulnerabilities will become exacerbated and community tensions may rise. A recent food security monitoring exercise found that almost three-quarters of refugee households relied on food vouchers as their main source of income, while in host communities 20 per cent of female-headed households scored 'poor' or 'borderline' in a food consumption assessment, compared with 12 per cent in male-headed households<sup>2</sup>.

Hosting over 1.4 million Syrians has also heavily impacted Jordan's fiscal position, exacerbating pressure on public finances, increasing government expenditure on subsidies for bread, water, electricity, and gas, and further inflating the budget deficit. The fiscal impact has been compounded by interruptions to the flow of relatively cheap gas from Egypt, leaving the country with no alternative to expensive oil imports, at an annual cost of approximately US\$2 billion<sup>3</sup>. Trade has been severely disrupted by the loss of the country's main trans-regional trade route through Syria, impeding Jordan's access to major export markets in Europe. Meanwhile, trade with Iraq - which previously accounted for 20 per cent of total exports (i.e. US\$1.25 billion in 2013) has fallen by almost 90 per cent since armed groups seized the main Iraqi border crossing in June 2014, leading to an additional revenue loss of over US\$1.4 million<sup>4</sup> per day<sup>5</sup>.

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1. Government of Jordan's official figures as of 18 October, 2014.

2. MOA/FAO/REACH, Food Security and Livelihoods Assessment, 2014.

3. World Bank. Progress Report On The Country Partnership Strategy For The Hashemite Kingdom Of Jordan for the period Fy12-Fy15. June 23, 2014.

4. JOD1 million

5. The Jordan Times, Iraq Violence Costing Jordan JOD1 million per Day, 14-15 November 2014.

## Number, Demographic Composition, and Localisation of Refugees

Although the monthly arrival rate of refugees has been falling since June 2013, almost 80,000 refugees arrived in Jordan between January and October 2014. By October 2014, the total number of Syrian refugees had reached 646,700 – equivalent to almost 10 per cent of the Jordanian population<sup>6</sup>. Of these, 23.5 per cent are women (2 per cent are older people), 20.7 per cent are men (1.4 per cent are older people), 27 per cent are boys (9.3 per cent under the age of 5) and 25.5 per cent are girls (8.8 per cent under 5 years of age).

Changes in the provenance of the refugee population over the past two years reflect the evolution of the conflict within Syria. In March 2013, more than two thirds (68 per cent) originated from Dar'aa in southern Syria. By the end of 2013, they accounted for slightly over half (53.4 per cent), and as fighting increased in the central and northern areas of Syria, increasing numbers of refugees were driven from Homs (14.9 per cent), rural Damascus (7.5 per cent) and Hama (4.4 per cent). By September 2014, more than one third of the refugees in Jordan came from Homs (16.1 per cent), rural Damascus (11.8 per cent) and Aleppo (7.3 per cent), with Dar'aa now accounting for 45.9 per cent of the total.

Approximately 85 per cent of the refugees settled in Jordan, representing 550,000 refugees, are living in non-camp settings in urban and rural areas. The highest concentrations are in northern and central Jordan, including Amman (27.7 per cent), Irbid (23.3 per cent), Mafraq (12.4 per cent) and Zarqa (8.5 per cent). Significant numbers are also concentrated in Balqa (3.2 per cent), Jerash (1.8 per cent), Ajloun (1.6 per cent), Karak (1.6 per cent), Madaba (1.7 per cent) and Ma'an (1.2 per cent).

## Macroeconomic & Fiscal Impacts

Jordan experienced robust economic growth in the first decade of the 21st century, averaging more than 6 per cent of GDP between 2000 and 2009, while making unprecedented advances in its efforts to build a competitive economy able to serve society and survive and thrive in an increasingly globalized international economy<sup>7</sup>. Government reforms, social protection systems and increased opportunity for public-private partnerships have promoted strong economic growth. Though economic growth slowed in 2009 due to the global financial crisis, Jordan avoided a major economic downturn and in 2010 growth recovered to more than 5 per cent.

External pressures on Jordan's economy intensified in 2011 as a result of regional tensions and their impact on investment, trade, and tourism, in addition to the soaring costs associated with the crisis itself. The budget deficit (including grants) increased from US\$1.46 billion in 2010 to US\$2.55 billion in 2012; similarly, the budget deficit (excluding grants) increased from US\$2.03 billion in 2010 to US\$3.01 billion in 2012. Though in 2013 the deficit has returned to US\$1.85 billion (including grants) and US\$2.74 billion (excluding grants), it remains high.

The fiscal impact of the Syria crisis on the budget for 2015 is estimated at US\$2.07 billion, of which US\$1.14 billion are direct budget support needs<sup>8</sup>.

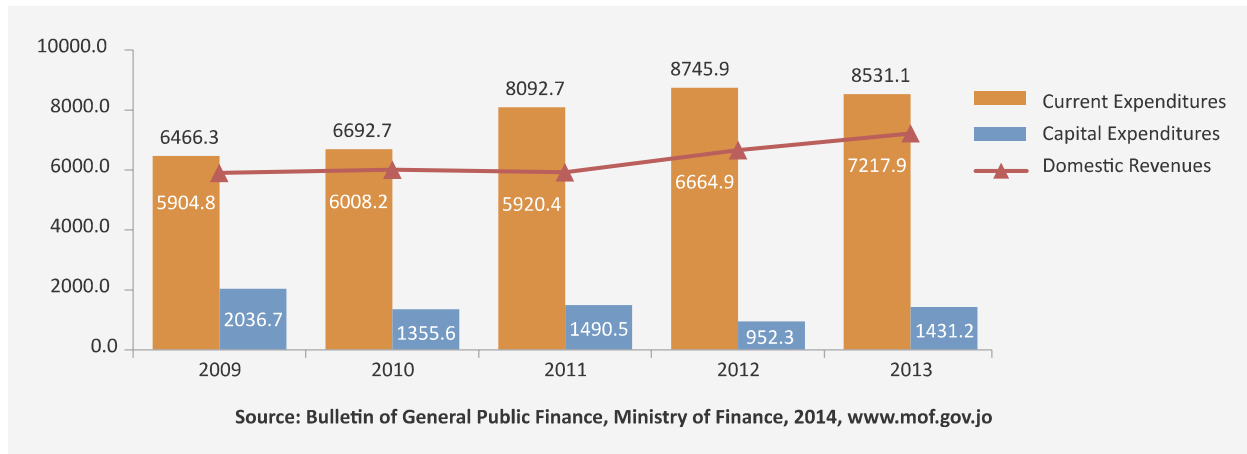
Overall total government expenditures increased by US\$1.78 billion between 2010 and 2013. A breakdown of expenditures into capital and current expenditures demonstrates another significant and adverse trend in the Jordanian economy, as shown in the graph below.

6. Government of Jordan Department of Statistics, [http://www.dos.gov.jo/dos\\_home\\_e/main/index.htm](http://www.dos.gov.jo/dos_home_e/main/index.htm)

7. IMF, Arab Countries in Transition: Economic Outlook and Key Challenges. October 2014.

8. See Chapter 4 for detailed calculation.

**Graph 1: Domestic Revenues, Current and Capital Expenditures**



This breakdown shows that the ratio of capital expenditures against current expenditures has decreased consistently between 2010 and 2012, with a modest recovery in 2013. In absolute terms, capital expenditures are still lower than what they were in 2011. This can be partly explained by a shift from capital to current expenditures to pay for the immediate impact of the refugee inflows, at the expense of investing in maintenance and expansion of services and infrastructure to cope with future demands. Although government assessments across a range of sectors demonstrate how the direct costs of coping with the refugee influx is being exacerbated by both the secondary impacts of degradation and the depreciation of public sector services and assets, less revenue is actually available for repairs and maintenance.

The crisis is also undermining efforts to tackle unemployment, which is chronically above 12 per cent, particularly among youth and women. Non-Jordanians, including Syrians, are not allowed to work in the country without a valid work permit, but they compete with some of the poorest Jordanians for low-paid casual jobs in the informal employment sector, accounting for approximately 44 per cent of employment in the country.

The increase in population due to the Syria crisis has also driven up demand for basic commodities (notably housing), while simultaneously contributing to rising inflation. The total increase in the consumer price index (CPI) between 2010 and 2013 was 15 per cent<sup>9</sup>, with foodstuffs increasing by 13 per cent, while the price of clothing/footwear and housing rose by 18 per cent. In the first eight months of 2014, prices rose by 3.2 per cent, including increases in clothing and footwear of 10.1 per cent, and rent of 7.2 per cent. According to the Central Bank of Jordan (CBJ), these escalations can be attributed to the increase in domestic demand resulting from the influx of Syrian refugees<sup>10</sup>.

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

10. Central Bank of Jordan, September 2014 Monthly Report, October 2014.

## 1.2 Overview of Sector Needs

In October 2013 the Host Community Support Platform (HCSP), led by Ministry of Planning and International Cooperation (MOPIC) and with the participation of donors, the UN, national and international NGOs, jointly undertook an in-depth assessment of the needs in all major sectors and subsectors, including health, education, livelihoods, municipal services and water. The Needs Assessment Review 2013 (NAR) provided a comprehensive picture of the most critical effects of the Syria crisis on Jordanian host communities and basic services and infrastructure, and formed the baseline for the National Resilience Plan 2014-2016 (NRP). In September 2014 the Jordan Response Platform to the Syria Crisis (JRPSC), the successor to the HCSP, led a follow-up exercise to update the NAR 2013 findings. This version incorporated the latest information on needs and vulnerabilities across all sectors, analysed through specific refugee response and resilience-building lenses, and provides an analytical foundation for the interventions planned by the Sector Task Forces in the present plan.

### Education

Pressure on the education system includes overcrowding in high population density areas, shortages of qualified teachers, and concerns about declining quality. There is therefore an urgent need for support to address overcrowding and violence amongst schoolchildren, while expanding coverage and the provision of alternative education opportunities.

### Energy

Gas inflows from Egypt continued to be severely disrupted throughout 2014, increasing the cost of imported energy from US\$2.67 billion in 2009 to US\$5.74 billion in 2014<sup>11</sup>. This crisis has been compounded by the increased demand from Syrian refugees, with total residential energy consumption rising from 4926 GWh in 2009 to 6265 GWh in 2013<sup>12</sup>. Energy efficiency and renewable energy supply measures in addition to improvements in capacity are urgently needed to offset increased demand and reduce pressure on the power grid.

### Environment

In an already resource-scarce and environmentally fragile country like Jordan, short-term responses to the refugee crisis and resilience-building measures such as new construction risk deleterious consequences for the environment. Technical assistance and support will be needed to ensure that environmental impact assessments (EIA) are undertaken to incorporate the appropriate mitigation measures within the design of projects, preventing damage to the environment while addressing risks to social cohesion and well-being.

### Health

The health sector urgently requires the continuation of humanitarian assistance to cope with the immediate health needs of refugees, while simultaneously strengthening systems to maintain and restore quality and extend coping capacity for future inflows. Staff and facilities have struggled to accommodate tens of thousands of additional consultations, admissions, surgical operations and deliveries. At the same time, Jordanians seeking health care in these governorates have to cope with the resulting congestion and longer wait times.

11. JOD1.9 billion and JOD4.1 billion respectively.

12. Ministry of Energy and Mineral Resources, Energy 2014 – Facts & Figures, 2014.

## Justice

Competition for access to public services and scarce resources has fuelled tensions and social conflict, which can be considered as one of the key reasons for a marked increase in juvenile delinquency and crime rates. The Ministry of Justice (MOJ) has reported caseload increases of 50 per cent in Amman, 77 per cent in Irbid, and 84 per cent in Mafraq during the period 2011-2014, challenging the technical and operational capacity of the judicial system. As a result, the capacities of all affected courts, including sharia and juvenile courts in host communities, must be enhanced.

## Livelihoods & Food Security

Low and limited income remains the most restraining factor to food access, and is compounded by greater national demand for food and non-food items. Some refugees have found informal work in construction, trade, food services and informal agriculture, where they earn less than the national minimum wage. Immediate attention will have to be given to interventions directed at supporting affected and vulnerable populations coping with the impact of the crisis by protecting livelihoods, food security and income-generation capacity as a way to avoid further depletion of their assets. Opportunities for women's employment will be specifically targeted.

## Local Governance and Municipal Services

The influx of Syrian refugees has exacerbated municipalities' already limited capacities to meet local needs and address social cohesion within communities. Municipalities have insufficient technical capacities and lack the equipment and machinery necessary to ensure the delivery of services and maintain their existing assets. This situation is exacerbated by their severe financial distress overall.

## Shelter

Since 2012, the average annual shortfall of 3,400 housing units has been compounded by the need for an additional 120,000 housing units to accommodate Syrian refugees. The increased demand has led to increased rental prices, sub-division of existing units, and conversion of outbuildings into rental accommodation. With the majority of refugees living in host communities, competition for affordable housing has become a leading source of community tension. Areas with the highest influx of refugees, had rental prices inflated by 100 per cent to 200 per cent compared to pre-crisis value prices thereby causing an increase in sub-standard solutions and growth of informal settings.

## Social Protection

Many Syrian refugee families living in non-camp settings report increased debt and dependency on humanitarian assistance or reliance upon negative coping strategies such as limiting food consumption, restricting children's access to education, marrying off their children (mostly girls, though some boys) or sending them to work<sup>13</sup>. This entails the widespread practice of different forms of gender based violence affecting women and girls. The need for social protection programmes among Jordanian households affected has also increased sharply as a result of the crisis.

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13. UNICEF 2014 study indicates an increased rate of early marriages for girls among all Syrian registered marriages in Jordan from 13 per cent in 2011 to 25 per cent in 2013. In Za'atari camp alone, UNICEFSave the Children assessment from November 2014 showed that 13% of children were working.

## Transport

The influx of refugees has also heavily impacted Jordan's transport infrastructure, particularly in areas with high concentrations of refugees. Servicing refugees' needs has increased the pressure on transport networks, multiplying the volume of heavy-loaded cargo, water supply, and sludge disposal trucks, while further contributing to the rapid degradation of the roads. New roads are also needed where unplanned settlements have sprung up throughout municipalities in the north as a result of refugee arrivals.

## WASH

Water infrastructure is in need of urgent rehabilitation to increase water quality and accessibility. Delivery frequency is insufficient and has worsened as a result of the increased demand and households have to supplement their supply by purchasing water. The influx of Syrian refugees has also increased pressure on already limited sewage and communal waste systems, which only cover 62 per cent of the Jordanian population. Meanwhile water and sanitation will continue to be needed throughout 2015 in refugee camps.

# 1.3 Key 2014 Interventions

## Education

At the end of the 2013/2014 school year, over 120,000 refugee children were enrolled in school throughout the country, including some 100,000 in host communities and 20,000 in camps, an increase from 2013 which indicates positive trends for enrolment rates<sup>14</sup>. Recognizing the critical need to address the shortage in school infrastructure, education sector partners, in close collaboration with the Ministry of Education (MOE), have provided additional learning spaces, and supported refurbishment and small-scale renovations in 140 public schools in host communities. Double-shift schedules have been introduced in 98 public schools and over 1,000 teachers and staff received training on psychosocial support, child-friendly teaching techniques and coaching.

## Health

Despite the enormous challenges, the Ministry of Health (MOH) has maintained its policy of access to primary and secondary care in their facilities for all Syrians living outside of camps<sup>15</sup>. In addition to 178,325 primary healthcare and 7,490 mental health consultations, major vaccination campaigns were undertaken with 166,284 measles and 9,596,993 polio vaccinations administered in the first eight months of the year. Reproductive health supplies including family planning methods were secured, training was provided for over 3,800 health workers and community health volunteers, and capacity improvements were made in 20 hospitals, 44 health care centres, one public health lab and the Central Blood Bank. Mortality in Za'atari Camp has decreased and stabilized at acceptable rates, while acute malnutrition has been maintained at low levels.

14. Increase as compared to 2013 as measured by the Joint Education Needs Assessment in 2013 and 2014, and based on MOE records of enrolment of Syrian children in host communities in Jordan

15. As of November 20th 2014, refugees cannot access free health services. This may lead to a significant shift in the required budget for health services for refugees.

## Justice

In 2014, 22,489 refugees (10,246 women, 625 girls, 614 boys, and 11,004 men) were provided legal information, counselling and/or representation. Working with MOJ and the Shari'a Court, training on refugee law and protection of refugees was organized for 14 Civil Court judges and 26 Shari'a Court judges. Significant investments have been made in strengthening administrative institutions and practice in refugee camps; an office of the Sharia Court was established in Za'atari and additional premises were rented in Mafraq to handle the increasing case numbers.

## Food Security & Livelihoods

Uninterrupted food assistance has now been provided to the registered Syrian refugee population since the inception of the crisis in early 2012. Food assistance is now provided either through dry rations and food vouchers in camps, or solely through vouchers outside of camps. The voucher programme has led to more than US\$2.5 million in physical infrastructure investments by participating retailers, creating over 350 jobs in the food retail sector and generating US\$6 million in additional tax receipts for the government. Supplementary food aid in the form of vouchers and food parcels has also been provided to meet the needs of the vulnerable Jordanian families, refugee families with specific vulnerabilities, and unregistered refugees. Efforts have been undertaken by the Ministry of Agriculture (MOA) to strengthen monitoring systems, enhance resilience, and mitigate future shocks. Infant and young child feeding was also provided for Syrian refugees and Jordanian women and children, including breastfeeding awareness.

## Local Governance and Municipal Services

During 2014 a number of donors and agencies worked with local partners to assist municipalities under stress from high refugee caseloads in an effort to restore services to pre-crisis levels. Multi-year resilience building initiatives targeted improvements in solid waste collection, infrastructure rehabilitation, street lighting, and investments that would help produce an overall increase in the quality of life. Key interventions supported by international partners include the Local Enterprise Support project, the Community Engagement project, the Emergency Services and Social Resilience program, and the Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities project providing direct support to 36 municipalities in Irbid and Mafraq.

## Shelter

Significant progress has been made in both camp and local community settings. Assistance in local community settings has focused on upgrading housing units, completing unfinished buildings, providing harsh weather kits and conditional cash-for-rent distributed across various cities including Irbid, Jerash, Mafraq, Zarqa, Ajlun, Al Balqa, Amman, Tafileh, Karak and Madaba.

## Social Protection

In total 356,308 women, girls, boys and men (WGBM) refugees benefitted from psycho-social support services during 2014, while tens of thousands more have been assisted with child protection and SGBV case management services and other specialized support, including third country resettlement for vulnerable Syrian refugees. Community centres are being strengthened to offer a multi-sector response to children, women, adolescents and youth survivors of violence, including those at risk. Investments have also targeted national institutions including the Family Protection Department (FPD), the Juvenile Protection Department (JPD), MOH, the Ministry of Social Development (MOSD) and the National Council for Family Affairs (NCFA). Specialized technical support is also being provided to Jordan's reporting on adherence to international Conventions.

## WASH

Severe funding constraints restricted the implementation of resilience-building projects intended to address the impact of the refugees' influx in a sustainable manner. The above notwithstanding, WASH needs of refugees in camps have exceeded minimum international humanitarian standards, including the delivery of 35 litres of water per person per day. Water and sanitation services systems were rehabilitated in 264 public schools, benefiting 180,000 children. The Ministry of Water and Irrigation (MOWI) has also overseen the commissioning and construction of two waste-water treatment plants for Za'atari Camp, in addition to three containerized waste water treatment plants (WWTP) in Azraq Camp.












## 1.4 JRP 2015 Preparation Process

The JRP 2015 has been prepared by the JRPSC (formerly the HCSP). The HCSP was launched in September 2013 to serve as the main coordination mechanism to address the emerging needs of host communities in Jordan impacted by the Syria crisis. The main aims were to:

- Mitigate the impact of the Syria crisis on host communities;
- Sustain socio-economic stability; and
- Safeguard development gains made in recent years.

In September 2014 MOPIC established the JRPSC to facilitate, guide, and provide oversight to the preparation, implementation and monitoring of a comprehensive humanitarian and development response to the Syria crisis, concretized in the Jordan Response Plan 2015. The JRPSC brings together government representatives, donors, and UN agencies to ensure an effective and coherent response to the multi-faceted challenges faced by the country as a result of the Syria crisis. The Platform also ensures the alignment of assistance to the government's main development priorities and harmonization with national systems for planning, programming and implementation. The Platform is chaired by the Minister of Planning and International Cooperation.

**To ensure coherence in the work of the Platform, task forces were established for the following sectors:**

 Education	 Local Governance and Municipal Services
 Energy	 Shelter
 Environment	 Social Protection
 Health	 Transport
 Justice	 WASH
 Livelihoods and Food Security	

Task Forces are chaired by the line ministry responsible for that sector, and composed of representatives from the government, the UN system, the donor community, and a national and international NGO with significant involvement in that sector. One UN entity acts as Secretariat, while a representative of the donor community acts as a focal point in each Task Force.



The Platform is supported by a dedicated Secretariat that works in close cooperation with the MOPIC Humanitarian Relief Coordination Unit (HRCU). The Secretariat of the JRPSC ensures the timely and appropriate elaboration of the JRP 2015, and performs the following key tasks in close collaboration with MOPIC HRCU and other relevant governmental departments:

- Coordination: the Secretariat actively supports collaboration and promotes synergies between the different Task Forces
- Policy advisory and support to planning and strategy development
- Aid information management: the Secretariat works closely with MOPIC and donors to collect information on donor contributions and aid flows against the objectives of the plan
- Monitoring and evaluation, reporting, and communication

## Relationship With Existing Plans

The primary Jordanian national plans and strategies are the National Agenda (2006 – 2015) and the Executive Program (2011 – 2013). The Executive Program complements the National Agenda by providing a series of clearly delineated development streams. The JRP 2015 brings together the staff of the government ministries primarily responsible for the implementation of these national development plans with the specialized national and international agencies mandated to support the Government to respond to the impacts of the Syria crisis in a joint diagnostic and planning process. In doing so, it seeks to ensure that the JRP 2015 is interlinked with key national plans and strategies, while their implementation takes into account the impact of the Syria crisis across all sectors.

The JRP 2015 also seeks to align with the proposed 10-year blueprint for economic development - a comprehensive, integrated framework targeting fiscal and monetary policies, economic competitiveness, productivity and self-reliance, with an overarching goal of achieving comprehensive development.

## 1.5 Planning Assumptions

The following are the planning assumptions for 2015:

- The situation in Syria will lead to more Syrians leaving the country and seeking refuge in Jordan and assumes that Jordan will maintain open borders.
- The total number of Syrian refugees in Jordan will be at most 700,000 by December 2015. This takes into consideration that while there will continue to be a small number of returns to some areas of Syria, this will only partly offset new arrivals.
- The total number of refugees in camps will reach 130,000 by mid 2015, while the majority will settle in urban and rural areas of Jordan.
- Donors will be willing and able to channel increased levels of financing to support Jordan to respond to the Syria crisis.
- The international community will adhere to the principles of the Paris Declaration on Aid Effectiveness, recognizing country ownership and alignment. Accordingly, the government will maintain and enhance an enabling environment for aid effectiveness and coordination.

## 1.6 JRP 2015 Approach

The Syrian refugees who fled to Jordan over the past four years have lost everything. Their struggle for survival has been assisted by the government, by national and international agencies and by the generosity of Jordanian neighbours and communities. However, nearly five years later and with no prospect of a resolution in the near future, the refugees remain in limbo, while national and community resources are becoming severely overstretched. A more comprehensive strategy is needed to ensure that vulnerabilities are not exacerbated, while preventing tensions within communities and enhancing opportunities for social cohesion.

Traditionally, emergency interventions addressing large-scale refugee movements and recovery-oriented capacity strengthening and expansion have been dominated by different programming approaches, actors, and funding mechanisms. Crisis response and short-term life-saving interventions have been seen as the domain of humanitarian actors, while chronic vulnerability and capacity building interventions have been framed in more developmental terms.

There is no system however for dealing with the type of protracted crisis that has emerged as a result of the Syria conflict - situations characterised by the interplay of humanitarian emergency and long term structural vulnerabilities. Here the extent and duration of the crisis challenges standard aid responses and coordination mechanisms, exposing the divergence between the two systems and the gaps in policy, response capacity, and funding.

There is also a growing acknowledgment that current life-saving humanitarian funding and programming are neither sufficient nor sustainable, instead requiring a more development-oriented approach to build resilience and reduce the need for humanitarian assistance over time. As of 5 November 2014, the RRP6 system is only 56 per cent funded<sup>16</sup>, and funding is no longer sufficient to meet the needs outlined in the refugee response appeals.

The JRP 2015 seeks to bridge this divide and reconcile the programming objectives, funding mechanisms and operating systems that often run parallel to each other in addressing short-term people-centred needs and medium to longer term systemic and institutional considerations. The plan adopts a resilience-based approach to respond to and mitigate the effects of the Syria crisis on Jordan and Jordanian host communities. The aim of resilience-oriented programming is two-fold, first to ensure that shocks and stresses do not lead to a long-term deterioration in the wellbeing of a particular individual, household, system or institution, and secondly to build capacity to absorb future shocks and deal appropriately with related stresses.

The JRP 2015 presents a one-year program to consolidate all major national and international efforts to address the Syria crisis, within the framework of a coordinated broad-spectrum response. The plan brings together the activities of a wide range of humanitarian actors with initiatives aimed at strengthening local and national capacities to absorb and recover from the impact of the crisis. The JRP 2015 approach seeks to interlink short-term assistance to Syrian refugees and Jordanian households with medium term investments to expand institutional and community capacities and infrastructure and help build more resilient systems that can absorb stresses and cushion the impact of future shocks. This approach will help to ensure that - in line with the principles of ownership, alignment, and harmonization adopted in the Paris Declaration - the response is led by the government, and all emergency, short, medium and longer-term interventions are integrated, sequenced and complemented.

**During the period from January to December 2015, the JRP 2015 seeks to implement a series of interventions that will:**

- Meet the immediate needs of:
  - Syrian refugees in and out of camps
  - Vulnerable Jordanians affected by the Syria crisis
- Support the government budget to cope with the additional financial obligations and income losses resulting from the Syria crisis.
- Rapidly scale-up critical government capacities to plan, program, coordinate and implement a more resilience-oriented response, which both manages and mitigates the impact of the Syria crisis in a timely, efficient and effective manner.
- Strengthen the capacities and resilience of the health, education, justice, protection, water and sanitation service delivery systems at local and national levels, while mitigating the negative impact of high concentrations of refugees on service delivery sectors.
- Restore and reinforce municipal services and infrastructure that have been degraded as a result of the sharp demand increases in critically affected areas, particularly in solid waste management, housing, and energy.
- Rapidly expand employment and livelihood opportunities, while strengthening the coping capacities of vulnerable Jordanians impacted by the crisis.
- Address social imbalances, including gender inequalities, and strengthen social cohesion in Jordanian communities hosting large numbers of refugees.
- Ensure the environmental sustainability of all interventions to the greatest extent possible.

The plan consists of five chapters; (I) Overview and Methodology; (II) Refugee Response Component; (III) Resilience Response Component; (IV) Specific Direct Budget Support Needs; and (V) Plan Management.

Chapter II deals with the refugee response component in detail. A section on key interventions and major achievements in assistance to Syrian refugees and vulnerable Jordanians during 2014 is followed by an analysis of outstanding refugee needs by sector. Also included is a financial table presenting the budget for the proposed interventions. Chapter III covers the resilience-strengthening component of the plan, starting with an overview of the impact of the Syria crisis on host communities, services and infrastructure. A review of current interventions is followed by a summary of the outstanding needs. The 2014 response strategy is presented in detail, including vulnerability and prioritization criteria used to guide interventions. Financial details are presented in a table setting out the projected costs by sector. Chapter IV analyses the urgent need for specific direct budget support with a breakdown according to expenditures under the main budget lines (subsidies, income loss and security), and explains the criteria used for the delineation between the three. A detailed breakdown of the financial requirements is also provided. Chapter V outlines the management arrangements, including proposed procedures for the appraisal, implementation, monitoring and evaluation of projects.

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16. UNHCR data, available at <http://data.unhcr.org/syrianrefugees/country.php?id=107>

## 1.7 Overview of Sector Objectives, Strategies and Budgets

The plan is composed of eleven sector strategies, each guided by an overall objective that brings together specific objectives to address refugee and resilience-building needs. The eleven sector overall objectives are presented below.

### Education Sector

#### *Sector Overall Objective*

To ensure sustained quality educational services for all, particularly the most vulnerable.

#### **Refugee Response Objectives & Funding Requirements**

1. Quality and protectiveness of learning environments enhanced for all vulnerable boys and girls (children, adolescents and youth) - US\$22,980,750
2. Access to education sustained for all vulnerable boys and girls (children, adolescents and youth) affected by the Syria crisis- US\$56,250,000

#### **Resilience Response Objectives & Funding Requirements**

1. Capacity of MOE increased to ensure the continuous delivery of quality education services in emergency situations - US\$650,000
2. Capacity of education service providers increased to deliver quality inclusive education and training for all boys and girls (children and youth) – particularly the most vulnerable - US\$177,022,696

#### *Sector Response Strategy*

The strategy seeks to ensure sustained quality educational services for all refugees as well as Jordanians affected by the crisis, particularly the most vulnerable. The response plan links improvements in access and quality of education through increased absorptive capacity and professional development, with support for the development of an emergency response preparedness policy and resources framework. This resilience-centred approach ensures complementarity between efforts to address current pressures, while building education system capacity to ensure the continuous delivery of quality education services in future emergency situations.

## Energy

### *Sector Overall Objective*

To scale up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis.

### **Refugee Response Project Objective & Funding Requirements**

1. Syrian refugees have access to adequate and cost-effective energy in planned and developed camps - US\$68,101,100

### **Resilience Response Objectives & Funding Requirements**

1. Improved and effective rapid sustainable energy solutions for offsetting incremental energy demand in the short-term ensured - US\$35,905,000
2. Contribution of solar energy for electricity generation increased - US\$30,000,000

### *Sector Response Strategy*

To meet the additional power required in urban areas as a result of the needs of Syrian refugees, the sector response strategy proposes to align with, and benefit from, new strategic investments planned within Jordan's overall drive for sustainable energy solutions. Instead of developing new import-dependent power capacities, the plan proposes to meet extra loads through energy efficiency and renewable energy solutions, while building on existing capacities and initiatives. In the short term this investment provides a cost-effective solution and significant energy savings, while the long-term benefits of scaling up the use of energy efficient appliances in host communities would outlast the Syria crisis.

## Environment

### *Sector Overall Objective*

To ensure resilient and sustainable responses to vulnerable ecosystems and communities affected by the Syria crisis.

### **Resilience Response Objectives & Funding Requirements**

1. Effective strategic mechanisms established for environmental mainstreaming in JRP 2015 implementation - US\$400,000
2. Mechanisms to mitigate increased pressure and competition on ecosystem services improved - US\$2,150,000
3. National and local capacities to manage increased hazardous waste enhanced - US\$2,100,000
4. Monitoring and mitigation of air pollution strengthened - US\$2,650,000

### *Sector Response Strategy*

The environment sector response proposes a series of interventions to mainstream environmental sustainability concerns as a crosscutting issue across all sectors and interventions of the JRP 2015. The response proposes to develop government capacity to identify environmental risks and opportunities, and ensure that they are taken into account as early as possible before implementing JRP 2015 interventions. This will be done by establishing a specialized environment unit within the JRPSC to promote enhanced management of natural resources as a foundation for effective and sustained recovery, growth, poverty reduction and the equitable sharing of benefits.

## Health

### *Sector Overall Objective*

To improve the health status of Syrian refugees and Jordanian host communities by strengthening the national health systems and services.

#### **Refugee Response Specific Objectives & Funding Requirements**

1. Equitable access, uptake and quality of primary health care for Syrian WGBM, as well as vulnerable Jordanian populations in highly impacted areas - US\$24,861,596
2. Equitable access, uptake and quality of secondary and tertiary healthcare for Syrian WGBM and vulnerable Jordanian populations in highly impacted areas - US\$23,297,568
3. Comprehensive health care for Syrian WGBM and Jordanian populations in highly impacted areas - US\$7,530,282

#### **Resilience Response Objectives & Funding Requirements**

1. Equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and other populations in highly impacted areas - US\$40,627,000
2. Equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and other populations in highly impacted areas – US\$8,910,000
3. Comprehensive healthcare improved through integrated community interventions, including rehabilitation services for Syrian WGBM and Jordanian populations in highly impacted areas - US\$4,000,000
4. Adaptive capacity of national health systems to current and future stresses increased - US\$124,297,600

### *Sector Response Strategy*

The strategy aims to reinforce centrality of the national health system to the Syria crisis response. The response spans a range of activities from direct interventions that ensure that the short-term critical needs of refugees are met, through support for primary, secondary and tertiary health services both in and out of camps, and extends to systemic investments that reinforce the capacity of the national health system to cope with the increased workload. Interventions also aim to build the resilience of the public health system through investment in information management and logistics systems.

## Justice

### *Sector Overall Objective*

To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.

#### **Refugee Response Specific Objectives & Funding Requirements**

1. Access to justice for Syrian refugees in Jordan improved - US\$2,280,967

#### **Resilience Response Objectives & Funding Requirements**

1. Access to justice for the most vulnerable WGBM in Jordan enhanced - US\$9,810,000

### *Sector Response Strategy*

The justice sector response plan aims to address critical short and medium-term needs shared by both Syrian refugees and Jordanians, including enhanced capacity to deliver justice services, access to free legal aid, and access to information. The plan entails significant improvements to the institutional capacity of the judicial system that will provide immediate and long-term benefits for the Jordanian public, particularly vulnerable groups. With 85 per cent of refugees living in host communities, the response plan aims to extend the capacity of courthouses including juvenile courts, provide training for judges including Shari'a judges and specialized juvenile judges, and develop legal aid, counselling and support services.

## Livelihoods & Food Security

### *Sector Overall Objective*

To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks.

### **Refugee Response Objectives & Funding Requirements**

1. Poor and vulnerable Syrian WGBM refugees and Jordanian host community households' access to quality basic food improved - US\$227,983,527
2. Consumption of safe, nutritious and diversified food promoted among WGBM Syrian refugee populations and vulnerable Jordanian host communities - US\$2,057,237
3. Coordination and evidence based food security and livelihoods programming enhanced – US\$385,900

### **Resilience Response Objectives & Funding Requirements**

1. More and better job opportunities created for vulnerable women, and young men and women - US\$29,300,000
2. The local economies of the most affected areas revived for sustainable employment and income generation - US\$17,500,000
3. Pastoral livelihoods, rangeland and natural resources restored and preserved - US\$6,720,000
4. Availability of and access to quality food for Jordanian host communities improved - US\$13,150,000

### *Sector Response Strategy*

The response plans are tailored to address both the impact of the Syria crisis and the underlying vulnerabilities that the crisis exacerbates. On one side, there is a clear need for the continuation of food assistance for the refugee community. Existing retail and agricultural market structures will be used, and humanitarian assistance will be channelled through technologically advanced voucher/cash modalities to the extent possible, thereby supporting the Jordanian market economy. On the other side, the livelihoods strategy will combine short-term employment opportunities to reduce stress on vulnerable Jordanian households with medium to long-term sustainable livelihood opportunities and local economic development. This includes activities ranging from cash for work programmes to rehabilitation of socio economic infrastructures, as well as demand-based vocational and business skills trainings.

## Local Governance and Municipal Services

### *Sector Overall Objective*

To ensure that the Jordanian local governance system is responsive to host citizens, communities, and Syrian refugees' needs identified in the most affected governorates.

### **Resilience Response Objectives & Funding Requirements**

1. Municipal service delivery performance in host communities improved - US\$70,744,000
2. Socio-economic changes and priorities induced by the arrival of Syrian refugees reflected and responded to within local development priorities, projects and processes - US\$7,244,458
3. Resilience of local governance systems to crisis strengthened - US\$3,719,000

## **Sector Response Strategy**

This sector strategy explicitly sets out to help mitigate the effects of the Syria crisis in host communities, whilst also contributing to Jordan's national development priorities. It has been designed using a resilience-based approach that proposes specific program objectives targeting each of the three resilience-building phases of coping, recovering and sustaining. Within these objectives, six broad interventions are foreseen that will target host communities in the most affected municipalities with urgently required investment and capacity building in municipal services and infrastructure, including the development of an urban information management system.

## **Shelter**

### **Sector Overall Objective**

To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.

#### **Refugee Response Specific Objectives & Funding Requirements**

1. Sustainable and gender appropriate access to adequate shelter and basic facilities and services provided for Syrian refugee WGBM in planned and developed camps - US\$62,295,000
2. Adequate shelter and basic facilities and services provided for vulnerable WGBM from both Jordanians and Syrian refugees, living outside of camps - US\$21,240,000

#### **Resilience Response Objectives & Funding Requirements**

1. Adequate shelter and basic facilities and services provided for vulnerable WGBM - US\$1,663,000
2. Housing markets enabled to meet the needs of all Jordanians - US\$295,000

### **Sector Response Strategy**

In addition to camp extension works in al Azraq Camp, shelter interventions outside the camps attempt to address some of the structural weaknesses in the sector by bringing unfinished housing units onto the market, renovating sub-standard housing and providing extremely vulnerable households with cash-for-rent to mitigate against negative coping mechanisms, including falling severely into debt. Private sector funded solutions will be sought to construct adequate and affordable housing units in host communities, thereby supporting Jordanian developers, local commercial banks and the credit capacity of Jordanian families. The sector resilience response also includes institutional reforms to address structural weaknesses in the housing market, including the review and revision of the National Housing Policy and the revitalization of the Housing and Urban Development Corporation (HUDC).

## **Social Protection**

### **Sector Overall Objective**

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 Syria crisis.

#### **Refugee Response Specific Objectives & Funding Requirements**

1. Access to territory and international protection is improved and protection space preserved - US\$32,859,291
2. Families and communities are strengthened, engaged and empowered in order to contribute to their own protection solutions, while the most vulnerable WGBM are identified and their needs addressed through appropriate services and interventions - US\$75,070,298
3. Risks and consequences of SGBV experienced by WGMB mitigated - US\$12,369,607
4. Equitable access to quality child protection interventions increased for boys and girls affected by the Syria crisis - US\$16,483,203



5. Basic household needs of refugee WGBM are met in camp and non-camp settings through the provision of in-kind or monetized voucher assistance - US\$145,602,204

#### **Resilience Response Objectives & Funding Requirements**

1. National and sub-national protection systems strengthened and expanded to meet the needs of vulnerable groups in the governorates most affected by the Syria crisis - US\$10,020,000
2. Social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis improved - US\$94,890,000
3. Violence and social tensions in host communities mitigated - US\$1,300,000

#### ***Sector Response Strategy***

The sector response plan works to 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 refugee response plan links with the social protection resilience plan in emphasizing national systems building, and avoiding the creation of parallel structures for refugees where possible. The strategy focuses on increasingly addressing Syrian refugee needs through national protection systems, and through increased linkages between humanitarian and government violence tracking and referral systems.

## **Transport**

#### ***Sector Overall Objective***

To enhance and ensure the safe mobility of people and goods in the areas affected by the Syria crisis through provision of upgraded public transportation services and an efficient and functioning road network.

#### **Resilience Response Objectives & Funding Requirements**

1. Efficiency of the transport service system enhanced to accommodate increased population in the northern governorates (Irbid, Zarqa and Mafraq) - US\$1,500,000
2. Capacity of the road networks expanded to accommodate the increased traffic flows in the northern governorates (Irbid, Zarqa and Mafraq) - US\$36,800,000
3. Transport systems and modes improved in the governorates most affected by the Syria crisis – US\$3,900,000

#### ***Sector Response Strategy***

The need for the maintenance and expansion of road network infrastructure affected by the inflow of refugees highlights deeper – structural – capacity deficits in the transport sector. The refugee influx has created new facts on the ground and needs, phasing and sequencing priorities that were identified in pre-crisis plans are being revised through the JRP 2015, with a comprehensive road master plan being prepared for the northern governorates. The Ministry of Transport (MOT) and the Ministry of Public Works and Housing (MOPWH) will work with relevant agencies from the transport sector to identify synergies and complementarities between short and medium-term needs as they develop local strategies to ensure the safe mobility of people and goods in areas affected by the crisis.

## WASH

### *Sector Overall Objective*

To enhance the capacity of the Government of Jordan, and in particular the host communities, to meet the increase in demand for water and sanitation services.

### **Refugee Response Specific Objectives & Funding Requirements**

1. Culturally and gender appropriate, safe and equitable access to water for drinking, cooking, and personal and domestic hygiene ensured - US\$32,740,000
2. Access to sustainable, culturally and gender appropriate sanitation services ensured - US\$47,000,000
3. Target populations' awareness of key public health risks improved and good hygiene practices and measures adopted - US\$7,650,000

### **Resilience Response Objectives & Funding Requirements**

1. Quantity, quality and efficiency of safe drinking water delivery improved - US\$87,150,000
2. Sanitation services expanded and improved - US\$109,760,000
3. Planning and implementation capacity of water and sanitation institutions and agencies strengthened – US\$22,450,000

### *Sector Response Strategy*

Absolute water scarcity and the dilapidated state of the water supply network in Jordan highlight the magnitude of the investment required to meet the country's additional water and sanitation needs. The response plan focuses on a number of resilience strengthening projects that link medium-term resilience objectives with short-term refugee assistance. This includes the rehabilitation of wells in different governorates, the restructuring, reinforcement and rehabilitation of water supply infrastructure, the extension of sewer systems in urban areas with high refugee concentrations, and the construction, rehabilitation and expansion of wastewater treatment plants including wastewater solutions for Za'atari and Azraq camps.

## 1.8 Cross-cutting Issues

### Capacity Development

Capacity development is defined as the process through which individuals, organizations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objectives over time. Capacity development is central to resilience building: a resilience-based response should address the vulnerability of individuals, communities and institutions to the negative impacts of shocks, and identify ways to strengthen their capacity to withstand, adapt to and recover from them. Sector resilience response plans in the JRP 2015 are based on an understanding of the national and local-level capacities that will need to be developed or strengthened to cope with the impact of the Syria crisis, and to respond effectively to similar crises in the future.

### Environmental Sustainability

Environmental impact assessments are mandatory in Jordan for projects in which environmental risks are foreseen, and for which mitigation measures and opportunities for sustainable solutions may be engaged. This is likely to apply to a number of projects in the JRP 2015 that address shelter, infrastructure development, transport, municipal development, land use, water and sanitation. To ensure that environmental sustainability is mainstreamed across all JRP 2015 projects, the Environment Task Force is proposing to provide dedicated technical support to the JRP 2015 Secretariat to undertake rapid EIAs, lead environmental reviews, identify opportunities as well as design mitigation strategies for relevant JRP 2015 projects.

### Gender

Gender equality featured strongly as a cross cutting issue in the development of the JRP 2015. As a first step towards ensuring that a gender perspective is mainstreamed into JRP 2015, efforts have been made to ensure that all data used and collected in the needs assessment, sector responses and performance indicators are disaggregated by sex. Moreover, a gender focal point person was nominated for each Task Force to ensure gender mainstreaming.

### Youth

The impact of the crisis on both Jordanian and Syrian youth is immense. Youth can be a great driving force for innovation, positive change and creative solution finding. Thus mainstreaming youth considerations into all response planning is important in terms of understanding that they have specific needs as well as great potential to contribute to solutions. Moreover, they could be the best channel for social cohesion at local levels.

### Social Cohesion

Social cohesion has also been highlighted both in the NAR 2014 and in the NRP, and features prominently in the Shelter, Livelihoods and Food Security, Social Protection, and Justice strategies. It will also be critical during the formulation stage when opportunities for refugees and impacted communities to participate in the planning and management of specific projects or interventions will facilitate the identification of sources of tension and conflict within and between communities. Training for Task Force members and the adoption of dedicated social cohesion analysis and monitoring tools will also help ensure interventions take into consideration tensions that may arise as a result of stress on the local community, and that social cohesion considerations are integrated into all projects.



## CHAPTER 2. REFUGEE RESPONSE

## 2.1 Context

With the Syria crisis entering its fifth year in 2015, Jordan has welcomed, protected and assisted massive numbers of refugees residing in its territory.

According to MOI, there are 646,700 Syrian refugees in Jordan<sup>17</sup> who have obtained service cards, of whom 25.5 per cent are women (2 per cent older people), 25.4 per cent are girls (8.7 per cent under 5), 26.9 per cent are boys (9.2 per cent under 5) and 22.1 per cent are men (1.4 per cent older people). This is in addition to the 750,000 Syrians who were in the country prior to 2011, many of whom used to work as seasonal workers, and who have been unable or unwilling to return as a result of the Syria crisis, resulting in a total of 1.4 million Syrians living in Jordan.

The majority of Syrian refugees are living in non-camp settings, particularly in northern and central Jordan. This includes the following governorates: Amman (27.7 per cent), Irbid (23.3 per cent), Mafraq (12.4 per cent) and Zarqa (8.5 per cent). Smaller but significant concentrations are in Balqa (3.2 per cent), Jerash (1.8 per cent), Ajloun (1.6 per cent), Karak (1.6 per cent), Madaba (1.7 per cent) and Ma'an (1.2 per cent)<sup>18</sup>.

Za'atari Camp remains the largest refugee camp in Jordan, with a population of more than 80,000 people, of whom 23 per cent are women, 27.6 per cent are girls (9.8 per cent under 5 years old), 29.4 per cent are boys (10.5 per cent are under 5 years old), and 19.9 per cent are men. Azraq Camp is the second largest camp setting for Syrian refugees in Jordan, with a current population of 13,700 and the capacity to receive 40,000 more people. Fifty-five per cent of refugees in Azraq are children (26.1 per cent girls; 28.6 per cent boys); 24.9 per cent are women (1.1 per cent older people), and 20.4 per cent are men (0.8 per cent older people).

In camps, significant investments are required in infrastructure, shelter, water and sanitation and the provision of food and household items, in addition to support for health, education and protection services to ensure that minimum standards are met and recurrent costs are reduced.

A significant proportion of refugees living outside camps report increased debt and dependency on humanitarian assistance or reliance upon negative coping strategies such as limiting food consumption, restricting children's access to education, marrying off their children (mostly girls, though some boys), or sending them to work<sup>19</sup>.

## 2.2 Response Strategy

The impact of the Syria crisis in Jordan requires a combination of emergency response, care and maintenance, pursuit of resettlement and burden sharing, and linkages to more sustainable delivery mechanisms occurring simultaneously. It should also remain flexible in its ability to respond to sudden changes in the operational context. In developing the sector refugee response plans, the JRP 2015 looks beyond vulnerability as a consequence of displacement and its impact on individual agency, to the broader impact on collective wellbeing and resources from community to national level.

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17. Government of Jordan's official figures as of 18 October, 2014.

18. UNHCR data, available at <http://data.unhcr.org/syrianrefugees/country.php?id=107>

19. UNICEF 2014 study indicates an increased rate of early marriages out of the registered refugees, from 13 per cent in 2011 to 25 per cent in 2013. CARE, *Lives Unseen: Urban Syrian Refugees and Jordanian Host Communities Three Years into the Syria crisis*, 2014; UNICEF, *A Study on Early Marriage in Jordan*, 2014; IRC, *Are we listening – Acting on Our Commitments to Women and Girls Affected by the Syria crisis*, 2014.

**In urban and rural areas, the following priorities have been identified:<sup>20</sup>**

- Ensure full registration of the refugee population.
- Maintain on-going individual assistance (cash, NFIs, food vouchers) to refugees in urban areas in the short-term.
- Increase the availability of and access to shelter through a scaled-up response, in the face of shortages in affordable and adequate shelters which have resulted in rental inflation, eviction and multiple displacements. This priority will be complemented by programmes strengthening the security of tenure and monitoring of evictions.
- Increase the number and scope of community-level projects that benefit refugees and Jordanians in areas with high concentrations of refugees, together with greater investment in shared services – in Education, Health, WASH – with the aim to reduce tensions and maintain protection spaces in Jordan.
- Maintain the capacity for emergency immunization campaigns especially in hard to reach areas and complementary feeding for children.
- Increase informal education opportunities for children who are not eligible for formal schooling.
- Maintain a focus on strengthening referral pathways for protection cases with particular attention to extremely vulnerable cases, such as victims and survivors of gender-based violence, psychosocial needs, children without parental care, etc.
- Increase support to reproductive health services for WGBM, with a focus on emergency obstetric care and clinical care for SGBV survivors.
- Design and implement projects to improve social cohesion.

**In camps, the following priorities have been identified:<sup>21</sup>**

- Continue to develop alternative cost-effective delivery mechanisms in the camps in relation to service provision, particularly regarding WASH and electricity systems, and also the use of cash/vouchers in lieu of NFIs.
- Investment in cost-effective, sustainable, camp-wide initiatives such as a sewage network, water network, and electricity system.
- Expansion, upgrading and maintenance of camp infrastructure and shelters.
- Provision of protection services, including continuous registration; psychosocial interventions and case management; protection monitoring and monitoring of population movements; prevention and multi-sector response to SGBV; protection of and assistance to unaccompanied and separated children (UASC); strengthened community-based alternative care mechanisms; and enhanced assistance and outreach to WGBM with disabilities and their caregivers.
- Increase opportunities for youth activities, particularly in post-basic education.
- Sustaining, improving and extending education facilities for school-aged children, along with increased opportunities for youth and enhanced access to secondary and tertiary education.
- The establishment of a camp-wide feedback mechanism that measures providers' performance. Strengthen refugee representative structures in support of camp management and enhanced participation of the refugee community in programming.
- Strengthen rule of law in the camp and enhance protection space.
- Maintain and scale-up current child protection and SGBV services, ensuring safe reception and community integration of WGBM.

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21. Jordan Response Plan, Refugee Needs Assessment, 2014.

## 2.3 Financial Requirements

### Refugee Response Financial Requirements Summary Table (USD)

<b>1. Education Overall Objective: To ensure sustained quality educational services for all, particularly the most vulnerable.</b>		<b>2015 Requirements</b>
		<b>79,230,750</b>
<b>Refugee Specific Objective 1:</b>	<b>Quality and protectiveness of learning environments enhanced for all vulnerable boys and girls (children, adolescents and youth).</b>	<b>22,980,750</b>
REF 1.1	Early childhood development in vulnerable communities	2,118,750
REF 1.2	Teachers Training Program	595,000
REF 1.3	Alternative Certified Education Pathways Project	19,696,000
REF 1.4	Violence-Free Schools Program	571,000
<b>Refugee Specific Objective 2:</b>	<b>Access to education sustained for all vulnerable boys and girls (children, adolescents and youth) affected by the Syria crisis.</b>	<b>56,250,000</b>
REF 2.1	Equal Access to education opportunities	19,000,000
REF 2.2	Access to higher education	37,250,000
<b>2. Energy Overall Objective: To scale up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis.</b>		<b>2015 Requirements</b>
		<b>68,101,500</b>
<b>Refugee Specific Objective 1:</b>	<b>Syrian refugees have access to adequate and cost-effective energy in planned and developed camps.</b>	<b>68,101,500</b>
REF 1.1	Improving Living Conditions in Za'atari and Azraq camps	68,101,500
<b>4. Health Overall Objective: To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services.</b>		<b>2015 Requirements</b>
		<b>55,689,446</b>
<b>Refugee Specific Objective 1:</b>	<b>Equitable access, uptake and quality of primary healthcare for Syrian WGBM as well as vulnerable Jordanian populations in highly impacted areas.</b>	<b>24,861,596</b>
REF 1.1	Primary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	24,861,596
<b>Refugee Specific Objective 2:</b>	<b>Equitable access, uptake and quality of secondary and tertiary healthcare for Syrian WGBM and vulnerable Jordanian populations in highly impacted areas.</b>	<b>23,297,568</b>
REF 2.1	Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	23,297,568
<b>Refugee Specific Objective 3:</b>	<b>Comprehensive healthcare for Syrian WGBM and Jordanian populations in highly impacted areas.</b>	<b>7,530,282</b>
REF 3.1	Community health for refugee WGBM in camps and out of camps and vulnerable Jordanians	7,530,282
<b>5. Justice Overall Objective: To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.</b>		<b>2015 Requirements</b>
		<b>2,280,967</b>
<b>Refugee Specific Objective 1:</b>	<b>Access to justice and legal remedies for Syrian refugees in Jordan improved.</b>	<b>2,280,967</b>
REF 1.1	Strengthen the capacity of the Ministry of Justice and the courts on national and international law on refugee protection	30,000
REF 1.2	Improve access to legal assistance for Syrian refugees	2,023,967
REF 1.3	Strengthen the capacity of the Shari'a Courts on issues related to Syrian refugees	227,000
<b>6. Livelihoods and Food Security: To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks.</b>		<b>2015 Requirements</b>
		<b>230,426,664</b>
<b>Refugee Specific Objective 1:</b>	<b>Poor and vulnerable Syrian WGBM refugee and Jordanian host community households' access to quality basic food improved.</b>	<b>227,983,527</b>
REF 1.1	Food assistance to vulnerable Syrian populations in Jordan affected by conflict in Syria	227,983,527

<b>Refugee Specific Objective 2:</b>	<b>Consumption of safe, nutritious, and diversified food promoted among WGBM Syrian refugee populations and vulnerable Jordanian host communities.</b>	<b>2,057,237</b>
REF 2.1 Nutritional support and education		2,057,237
<b>Refugee Specific Objective 3:</b>	<b>Coordination and evidence-based food security and livelihoods programming enhanced.</b>	<b>385,900</b>
REF 3.1 Assessments and coordination		385,900
<b>8. Shelter Overall Objective: To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.</b>		<b>2015 Requirements</b>
		<b>83,535,000</b>
<b>Refugee Specific Objective 1:</b>	<b>Sustainable and gender appropriate access to adequate shelter and basic facilities and services provided for Syrian refugee WGBM in planned and developed camps.</b>	<b>62,295,000</b>
REF 1.1 Improving living conditions in Za'atari and Azraq Camps		25,800,000
REF 1.2 Design development in two villages in Azraq with associated facilities and design assistance to the refugees in Za'atari		280,000
REF 1.3 Provision of emergency shelters to affected Syrian refugees in camps		6,800,000
REF 1.4 Provision of semi-permanent shelters to affected Syrian refugees in camps		9,170,000
REF 1.5 Construction of two more villages in Azraq camp with associated facilities		20,220,000
REF 1.6 Post occupancy evaluation of shelters		25,000
<b>Refugee Specific Objective 2:</b>	<b>Adequate shelter and basic facilities and services provided for vulnerable WGBM from both Jordanians and Syrian refugees, living outside of camps.</b>	<b>21,240,000</b>
REF 2.1 Upgrading of shelters to adequate standards		6,800,000
REF 2.2 Provision of sealing off kits		1,480,000
REF 2.3 Provision of conditional cash-for-rent to vulnerable households		5,320,000
REF 2.4 Completion of unfinished housing units		7,500,000
REF 2.5 Increasing awareness on housing, land and property laws		140,000
<b>9. Social Protection Overall Objective: 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 Syria crisis.</b>		<b>2015 Requirements</b>
		<b>282,384,603</b>
<b>Refugee Specific Objective 1:</b>	<b>Access to territory and international protection is improved and protection space preserved</b>	<b>32,859,291</b>
REF 1.1 Protection space preserved and border support provided		8,700,000
REF 1.2 Continuous registration and profiling of Syrian refugees		19,593,534
REF 1.3 Provision of Civil Status Documentation		100,000
REF 1.4 Resettlement and protection solutions are identified		4,465,757
<b>Refugee Specific Objective 2:</b>	<b>Families and communities are strengthened, engaged and empowered in order to contribute to their own protection solutions, while the most vulnerable WGBM are identified and their needs addressed through appropriate services and interventions.</b>	<b>75,070,298</b>
REF 2.1 Information campaigns and accountability mechanisms implemented		6,584,012
REF 2.2 Support to community participation and self-management		12,976,093
REF 2.3 Provision of material support to persons with specific needs		10,497,043
REF 2.4 Provision of structured psychosocial support services		30,789,652
REF 2.5 Social cohesion projects in governorates hosting refugees are implemented benefiting both refugee and Jordanian host communities		14,223,498
<b>Refugee Specific Objective 3:</b>	<b>Risks and consequences of SGBV experienced by WGBM mitigated.</b>	<b>12,369,607</b>
REF 3.1 Prevention and awareness-raising campaigns on SGBV and harmful practices		5,042,175
REF 3.2 Provision of safe, confidential and survivor-centred multi-sectoral services to survivors of SGBV		5,975,725
REF 3.3 Capacity building of governmental and non-governmental actors on SGBV service provision		1,261,621
REF 3.4 Implementation of PSEA measures by SGBV service providers		90,086
<b>Refugee Specific Objective 4:</b>	<b>Equitable access to quality child protection interventions increased for girls and boys affected by the Syria crisis.</b>	<b>16,483,203</b>



REF 4.1 Capacity building of governmental and non-governmental actors on Child Protection issues and service provision		1,623,315
REF 4.2 Knowledge generation on key child protection issues related to the Syrian crisis		219,200
REF 4.3 Community-based child protection mechanisms and prevention initiatives		2,891,902
REF 4.4 Provision of specialized child protection services		11,748,786
<b>Refugee Specific Objective 5:</b>	<b>Basic household needs of refugee WGBM are met in camp and non-camp settings through the provision of in-kind or monetized voucher assistance.</b>	<b>145,602,204</b>
REF 5.1 Basic needs support to refugees inside the camps		31,898,679
REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians		70,226,311
REF 5.3 Seasonal Support for Vulnerable Refugees		43,477,214
<b>11. WASH Sector Overall Objective: To enhance the capacity of the Government of Jordan, and in particular the Host communities, to meet the increase in demand in water and sanitation services.</b>		<b>2015 Requirements</b>
		<b>87,390,000</b>
<b>Refugee Specific Objective 1:</b>	<b>Culturally and gender appropriate, safe and equitable access to water for drinking, cooking, and personal and domestic hygiene ensured.</b>	<b>32,740,000</b>
REF 1.1 Water Supply in Camps		16,100,000
REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community		1,640,000
REF 1.3 Emergency Water Supply system improvement for Syrians and Jordanians		10,000,000
REF 1.4 Water Supply improvement in schools and public health facilities		5,000,000
<b>Refugee Specific Objective 2:</b>	<b>Access to sustainable, culturally and gender appropriate sanitation services ensured.</b>	<b>47,000,000</b>
REF 2.1 Safe wastewater management in camps		32,700,000
REF 2.2 Improve sanitation in household for most vulnerable		2,100,000
REF 2.3 Emergency sewerage system improvement for Syrians and Jordanians		10,000,000
REF 2.4 Improve sanitation in public schools, health facility and child friendly spaces in host community		2,200,000
<b>Refugee Specific Objective 3:</b>	<b>Target populations' awareness of key public health risks improved and good hygiene practices and measures adopted.</b>	<b>7,650,000</b>
REF 3.1 Increase hygiene and water conservation awareness in camps		2,500,000
REF 3.2 Improve hygiene practices and water conservation in host community		5,150,000

## 2.4 Refugee Responses by Sector

### 2.4.1 Education

#### *Situation Analysis*

By the end of the 2013/2014 school year, there were more than 220,000<sup>22</sup> school-aged Syrian refugee boys and girls in Jordan, of which 120,555<sup>23</sup> were enrolled in public schools, in both camps and host communities. Yet, nearly 70,000 children are outside of any type of schooling<sup>24</sup>. For those children and youth no longer eligible for official education it is imperative to upgrade informal education as an alternative pathway to official education, including non-formal education.

The public education system is over-stretched. Double-shifting and overcrowded schools are affecting quality and derailing on-going reforms. Deterrents for adolescent boys attending school include pressures to earn money to support their family, while for boys distressed by the conflict and displacement, school environments are not always conducive to learning. Deterrents for adolescent girls include pressures to undertake domestic duties (either in their family residence or in marriage) or to earn money to support their family. Psychosocial support is still needed to promote a safe and healthy learning environment. Chil-

dren with disabilities have also experienced obstacles in accessing education services due to physical and cultural barriers along with the lack of specialized staff to support them. There has been an increased flow of Syrian students into Jordanian universities, as well as a need to accommodate Jordanian students who were studying in Syria and have returned to Jordan to complete their university studies.

### 2014 Interventions

- By the end of the 2013/2014 school year, over 120,000 refugee children were enrolled in school throughout the country, including some 100,000 in host communities and 20,000 in camps<sup>25</sup>.
- To date, nearly 35,000 refugee children have received non-formal, informal education, and basic life skills interventions in host communities and across the three refugee camps (Za'atari Camp, EJC and Azraq Camp)<sup>26</sup>. In addition, nearly 3,000 camp youth have benefitted from post-basic and higher education opportunities.
- To address the needs of increasing numbers of Syrian refugee children, MOE introduced double-shift schedules in 98 public schools across Jordan, together with the provision of pre-fabricated classrooms, school furniture and equipment.
- Additionally, over 1,000 MOE teachers and other educational personnel received training on psychosocial support, child-friendly teaching techniques and coaching.
- Some 130,000 Syrian refugee children and vulnerable Jordanians have received schools supplies (school kits and stationery for double-shifted schools) at the beginning of the 2014/2015 school year.
- School feeding was provided to refugee children in camp schools. School-aged children received fortified date bars per school day in order to encourage enrolment and attendance, as well as to improve students' concentration and productivity in class.

### 2015 Needs

- Expanding coverage and provision of alternative education opportunities that lead back to formal education for children, adolescents and youth who remain out of school.
- Strengthen efforts to eliminate significant obstacles to the inclusion of children with disabilities into mainstream education, namely through improved school infrastructure, the provision of special education services, and greater support to equip teachers and caregivers with assistance and knowledge of how to teach children with differing disabilities.
- Increase opportunities to access secondary and higher education for adolescent and youth.
- 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 and child marriage, and lack of financial resources.
- Provide technical support to ensure teachers have adequate skills and expertise to address the psychosocial needs of children, adolescents and youth, and to deliver quality education in a challenging context.
- Support initiatives that aim to improve social cohesion between Jordanians and Syrians, including the relationships between parents, students, teachers, schools and various education providers through enhanced community involvement.
- Support MOE needs for additional teachers and textbooks.

22. School-aged children (girls and boys) estimated to be 36 per cent of the total registered refugee population in Jordan.

23. Ministry of Education, Enrolment Data School year 2013/2014, June 2014.

24. In 2014, education actors have provided alternative and non-certified forms of education to out of school children (see RRP6 Education sector Dashboard 2014). However, the ESWG Joint Education Needs Assessment (Zaatari August 2014) has shown that between 70-90 per cent of children who remain out of school are eligible for formal education. The remaining 10-30 per cent require urgent access to alternative education opportunities.

25. This is an increase as compared to the previous year as measured by the Joint Education Needs Assessment in 2013 and 2014, and based on Ministry of Education's records of enrolment of Syrian children in Jordanian host communities.

26. UNHCR RRP6 Education Sector Dashboard, January-September 2014.

### **Response Plan**

The right to education is an inalienable right that is afforded to all individuals without exception. Those that have been displaced and those that generously host them require support to ensure that this right to education extends beyond access to education services to their quality and relevance. Recognition that education is important and will contribute to improvement in an individual's life and their community engenders hope for those that have been displaced. Quality education protects against exploitation and ensures that an individual's future potential is not denied due to uncontrollable circumstances. The focus on quality also recognizes the burden placed on the children and youth that share their communities and classrooms, and protects the education reform efforts underway in Jordan to secure their future through the cultivation of a knowledge economy.

### **Sector Overall Objective:**

**To ensure sustained quality educational services for all, particularly the most vulnerable.**

**Specific Objective 1:** Quality and protectiveness of learning environments enhanced for all vulnerable boys and girls (children, adolescents and youth).

**Specific Objective 2:** Access to education sustained for all vulnerable boys and girls (children, adolescents and youth) affected by the Syria crisis.

## EDUCATION

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure sustained quality educational services for all, particularly the most vulnerable

**Refugee Sector Specific Objective 1:** Quality and protectiveness of learning environments enhanced for all vulnerable boys and girls (children, adolescents and youth)

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1: Early childhood development in vulnerable communities	Refugee Camps and Host Communities throughout the country	Children	3,750			1,875	1,875	1) Number of boys and girls accessing pre-primary education services. Baseline: 0	1) 3,759	Jan-Dec 2015	2,118,750
REF 1.2: Teachers Training Program	Refugee Camps and Host Communities throughout the country	Teachers in camps and host communities; public school students; Non-Formal Education Facilitators	91,000			46,000	45,000	1) # of education services providers trained. Baseline: 0	1) 3,500	Jan-Dec 2015	595,000
REF 1.3: Alternative Certified Education Pathways Project	Refugee Camps and Host Communities throughout the country	Out-of-school children and youth	64,000			32,000	32,000	1) # of out-of-school boys and girls benefitting from certified alternative education services. Baseline: 0 2) # of out-of-school boys and girls benefitting from non-certified alternative education services. Baseline: 0	1) 4,000 2) 60,000	Jan-Dec 2015	19,696,000
REF 1.4: Violence-Free Schools Program	Refugee Camps and Host Communities throughout the country	Children and youth	80,000			40,000	40,000	1) # of schools with operational plans to prevent and reduce violence in schools. Baseline: 0 # of schools (PTAs including parents and communities) engaged in mechanisms to prevent and reduce violence in schools. Baseline: 0 3) # of successful interventions addressing the learning environment that are scaled up. Baseline: 0 4) # of boys and girls benefitting from activities that promote social cohesion. Baseline: 0	1) 40 2) 40 3) 40 4) 65,000	Jan-Dec 2015	571,000

Total Refugee Sector Specific Objective 1										22,980,750	
Refugee Sector Specific Objective 2: Access to education sustained for all vulnerable boys and girls (children, adolescents and youth) affected by the Syria crisis											
Indicators:											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 2.1: Equal Access to education opportunities	Refugee Camps and Host Communities throughout the country	School aged refugee children	160,000			1,875	1,875	1) # of boys and girls in remedial courses. Baseline: 0	1) 25,000	Jan-Dec 2015	19,000,000
								2) # of boys and girls receiving essential education supplies, textbooks and tuition. Baseline: 0	2) 160,000		
								3) # of boys and girls benefitting from activities that support psycho-social development and resilience. Baseline: 0	3) 25,000		
								4) # of boys and girls with specific needs accessing educational and psycho-social services. Baseline: 0	4) 200,000		
REF 2.2: Access to higher education	Refugee Camps and Host Communities throughout the country	Youth	4,000			46,000	45,000	1) # of youth benefitting from Higher Education opportunities (scholarships, short-term diploma, online learning etc). Baseline: 0	1) 1,500	Jan-Dec 2015	37,250,000
								2) # of post-secondary students benefitting from preparatory courses. Baseline: 0	2) 2,500		
								3) # of Jordanian students benefitting from Higher Education opportunities. Baseline: 0	3) 4000		
<b>Total Refugee Sector Specific Objective 2</b>										<b>56,250,000</b>	
<b>Refugee Education Sector Total</b>										<b>79,230,750</b>	

## 2.4.2 Health

### *Situation Analysis*

Due to the high influx of Syrian refugees, Jordan's public health system is critically overstretched, posing risks to the population's health status and to social stability. For instance, communicable diseases remain a public health concern with the resurgence of some diseases previously controlled in Jordan, such as measles and the threat of polio.

There are also significant gaps in convalescent care, home nursing, and functional and community-based rehabilitation. Despite the reported improvement of neonatal mortality in Za'atari Camp<sup>27</sup>, with rates comparable with those in Jordan, complete antenatal care coverage<sup>28</sup> and tetanus toxoid coverage both remain suboptimal in Za'atari Camp. There is a need to maintain the provision of obstetric services in Za'atari and Azraq camps in order to reduce the pressure on MOH facilities. The proportion of deliveries for girls under the age of 18 was 9.8 per cent in the first half of 2014 - a significant increase compared to 5 per cent in 2013<sup>29</sup>.

Eight per cent of refugees in Jordan have a significant injury<sup>30</sup>, mainly conflict-related. Anaemia in children under five, and women and girls of reproductive age in Za'atari Camp was high at 48.7 per cent and 44.7 per cent respectively<sup>31</sup>, while lower but still concerning levels were found in host communities. Anaemia may also signal other micronutrient deficiencies. Furthermore, mental health and psychosocial problems remain a significant need. Coverage of Syrian community involvement in the promotion of health services is insufficient in out-of-camp settings. Amman has one community health volunteer per 3,600 refugees (target >1 per 1000).

### *2014 Interventions*

Despite the difficulties, MOH has maintained its policy of free access to primary and secondary care in their facilities for registered Syrians living outside of camps until 20 November 2014. MOH has been supported through the provision of in-kind support of cold chain equipment, vaccines<sup>32</sup>, pharmaceutical supplies and equipment including ambulances, ultrasounds, reproductive health kits, and autoclaves. Service providers also received training on emergency obstetrics and reproductive health protocols. MOH also received support to produce a weekly epidemiological bulletin. Twenty hospitals, 44 health care centres, one public health lab and a central blood bank were also supported with medical equipment, devices and reagents. The targeted areas were emergency care, critical care, neonatal care, laboratories, blood banks and burns care. Royal Medical Services treated 22,153 new arrival patients at the border in 2014, while 2,119 were referred.

Thanks to these interventions, mortality has decreased and stabilized at acceptable rates. Acute malnutrition has been maintained at low levels with screening in place at the Raba Sarhan transit site for new arrivals. In Azraq Camp, primary, reproductive, nutrition and mental healthcare services have been established, including a 24-hour clinic in Village Six. Delivery services in Za'atari Camp have improved, with 100 per cent of deliveries in the first half of 2014 attended by a skilled health worker – compared to 92 per cent in 2013. A health information system was established in selected clinics in urban settings, and expanded data on refugee access and uptake of services, especially in out of camp refugees is now available due to both quantitative surveys and qualitative assessments. Out of 156 cases of tuberculosis, 100 have successfully completed treatment. There has also been expanded geographical access to mental health services, with wider distribution in the governorates compared to previous years where MHPSS services were mostly concentrated in Amman.

27. 41 per cent of under five deaths in Za'atari occur in the neonatal period.

28. Complete antenatal care coverage is at least four visits.

29. UNHCR, Health Information system Za'atari Camp 2013 and January to June 2014

30. Handicap International/HelpAge International, Hidden Victims of the Syria crisis: Disabled, Injured and Older Refugees, 2014.

31. UNHCR/UNICEF/WFP/WHO/UNFPA/Medair, Nutrition Survey Preliminary Findings, April 2014.

32. Between January and August 2014, some 166,284 measles vaccines have been given to Syrian children aged 6 months to less than 15 years and 9,596,993 polio vaccines have been given to Syrian, Jordanian and other children less than five years of age (UNICEF figures).

The public health and other service providers provided the following support between January and September 2014:

- 178,325 primary health care consultations (in camps 97,365; out of camps 80,960)
- 27,853 antenatal consultations (22,927 amongst girls; 24,926 amongst women)
- 7,490 mental health consultations (2,962 women; 1,130 girls; 1,202 boys; 2,196 men)
- 362 community health volunteers (173 female; 189 male) trained in psychological first aid
- 2,193 health workers (1,315 female; 878 male) trained in various health aspects
- 1,252 community health volunteers (712 female; 540 male) trained and supported

### 2015 Needs

The overall aims of the 2015 response for refugees are to maintain low mortality rates and address the main causes of morbidity; especially NCDs, injuries and disabilities, and communicable disease; and ensure access to essential services including primary health care, comprehensive reproductive health services and basic and comprehensive emergency obstetric services, mental healthcare, and critical secondary and tertiary care. Efforts will be made to minimize the impact on host communities in order to promote peaceful coexistence and protect development gains by supporting MOH to continue to meet the needs of WGBM amongst host populations in high impact areas as well as refugees. Measures to strengthen women and men refugee participation and engagement in provision of information and selected health activities will be continued. In addition, there is a need to regularly monitor refugee health status, coverage and access especially for the most vulnerable, disaggregated by gender and age.

### Response Plan

The health sector response strategy addresses the refugee cycle from arrival to durable solutions, consisting of:

1. Respond to immediate health needs of new arrivals, including those with injuries, disabilities, NCDs, pregnant women, children and others with specific needs.
2. Continue the provision and facilitation of access to comprehensive primary and essential secondary and tertiary health services, including maternal and neonatal health, both in and out of camps, in addition to strengthening the community health approach.

For refugees in non-camp settings, the national system in areas most affected by the crisis will be supported through the provision of essential medicines, immunization service supplies, equipment and critical infrastructural improvements. Specific capacity gaps identified will be addressed through joint initiatives such as clinical management of SGBV, integration of mental health into primary health care, multidisciplinary management of NCDs, and specialized trauma surgery.

There is also a need to maintain support to a network of clinics and other services to meet the needs of those Syrian refugees unable to access MOH facilities for primary and secondary care, particularly in light of the new directive under which Syrian refugees will be treated as Jordanians. A number of key areas need to be strengthened including: post-operative/convalescent care and rehabilitation for war-wounded persons, services for children with sensory impairments and intellectual disabilities, and infant and young child feeding. Essential secondary and tertiary care not covered by MOH needs a continued high level of funding to ensure access. Critical gaps outside the camps, including in mental health and SGBV, which cannot currently be addressed by the national health system, will be met through supporting NGO clinics and referrals.

The response strategy in Za'atari and Azraq camps will be to ensure effective coordination to address gaps, including logistical and human resources support to MOH, continued monitoring of refugee health status, coverage and access disaggregated by gender and age, provision of essential primary and secondary services, and promoting linkages with national health systems.

In relation to SGBV, the critical role of healthcare providers will be strengthened through training and improved monitoring in coordination with the FPD, the Social Protection and Health Task Forces and other relevant national and international stakeholders.

In both camp and non-camp populations two additional approaches will be strengthened. Firstly, the strategy to strengthen refugee participation and engagement in provision of informational and selected health interventions by training and supporting male and female community health volunteers will be further developed and expanded. Secondly, vulnerability identification will be improved with the aim of better targeting and reaching those most vulnerable with essential services, assistance, and monitoring of assistance against needs.

A polio prevention and response strategy has been developed. This includes national and sub-national immunization campaigns, strengthening active and passive surveillance, expanding cold chain capacity and enhancing social mobilization for immunization. Furthermore efforts will be undertaken to strengthen the coverage of all routine immunizations for refugee boys and girls and women of reproductive age.

### ***Sector Overall Objective:***

***To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services.***

The sector overall objective recognises the critical role played by the national system in the Syria crisis response and the need to strengthen refugee assistance programs within the national public health service.

**Specific Objective 1:** Equitable access, uptake and quality of primary healthcare for Syrian WGBM as well as vulnerable Jordanian populations in highly impacted areas.

This includes communicable and non-communicable diseases (NCD), mental health, reproductive health, nutrition and rehabilitation services provided to refugees in camps and outside of camps in NGO supported services.

**Specific Objective 2:** Equitable access, uptake and quality of secondary and tertiary healthcare for Syrian WGBM and vulnerable Jordanian populations in highly impacted areas.

This includes services provided in hospitals at secondary and tertiary level including obstetric, general and surgical specialties, medical specialties and mental health admissions, the majority of which take place in MOH facilities, but which are supported through the refugee referral system.

**Specific Objective 3:** Comprehensive healthcare for Syrian WGBM and Jordanian populations in highly impacted areas.



**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services

**Refugee Sector Specific Objective 1:** Equitable access, uptake and quality of primary healthcare for Syrian WGBM as well as vulnerable Jordanian populations in highly impacted areas.

**Indicators:** % Coverage of full immunization in Syrian and Jordanian boys and girls at 23 months of age Target = 95%

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF1.1 Primary health-care for refugee WGBM in camps and out of camps and vulnerable Jordanians	Country-wide but a focus on north-eastern and central governorates and highly impacted by the Syria crisis.	Syrian refugees and Jordanians	459,972	41,164	51,260	184,914	182,634	# of boys and girls vaccinated	459,972	2015	24,861,596
								# of healthcare staff (including MOH) trained to provide NCD management	884		
								# of antenatal care visits provided for women and girls	48,433		
								# of SGBV survivors (WGBM) who access medical care	2,480		
								# caregivers/ mothers reached with IYCF services	81,600		
# of facilities providing mental health services	52										

**Refugee Sector Specific Objective 2:** Equitable access, uptake and quality of secondary and tertiary healthcare for Syrian WGBM and vulnerable Jordanian populations in highly impacted areas.

**Indicators:** % of deliveries conducted in the presence of a skilled attendant Target = 95%

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF2.1 Secondary and tertiary healthcare for refugee WGBM in camps and out of camps and vulnerable Jordanians	Country-wide	Syrian refugees and Jordanians	35,769	10,625	14,783	4,961	5,400	# of consultations provided to WGBM	26,612	2015	23,297,568
								# of sessions of rehabilitation provided to WGBM	14,400		
								# of new nursing/ convalescent care beds available	25		
								# of deliveries in presence of skilled attendant	10,879		
								# of WGBM referred for secondary and tertiary care	36,229		

**Total Refugee Sector Specific Objective 2**

**23,297,568**

Refugee Sector Specific Objective 3: Comprehensive healthcare for Syrian WGBM and Jordanian populations in highly impacted areas.											
Indicators: # of CHVs per refugee is at least one per 2000 in high impact areas											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF3.1 Community health for refugee WGBM in camps and out of camps and vulnerable Jordanians	Countrywide but a focus on northern and central governorates highly impacted by the Syria crisis.	Syrian refugees and Jordanians in highly impacted areas	264,860	41,384	73,189	76,902	73,385	# active community health volunteers (female/male, Syrian/Jordanian)	594	2015	7,530,282
								# of trainings provided to CHVs (female/male, Syrian/Jordanian)	2,282		
								# of home nursing or rehabilitation services provided to WGBM	0		
								# of CU5, PLW and elderly screened for malnutrition	114,432		
								# of female and male community workers trained in psychological first aid	452		
<b>Total Refugee Sector Specific Objective 3</b>											
<b>7,530,282</b>											
<b>Refugee Health Sector Total</b>											
<b>55,689,446</b>											

## 2.4.3 Justice

### *Situation Analysis*

In both camps and in host communities, there are an increasing number of Syrian refugees, including under 18 years old, coming into conflict with the law. As of November 2014, 22 Syrian boys are accommodated in Juvenile Centres in Jordan and have been provided with legal representation. It is therefore important to increase legal information and counselling to Syrian refugees on issues including Jordanian labour law, family law (marriage, divorce and custody matters), and housing, land and property rights.

The return of Syrian personal identity documents in Za'atari Camp and the regular presence of the Office of the Civil Registrar in Za'atari, Azraq and EJC camps have improved access to birth registration. Gaps exist in terms of documentation of births, marriages, death, and other family-related matters, signalling the need for increased awareness of the importance of documentation, the availability of legal information, counselling and advice for Syrian refugees to inform them of their rights and responsibilities in Jordan, and of the procedures through the Courts to obtain necessary documentation.

### *2014 Interventions*

- The number of WGBM receiving legal information, counselling and/or representation through the Syrian Refugee Response: 22,489 individuals (Women 10,246; Girls 625; Boys 614; Men 11,004)
- Trainings for legal practitioners and members of the judiciary on refugee law and protection of refugees, including for 14 Civil Court judges (13 men; 1 woman) and 26 Shari'a Court judges (26 men).
- Administrative institutions and practice in refugee camps were strengthened, with the establishment of an office of the Shari'a Court in Za'atari Camp and one in Azraq Camp to follow.
- Sharia Courts (through their own budgets) rented additional premises in Mafraq to assist the increasing number of cases.

### *2015 Needs*

- Continued provision of legal information, counselling and/or representation to Syrian refugees, with a particular focus on survivors of SGBV, children without documentation, children in conflict with the law and other vulnerable groups.
- Continued institutional support and capacity building of the Shari'a Court on refugee protection, including in camps.

### *Response Plan*

#### *Sector Overall Objective*

*To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.*

**Specific Objective 1:** Access to justice and legal remedies for Syrian refugees in Jordan improved.

## JUSTICE

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.

**Refugee Sector Specific Objective 1:** Access to justice and legal remedies for Syrian refugees in Jordan improved

**Indicators:** # of WGBM receiving legal information, counselling and/or representation

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1 Strengthen the capacity of the Ministry of Justice and the courts on national and international law on refugee protection	Countrywide	Female and Male judges and judicial institute students	45	25	20			1) # of Female/Male judges trained	1. 45	2015	30,000
REF 1.2 Improve access to legal assistance for Syrian refugees	Countrywide	Refugees and other affected populations	48,634	17,579	19,300	5,620	6,635	1) # WGBM receiving legal information, counseling and/or representation	1. 48,634	2015	2,023,967
REF 1.3 Strengthen the capacity of the Shari'a Courts on issues related to Syrian refugees	Countrywide	Shari'a Court Judges, Legal practitioners (female/male), Refugee community leaders	105	75	30			1) # of Shari'a Court judges participating in workshops	1. 30	2015	227,000
								2) # of legal practitioners and refugee community leaders trained by the Shari'a Court (gender disaggregated)	2. 75		
								3) Shari'a Court operational in Za'atari Camp (yes/no)	3. yes		
								4) Shari'a Court established and operational in Azraq Camp (yes/no)	4. yes		
<b>Total Refugee Sector Specific Objective 1</b>											<b>2,280,967</b>
<b>Refugee Justice Sector Total</b>											<b>2,280,967</b>

## 2.4.4 Livelihoods and Food Security

### *Situation Analysis*

The Syrian refugee population is heavily reliant on food assistance with 74 per cent citing food vouchers as their primary source of income. Uninterrupted food assistance to registered Syrian refugees has been ensured since the start of the crisis in early 2012. Additionally, it is estimated that the cessation of food assistance would mean that some 85 per cent of refugees in Jordan would not have economic access to sufficient food<sup>33</sup>.

While refugee households have a higher level of vulnerability upon arrival, their vulnerability does decrease temporarily once they receive food assistance. However, after a year in Jordan, refugees increasingly adopt coping strategies to meet their basic needs, and thus become more vulnerable to food insecurity. Continued evidence-based food security monitoring is essential to ensure that Syrian WGBM can equally access sufficient and nutritious food.

While the flexibility of the voucher programmes enables families to purchase a full diversified food basket, poor dietary diversity among girls and boys aged 6 to 23 months has been reported with 75 per cent not meeting the minimum standard<sup>34</sup>, while anaemia remains endemic in the region. The 2014 Inter-Agency Nutrition Survey found the prevalence of anaemia among girls and boys aged 6 to 59 months in Za'atari Camp is 48.4 per cent, significantly higher than the regional average and thus considered a severe public health concern according to WHO classifications. Raising awareness of good nutritional practices would mitigate this, however it is likely that the situation would deteriorate with a reduction in assistance.

### *2014 Interventions*

- At the beginning of 2014, assistance in the camps was provided through a mix of dry rations and food vouchers, with the camp population transitioning fully to vouchers by March 2014. In host communities, food assistance to refugees provided through paper vouchers and e-vouchers reached an average of 98 per cent of the registered Syrian refugee population every month until the targeting was implemented from September/October.
- Supplementary food aid has been provided through vouchers as well as distributions of food parcels along with vouchers.
- School feeding through the provision of a nutritious date bar has been implemented in the camps to support the camp school initiative by encouraging enrolment and attendance as well as to overcome short term hunger which in turn improves students' concentration and productivity in class.

### *2015 Needs*

- Refugees remain heavily reliant on food assistance. There is a need to continue to build on existing retail and agricultural market structures and channel humanitarian assistance through technologically advanced voucher/cash modalities to the extent possible.
- While noting that 85 per cent of all registered refugees would struggle to meet their food needs without monthly food assistance, agencies will work to improve targeting those most at risk of food insecurity. This will be done by taking into consideration the different needs of WGBM across all age groups. Coordination remains a priority in order to ensure the effectiveness of this process and guarantee evidence based programming.

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33. WFP, Comprehensive Food Security Monitoring Exercise, 2014.

34. WFP, Comprehensive Food Security Monitoring Exercise, 2014.

- With the prevalence of micronutrient deficiencies and poor dietary diversity particularly in girls and boys, the sector will promote nutritional support to the most vulnerable through increased awareness of good nutritional practices, including provision of complementary feeding, training, communication and sensitisation targeting WGBM. Within the camps, feeding programmes will continue to be needed in formal and informal schools.

## *Response Plan*

### *Sector Overall Objective*

***To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks.***

There is a clear need for the continuation of food assistance due to the heavy reliance of the refugee community on food assistance, combined with the high likelihood of increased food insecurity if this safety net were removed. Existing retail and agricultural market structures will be used and humanitarian assistance will be channelled through technologically advanced voucher/cash modalities to the extent possible, thereby supporting the Jordanian market economy. The response will be coordinated through evidence based programming and gender-sensitive interventions.

Food assistance will be provided to Syrian refugees living in host communities and camp settings through welcome meals, electronic vouchers, value-based vouchers and cash assistance. Food parcels are provided by sector members as an additional safety net for the most vulnerable refugee population. Also a mid-session snack to students attending camp schools will be provided to increase attendance while addressing short-term hunger.

The sector will also promote nutritional support to the most vulnerable through raised awareness of good nutritional practices, including training, communication and sensitisation targeting WGBM.

**Specific Objective 1:** Poor and vulnerable Syrian WGBM refugee and Jordanian host community households' access to quality basic food improved.

**Specific Objective 2:** Consumption of safe, nutritious and diversified food promoted among WGBM Syrian refugee populations and Jordanian vulnerable host community.

**Specific Objective 3:** Coordination and evidence based food security and livelihoods programming enhanced.

## LIVELIHOODS AND FOOD SECURITY

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks

**Refugee Sector Specific Objective 1:** Poor and vulnerable Syrian WGBM refugee and Jordanian host community households' access to quality basic food improved

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1 Food assistance to vulnerable Syrian populations in Jordan affected by conflict in Syria	Countrywide	Syrian refugees	680,550	182,050	175,934	165,786	156,780	1. # of newly arriving Syrian refugees receiving welcome meals and/or welcome vouchers; % of Syrian refugee households with acceptable food consumption 2. # of Syrian refugee girls and boys receiving food snacks in camp schools	1. 6,000 newly arriving refugees per month 2. 90,300 refugees in camps and 511,700 refugees in the communities.	1 year	227,983,527

**Total Refugee Sector Specific Objective 1**

**227,983,527**

**Refugee Sector Specific Objective 2:** Consumption of safe, nutritious, and diversified food promoted among WGBM Syrian refugee populations and vulnerable Jordanian host communities

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 2.1 Nutritional support and education	Countrywide	Syrian refugees and Jordanians	30,842	21,371	4,215	2,614	2,642	1. # of Syrian refugee and vulnerable Jordanians trained on nutritional practices	30,842	1 year	2,057,237

**Total Refugee Sector Specific Objective 2**

**2,057,237**

Refugee Sector Specific Objective 3: Coordination and evidence-based food security and livelihoods programming enhanced											
Indicators:											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 3.1 Assessments and coordination	Countrywide	Syrian refugees	49,513	10,932	12,613	13,355	12,613	1. # of food security and livelihoods coordination meetings conducted 2. # of inter-agency food security assessments conducted 3. # of food security and livelihood projects justified through needs basis using analysed data	1. 12 meetings (based on a plan for one meeting per month) 2. 27 assessments 3.1 project	1 year	385,900
<b>Total Refugee Sector Specific Objective 3</b>										<b>385,900</b>	
<b>Refugee Livelihoods and Food Security Sector Total</b>										<b>230,426,664</b>	



## 2.4.5 Shelter

### *Situation Analysis*

The Syria crisis has exacerbated the existing shortage of affordable housing in Jordan, while also raising rental prices, increasing social tension and straining urban infrastructure. Syrian refugees mainly rely on diminishing savings, borrowed money and cash assistance to meet their basic needs. A recent assessment reported a 25 per cent increase in rental prices between 2012 and 2013 in key influx areas with average rental prices reported at US\$192 per month<sup>35</sup>. Eighty-nine per cent of participating Syrian refugee households were recorded to be in debt, and the amount of debt has increased significantly compared to baseline surveys in 2012. This affects the most vulnerable such as female-headed households, and those with disabilities and/or elderly.

Poor households are increasingly resorting to negative coping mechanisms such as child labour and early marriage to contribute to the household economy. Another recent assessment reported that working children are earning as little as between US\$4 US\$7 per day<sup>36</sup>. Within these populations, it has been a challenge to ensure that targeting has been sensitive to the specific needs of WGBM.

With the exacerbated shortage of adequate housing units and the increase of rents, many households choose to live in substandard dwellings, illegal dwellings, informal tented settlements, and squats without proper tenure documentation. Unsafe, illegal and informal settlements carry with them serious protection risks, including those related to SGBV.

In all camps refugee families are provided with individual shelters, including emergency tents and prefabricated containers.

### *2014 Interventions*

The shelter sector has made significant progress in both camp and urban/rural settings. There are five activities being implemented in urban/rural settings and five activities in camp settings. The progress as of end of August is as follows:

#### *Camp settings:*

- Infrastructure development and maintenance: 543,921 sqm of roads, drainage works, and basic service and governance sites prepared in Azraq and Za'atari camps.
- Site planning and development: 807,775 sqm of camp space developed in Azraq and Za'atari camps.
- Prefab caravans: 5,574 prefab caravans provided in Za'atari Camp.
- Emergency shelter (tents): 13,230 tents provided in Za'atari Camp.
- Transitional shelters: 7,201T-Shelters constructed in Azraq Camp (as of September 16, 2014).

#### *Urban/rural settings:*

- Housing upgrading: 1,278 housing units have been upgraded in Irbid, Jerash, Mafraq, Zarqa, Ajloun, Balqa, and Amman. The vast majority of interventions have been in Irbid, with over 600 housing units upgraded, followed by approximately 200 in Mafraq and 150 in Zarqa.
- Completing unfinished buildings to increase the affordability of housing stock available on the local market: 2,520 housing units have been completed in Irbid.

35. UNHCR Jordan, Home Visit Reports, 2012-2013.

36. ILO, Child Labour in the Urban Informal Sector in three governorates of Jordan (Amman, Mafraq and Irbid), 2014.

- Home adaptation kits to mitigate harsh weather conditions: 7,830 kits have been distributed in Amman, Zarqa, Balqa, Jerash, Mafraq, Tafileh, and Karak, with the majority of beneficiaries in Amman and Zarqa.
- Conditional Cash-for-rent: approximately 3,375 households have been assisted in Balqa, Amman, Irbid, Karak, Madaba, Mafraq, and Zarqa.
- Increased awareness regarding tenure rights: 7,557 individuals have been made aware of their rights in Irbid, Balqa, Amman, Karak, Madaba, Mafraq, Zarqa.

### **2015 Needs**

Improving and maintaining living conditions in both Za'atari and Azraq camps is a priority. There is a need to upgrade overcrowded camp settlement sections, and build additional infrastructure, including access roads, feeder roads service roads, drainage structures, graveling, fencing, security lighting, as well as routine maintenance of planned infrastructure and basic service facilities. Furthermore, upgrades and improvements of shelter units, coupled with weather proofing, are required for the summer and winter seasons. In addition to upgrading of the existing infrastructure and shelters, there is also a need to develop an extension of two additional villages in Azraq Camp.

Syrians refugees outside of formal camps have reported securing shelter as their single most pressing need. The lack of adequate housing has forced the majority of Syrian refugees to live in sub-standard accommodation, which is often characterised by earth floors, missing internal doors, broken windows, poor ventilation, mould and outdoor bathrooms. There is a need to continue upgrading substandard housing and to increase the number of affordable housing units in the market for the longer term. This raises many protection concerns and increases the risk of domestic violence. Secure tenure and rental contracts need to be ensured to protect the rights of Syrian refugees. Needs for accurate information about tenancy rights are also critical.

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

### **Response Plan**

#### **Camp Settings:**

There will be a continued need to invest in additional camp extension works, including investments in land development, infrastructure works, construction of new basic service facilities, as well as investments for additional shelter units. More specifically:

- Development of camp extension (two additional villages in Azraq Camp) with new camp space for construction of shelter and infrastructure services and design assistance to families in Zaatari Camp.
- Construction of T-Shelters for up to 70,000 persons in Azraq Camp.
- Upgrading and maintenance of existing camp roads, drainage systems, water supply systems, wastewater systems, electricity, and community facilities.
- Payment of utility costs for basic services, administrative centres, street lighting, and for utility services consumed by most vulnerable households.
- Provision of emergency shelters.
- Procurement, delivery and installation of prefabricated container units.
- Winterization of shelters in Za'atari and Azraq camps.
- Improving living conditions in both Za'atari and Azraq camps.

### *Urban/rural settings:*

- Upgrading of housing in poor condition and completing unfinished buildings. Not only does this provide adequate, secure shelter for Syrian refugees, but also benefits the Jordanian landlords.
- Provision of conditional cash for rent: inability to pay rent continues to be one of the major issues, which ties into risk of eviction, protection concerns, negative coping mechanisms, and SGBV concerns.
- Distribution of home adaptation kits and developing a winterization strategy for shelters that are not insulated or protected against damp and cold.
- Housing, Land, and Property Rights (HLP): dissemination of relevant information messaging.
- Encouraging resilience and innovation by integrating energy saving (e.g. solar panels, insulation, etc.) and water saving (e.g. tap fillings etc.) components into the shelter response.
- Better gap analysis and referral mechanisms should be put in place to ensure that the needs of more vulnerable households are met.
- Vulnerability needs assessments will be conducted to assess the needs WGBM using common criteria. Men and women will also be surveyed to understand further their respective uses of the shelter and the degree to which the shelter/modifications address their needs.

### *Sector Overall Objective:*

***To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.***

**Specific Objective 1:** Sustainable and gender appropriate access to adequate shelter and basic facilities and services provided for Syrian refugee WGBM in planned and developed camps.

The location of Azraq Camp, in a remote area far from urban settings, necessitates improvements to the living conditions for refugees. The demand on shelter is beyond the capacity of the local market. It is therefore imperative to increase the capacity of Azraq Camp through the construction of more villages together with associated services (construction of roads, drainage, community facilities, and other communal services). Furthermore, it is necessary to improve existing T-Shelters to ensure privacy and protection to families by providing every household with an attached private latrine and light movable partitions.

In Za'atari Camp, continued assistance includes the replacement of emergency shelters (tents) by semi-permanent shelters (prefabricated caravans), coupled with assisting families to properly design the space they are living in and improving the facilities and services through the construction of roads, maintenance of existing roads and drainage systems, and improving the electricity system.

**Specific Objective 2:** Adequate shelter and basic facilities and services provided for vulnerable WGBM from both Jordanians and Syrian refugees living outside camps.

In urban areas, the shelter sector aims to ensure vulnerable families are able to access adequate shelter. This will be achieved through the implementation of five complementary projects which together will improve the access to and overall adequacy of affordable housing. Shelter actors will address the shortage of affordable housing through assistance designed to bring unfinished housing units onto the market, while sub-standard shelters will be renovated to improve living standards. Where appropriate, sealing-off kits will be provided to families to enable them to undertake basic works to insulate their shelters. Extremely vulnerable households will be provided with cash-for-rent to mitigate against negative coping mechanisms, including falling severely into debt. Actors will ensure that beneficiaries are provided with information related to housing, land and property ensuring security of tenure and careful monitoring of forced evictions.

## SHELTER

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter

**Refugee Sector Specific Objective 1:** Sustainable and gender appropriate access to adequate shelter and basic facilities and services provided for Syrian refugee WGBM in planned and developed camps

**Indicators:** # of affected Syrian WGBM provided with adequate shelters in camps.

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1 Improving living conditions in Za'atari and Azraq Camps	Azraq and Za'atari Camps	Syrian refugees	90,529	18,873	21,845	24,335	25,476	% of existing shelters and associated facilities upgraded	70% of the targeted shelters upgraded	2 years	25,800,000
REF 1.2 Design development in two villages in Azraq with associated facilities and design assistance to the refugees in Za'atari	Azraq and Za'atari Camps	Syrian refugees	79,274	15,994	18,294	23210	21,776	% of refugees participating in the design development of two sites	100%	1 years	280,000
REF 1.3 Provision of emergency shelters to affected Syrian refugees in camps	Za'atari Camp	Syrian refugees	35,930	6,736	7,592	10,118	11,484	% of refugees provided with emergency shelters Baseline: 9000	100%	1 years	6,800,000
REF 1.4 Provision of semi-permanent shelters to affected Syrian refugees in camps	Za'atari Camp	Syrian refugees	9,990	1,861	2,099	2,834	3,196	% of refugees provided by semi-permanent shelters; Baseline: 2000	100%	1 years	9,170,000
REF 1.5 Construction of two more villages in Azraq camp with associated facilities	Azraq Camp	Syrian refugees	22,657	4,221	4,760	6,428	7,248	% of refugees provided by T-shelters; Baseline: 4500	80% of the targeted shelters constructed	2 years	20,220,000
REF 1.6 Post occupancy evaluation of shelters	Za'atari and Azraq Camps	Syrian refugees	6,000	1,116	1,260	1,704	1,920	Rate of satisfaction of refugees with the safety and adequacy of shelters	100%	1 years	25,000
<b>Total Refugee Sector Specific Objective 1</b>											<b>62,295,000</b>

Refugee Sector Specific Objective 2: Adequate shelter and basic facilities and services provided for vulnerable WGBM from both Jordanians and Syrian refugees, living outside of camps											
Indicators: # of vulnerable women, girls, boys, and men have access to adequate shelter in urban/rural settings.											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 2.1 Upgrading of shelters to adequate standards	Countrywide	Syrian refugees and Jordanians	33,028	7,653	8,835	8,494	8,046	% of shelters headed by women, girls, boys or men upgraded to adequate standards	100%	1 year	6,800,000
REF 2.2 Provision of sealing off kits	Countrywide	Syrian refugees and Jordanians	17,245	4,146	3,662	4,881	4,556	% of sealing off kits distributed to mitigate harsh weather conditions	100%	1 year	1,480,000
REF 2.3 Provision of conditional cash-for-rent to vulnerable households	Countrywide	Syrian refugees and Jordanians	18,515	4,218	6,211	4,040	4,046	% of vulnerable households headed by women, girls, boys or men received conditional cash for rent assistance	100%	1 year	5,320,000
REF 2.4 Completion of unfinished housing units	Countrywide	Syrian refugees and Jordanians	15,504	3,876	3,876	3,876	3,876	% of housing units completed in unfinished buildings	100%	1 year	7,500,000
REF 2.5 Increasing awareness on housing, land and property laws	Countrywide	Syrian refugees and Jordanians	50,280	17,726	23,787	4,417	4,350	% of women, girls, boys or men receiving information messaging on housing, land and property	100%	1 year	140,000
<b>Total Refugee Sector Specific Objective 2</b>											
<b>21,240,000</b>											
<b>Refugee Shelter Sector Total</b>											
<b>83,535,000</b>											

## 2.4.6 Social Protection

### *Situation Analysis*

Continued investment in reception and transit centres and related protection services will remain a priority in 2015. Recent assessments indicate that up to 30 per cent of Syrian refugees in Jordan have specific physical or intellectual needs, with one in five refugees affected by physical, sensory or intellectual impairment, and one in seven refugees affected by chronic illnesses that could potentially lead to disabilities<sup>37</sup>.

While the number of Syrian refugees without valid MOI service cards is unknown, increased clarity and information dissemination on bail-out procedures, registration procedures, and criteria for accessing services, particularly in urban areas, will serve to increase refugees' access to services, and reduce associated stress and family separation.

Many families living in non-camp settings report increased debt and dependency on humanitarian assistance or reliance upon negative coping strategies such as limiting food consumption, restricting children's access to education, marrying their children (primarily though not exclusively girls)<sup>38</sup> or sending them to work (mostly boys, and increasingly girls). The protracted nature of the displacement is having an impact upon identity and social and gender roles, with some refugees reporting the weakening of family bonds and challenges related to role reversal within families.<sup>39</sup>

According to data collected,<sup>40</sup> 88 per cent of SGBV survivors seeking assistance were female, 12 per cent male, 70.5 per cent adults, and 29.5 per cent children. Domestic violence is the most commonly reported form of SGBV both inside and outside the camps. In 2013 and the first quarter of 2014, the prevalence of early marriage among Syrian girls also showed a sharp increase indicating a growing trend, with marriage by females under the age of 18 as a proportion of all registered marriages by Syrians increasing from 25 per cent in 2013 to 31.7 per cent in 2014.<sup>41</sup>

The number of Syrian UASCs has increased further in 2014, and is expected to surpass 4,500 by the end of 2014. This increases the pressure on child protection service providers and state institutions to ensure an appropriate protection response, including case management services. According to recent surveys, the percentage of Syrian refugee children working is double that of Jordanian children, with an increasing number working mainly in the agricultural sector. In urban areas, only 10 per cent of Syrian refugee working children reported that they attend school, with almost 18 per cent of working children under 12 years of age.<sup>42</sup>

### *2014 Interventions*

#### *Basic Needs*

- 184,644 refugees in the camps (Azraq and Za'atari) received NFI items (including kitchen sets, mattresses and blankets) to cover their basic needs. The total includes those passing through the camp before moving to urban areas.
- 154,300 refugees and other affected population in non-camp settings received regular cash assistance.
- 221,230 individuals received in-kind or monetized assistance to cope with the harsh weather conditions.
- 211,990 individuals received one-off payment to cover urgent needs.

37. HelpAge International and Handicap International, *Hidden Victims of the Syria Crisis: Disabled, Injured and Older Refugees*, May 2014.

38. CARE, *Lives Unseen: Urban Syrian Refugees and Jordanian Host Communities Three Years into the Syria crisis*, 2014.

39. Oxfam, *Refugee Perceptions Study: Zaatari Camp and Host Communities in Jordan*, 2014.

40. These data comes only from the reported cases collected through the Gender-Based Violence Information Management System (GBVIMS) covering the period from May to August 2014 and are not representative of the total incidence or prevalence of sexual and gender-based violence (SGBV) in Jordan. This consolidated statistical report is generated exclusively by SGBV service providers who use the GBV Information Management System for data collection in the implementation of SGBV response activities in a limited number of locations across Jordan that target the population affected by the Syria crisis, and with the consent of survivors.

41. UNICEF, *A Study on Early Marriage in Jordan*, 2014.

42. ILO, *Rapid Assessment on Child Labour in the Agricultural Sector in Jordan / Mafraq & Jordan Valley (Ghor): Jordanians and Syrian Working Children*, 2014.

## Protection

- Number of WGBM benefiting from psychosocial support services (level 2 and 3 consultations): 356,308. Women 41,640; Girls 140,843; Boys 143,846; Men 29,979.
- Number of WGBM with specific needs receiving special support: 7,361. Women 3,519; Girls 634; Boys 480; Men 2,728.
- Number of girls and boys benefiting from child protection (CP) case management services: 10,153. Girls 3,433; Boys 6,720
- Number of WGBM survivors benefiting from SGBV case management services: 7,878. Women 5,398; Girls 1,068; Boys 672; Men 740.
- Number of individuals submitted for third country resettlement: 2,985
- Protection actors launched an awareness-raising campaign, “Amani” in March 2014, which seeks to raise awareness on key messages for communities, children and parents on how to better protect children and adults from various forms of gender-based violence, and where to seek support.
- Alternative Care Guidelines and Procedures for UASC were formalized in July 2014 between MOSD and child protection agencies.

## 2015 Needs

### Basic Needs

- Provision of basic needs support to the most vulnerable segments of the refugee population outside of camps.
- Full coverage of basic needs for new arrivals in camps as well as the replenishment of basic-needs items for camp-based refugees.

### Protection

- Continued support to government authorities to provide support and assistance to Syrian refugees arriving at the border (particularly to vulnerable women, boys and girls).
- Registration of Syrian refugees in camps and non-camp settings will continue to be a priority in order to ensure that all stakeholders have accurate data regarding the Syrian population in Jordan and so that Syrian refugees are able to access protection and assistance services.
- Expanding and strengthening of information dissemination programmes, community-based networks and awareness campaigns on fraud and complaints mechanisms, legal entitlements, documentation processes and services available in camp and non-camp settings.
- Expansion and strengthening of quality programmes providing community-based, multi-sectoral and case management services to survivors of SGBV and children at risk adapted to their age, gender and diversity, including survivors with disabilities.
- Despite the increased outreach of Mental Health and Psychosocial Support (MHPSS) services in 2014, agencies’ planning and programming needs to be further strengthened to be able to focus on both trauma and on supporting natural coping strategies and family/community resiliency.
- Increase support to national protection services such as FPD, JPD and MOSD social workers, while also increasing linkages between government and other violence tracking and referral systems.
- Working together with other sectors to increase support to community-based initiatives that promote positive coping mechanisms and psychosocial well-being among Syrian refugees and Jordanians.
- Establish sustained opportunities for male and female adolescents and youth to participate, lead, and actively engage in their communities through adolescent and youth-led initiatives.

- Increase the inter-agency focus on Code of Conduct sessions for staff of all humanitarian agencies, community-based organizations and other institutions working with refugees and other affected populations, in addition to expanding the inter-agency network on protection from sexual exploitation and abuse (PSEA) and community-based complaints mechanisms.

### **Response Plan**

The response plan covers a broad range of interventions, including both assistance and protection components. The refugee response links with the social protection resilience response in emphasizing the strengthening of national systems. The refugee component therefore focuses on strengthening refugees' protection, including increased support to national protection services such as the FPD, the JPD and the MOSD's social workers.

### **Sector Overall Objective:**

***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 Syria crisis.***

**Specific Objective 1:** Access to territory and international protection is improved and protection space preserved.

**Specific Objective 2:** Families and communities are strengthened, engaged and empowered to contribute to their own protection solutions, while the most vulnerable WGBM are identified and their needs addressed through appropriate services and interventions.

**Specific Objective 3:** Risks and consequences of SGBV experienced by WGMB mitigated.

**Specific Objective 4:** Equitable access to quality child protection interventions increased for girls and boys affected by the Syria crisis.

**Specific Objective 5:** Basic household needs of refugee WGBM are met in camp and non-camp settings through the provision of in-kind or monetized voucher assistance.



## SOCIAL PROTECTION

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** 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 Syria crisis

**Refugee Sector Specific Objective 1 (Protection):** Access to territory and international protection is improved and protection space preserved

**Indicators:** # of WGBM with a valid Ministry of Interior Service Card

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1 Protection space preserved and border support provided	Countrywide	Syrian refugees	70,000	15,540	17,850	18,830	17,780	# of WGBM provided with transportation from the border	140,000	12 months	8,700,000
								# of WGBM provided with adequate reception conditions at the border			
REF 1.2 Continuous registration and profiling of Syrian refugees	Countrywide	Syrian refugees	700,000	74,000	176,000	176,000	174,000	# of F/M SRAD staff trained on child and gender-sensitive policing procedures	TBD	12 months	19,593,534
								# of Asylum Seeker Certificate Renewals			
REF 1.3 Provision of Civil Status Documentation	Countrywide	Syrian refugees	100,000	25,000	25,000	25,000	25,000	# of WGBM with a valid Ministry of Interior Service Card	50,000	12 months	100,000
								# of Syrian girls and boys receiving birth certificates			
REF 1.4 Resettlement and protection solutions are identified	Countrywide	Syrian refugees	7,000	1,800	1,855	1,700	1,645	1 # of WGBM submitted for third country resettlement	7,000	12 months	4,465,757
<b>Total Refugee Sector Specific Objective 1</b>											<b>32,859,291</b>

**Refugee Sector Specific Objective 2 (Protection):** Families and communities are strengthened, engaged and empowered in order to contribute to their own protection solutions, while the most vulnerable WGBM are identified and their needs addressed through appropriate services and interventions.

**Indicators:** Total # of refugee committees

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 2.1. Information campaigns and accountability mechanisms implemented	Countrywide	Syrian refugees and Jordanian host communities	1,328,723	232,893	718,744	187,502	189,584	# of WGBM participating in information sessions or receiving information about services	630,654	12 months	6,584,012
								# of agencies with operational complaints and accountability mechanisms	313,017		
REF 2.2. Support to community participation and self-management	Countrywide	Syrian refugees and Jordanian host communities	45,275	10,266	18,199	7,831	8,979	Total # of refugee committees.	1	12 months	12,976,093
								# of Females & Males participating in Youth Committees; W (18-24); G (15-17); B (15-17), M (18-24)	2,320		
REF 2.3. Provision of material support to persons with specific needs	Countrywide	Syrian refugees and Jordanian host communities	50,393	12,151	13,332	12,440	12,470	# of WGBM receiving assistive tools, rehabilitation sessions and counselling	125,105	12 months	10,497,043
								# of households receiving emergency or urgent financial assistance	FHH- 13957 MHH- 27784		
REF 2.4. Provision of structured psychosocial support services	Countrywide	Syrian refugees and Jordanian host communities	394,628	34,348	41,607	162,368	156,305	# of WGBM accessing PSS services (level 2 & 3)	254,621	12 months	30,789,652
								# of safe spaces operational	CFS/AFS- 5,372 Community Centres- 30,568		
REF 2.5. Social cohesion projects in governorates hosting refugees are implemented benefiting both refugee and Jordanian host communities		Syrian refugees and Jordanian host communities	440,062	107,735	108,376	114,054	109,897	# of Community Support Projects implemented	354		14,223,498

**Total Refugee Sector Specific Objective 2**

**75,070,298**

Refugee Sector Specific Objective 3 (Protection): Risks and consequences of SGBV experienced by WGMB mitigated											
Indicators: # of SGBV Survivors benefiting from timely safe, confidential and survivor centered case management and multisectoral services (age & gender disaggregated)											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 3.1 Prevention and awareness-raising campaigns on SGBV and harmful practices	Countrywide	Syrian refugees and Jordanian host communities	5,000,000	1,000,000	2,000,000	1,000,000	1,000,000	# WGMB sensitized on SGBV issues, services available and referral pathways	648,995	12 months	5,042,175
REF 3.2 Provision of safe, confidential and survivor-centered multi-sectoral services to survivors of SGBV	Countrywide	Syrian refugees and Jordanian host communities	19,114	2,262	6,269	3,926	6,657	# of SGBV Survivors benefiting from timely safe, confidential and survivor centered case management and multisectoral services (age & gender disaggregated)	14,962	12 months	5,975,725
REF 3.3 Capacity building of governmental and non-governmental actors on SGBV service provision	Countrywide	Female/male governmental and non-Governmental staff	27,378	6,218	7,238	7,168	6,754	# of GoJ officials, civil society & humanitarian workers trained on SGBV referral pathways and core principles of working with survivors of SGBV (gender disaggregated)	6,002	12 months	1,261,621
REF 3.4 Implementation of PSEA measures by SGBV service providers	Countrywide	SGBV service providers	2,577	583	671	681	642	# of SGBV service providers who incorporate effective measures for protection from sexual exploitation and abuse.	2,684	12 months	90,086
<b>Total Refugee Sector Specific Objective 3</b>											
<b>12,369,607</b>											

Refugee Sector Specific Objective 4 (Protection): Equitable access to quality child protection interventions increased for girls and boys affected by the Syria crisis											
Indicators: # of UAC, SC, and children at risk provided with case management and multi-sectoral services (gender disaggregated)											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 4.1.1 Capacity building of governmental and non-governmental actors on Child Protection issues and service provision	Countrywide	Female/male governmental and non-governmental staff	1,974	929	865			# of GoJ officials, civil society & humanitarian workers trained on child protection (gender disaggregated)	3,432	12 months	1,623,315
REF 4.2 Knowledge generation on key child protection issues related to the Syrian crisis	Countrywide	Syrian refugees and Jordanian host communities						A common situation monitoring framework is in place, including indicators, data collection methods and frequency of data collection (yes/no)	Yes	12 months	219,200
REF 4.3 Community-based child protection mechanisms and prevention initiatives	Countrywide	Syrian refugees and Jordanian host communities	346,310	93,143	95,025	76,957	81,185	# of community members, including children, sensitized on CP issues, services available and referral pathways (age & gender disaggregated) (includes inter-agency information campaigns)	353,122	12 months	2,891,902
REF 4.4 Provision of specialized child protection services	Countrywide	Syrian refugees and Jordanian host communities	21,265			10,959	10,306	# of UASC and children at risk provided with case management and multi-sectoral services (age & gender disaggregated)	21,175	12 months	11,748,786
<b>Total Refugee Sector Specific Objective 4</b>											
<b>16,483,203</b>											

Refugee Sector Specific Objective 5 (Protection): Basic household needs of refugee WGBM are met in camp and non-camp settings through the provision of in-kind or monetized voucher assistance											
Indicators: # of individuals receiving basic needs support (disaggregated by sex)											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 5.1 Basic needs support to refugees inside the camps	Camps	Camp-based Syrian refugees	140,000	28,000	32,200	40,600	39,200	# of new arrivals (90,000 projected) assisted	90,000	1 year	31,898,679
REF 5.2 Basic needs support to vulnerable refugees (outside camps) and affected Jordanians	All governorates (except camps)	Non-camp-based Syrian refugees and affected Jordanians	420,831	63,509	120,098	98,530	138,694	# of vulnerable individuals assisted with contribution towards their basic needs (population 630,000)	420,831	1 year	70,226,311
REF 5.3 Seasonal Support for Vulnerable Refugees	All governorates (including camps)	Syrian refugees and affected Jordanians	380,440	77,302	95,771	105,467	101,900	# of vulnerable individuals provided with contribution towards seasonal shocks (population 800,000)	380,440	1 year	43,477,214
<b>Total Refugee Sector Specific Objective 5</b>											
<b>145,602,204</b>											
<b>Refugee Social Protection Sector Total</b>											
<b>282,384,603</b>											

## 2.4.7 WASH

### *Situation Analysis*

The WASH response forms a critical part of life-saving action in most humanitarian emergencies, and due to the dynamic nature of the Syrian refugee emergency and the chronic water and sanitation needs of Jordan, WASH interventions will remain a priority area of response through 2015.

Despite severe funding constraints, national and international actors have been able to respond to the WASH needs of all refugees in camps including schools, youth/child friendly spaces and other public places.

As the increased number of users continues to rise, the burden on drinking water supplies and sanitation infrastructure will result in increased risk of water, sanitation and hygiene-related disease.

Several assessments of WASH needs in refugee hosting communities have been undertaken by partners and government line ministries<sup>43</sup>. Key findings indicate water shortages, poor water management, and water related tensions. Breakdown by sex shows that male and female respondents reported different primary causes for water-related tensions within their community. Seasonal variations in availability of water and high cost of water during peak requirements have also been reported to be a major issue.

### *2014 Interventions*

Water is delivered at 35 litres per person per day in camps as per agreed minimum standards, and sanitation services were built at a minimum ratio of 1 toilet for 50 persons. Construction and commissioning of two wastewater treatment plants for Za'atari Camp will be completed by the end of 2014.

Phase 1 of the wastewater management system for Za'atari Camp is being implemented. Complete implementation of the sewerage network will require around US\$14.5 million (still unfunded). The project aims to contain wastewater and will be integrated into the final wastewater management system. In addition three containerized wastewater treatment plants are being installed in Azraq Camp.

Construction of the water network in Za'atari Camp has begun and will be completed by March 2015. Once commissioned, it will eliminate water trucking from the camp and also support more equitable access to water throughout the camp.

The following projects have been initiated/completed during 2014 as part of refugee response in the host communities:

- Rehabilitation of Na'aima wastewater lifting station in Irbid.
- Replacement of Hashima sewer line.
- Clearing and repair of Hayy Ma'asoum sewer line.
- Upgrades to Jabal Abyadh sewer line in al Zarqa governorate are in progress.
- Upgrade Asa'ara well/pumping station.
- Water quality improvement through installation of aeration tower to remove H<sub>2</sub>S and iron in Irbid.
- Repair and renovate Bustana Pumping Station (K103).
- Equipping Swelima borehole in Mafraq and two pumping stations in Zarqa and Batrawi will be rehabilitated and repaired to reduce water leakage and improve quality of water.

43. FCO/REACH, Access to Water and Tensions in Jordanian Communities Hosting Syrian Refugees: Thematic Assessment Report, June 2014.

- Household/beneficiary level rehabilitation and repair of WASH facilities in more than 500 household in Mafraq, Irbid and Zarqa is progressing well; more than 2500 people will benefit from this intervention.
- Operation and maintenance support and sustainability of water and sanitation infrastructure is provided to Irbid through procurement of three jetting trucks to maintain sewer lines from blockages and occlusion. Procurement of three backhoe loaders to Irbid will help water authority response to maintain water network.
- Supply of 3 km of pipeline to Za’atari pump station to DISI water supply system; 4 wells in Irbid, Jerash and Ajloun and replacement of 200 valves in Irbid city to increase water supply by approximately 200 m<sup>3</sup>/hour.
- Underground water impact assessment to monitor water level and quality in Azraq and Za’atari camps.
- Develop vulnerability map, MWI GIS structure assessment and donors projects’ integration, and overlaying in GIS mapping.
- School WASH rehabilitation in 264 schools and hygiene education benefiting 188,000 students.

### 2015 Needs

In refugee camps, WASH facilities are essential and must be maintained throughout the camps’ lifetime.

- The recurrent and running costs in Za’atari Camp are US\$9 million yearly (i.e. water trucking, waste water de-sludging, solid waste management, WASH blocks maintenance, WASH monitoring, hygiene promotion etc.). The top priority in Za’atari Camp is therefore the transition to sustainable strategic infrastructure, reducing recurrent cost in addition to environmental and public health risks.
- Significant improvements in terms of lighting and privacy in the WASH services are required. A high proportion of Syrian women and children in Za’atari Camp do not feel safe using WASH facilities in the camp at night (82 per cent of women, 28 per cent of teenage girls and 39 per cent of boys and girls under the age of 12 fear harassment on the way to and from the facilities).
- Azraq Camp was opened at the end of April 2014. With the availability of wastewater treatment units (by Feb 2015) and the borehole in the vicinity of the camp, the recurrent cost would substantially reduce. A high priority for Azraq Camp is now the connection of the storage reservoirs with the newly drilled borehole, thus completely eliminating water trucking. An additional borehole and a wastewater network would have to be planned if the refugee population crosses 40,000.
- In host communities it would be important to address the needs at both the household and at communal level. Various assessments at the household level indicate non-functional sanitation facilities, limited storage capacity for water, hygiene awareness and WASH-related NFIs.

### Response Plan

WASH interventions will, from the outset, be guided by and ensure linkages to resilience and longer term development efforts, including harmonization with the resilience component of JRP 2015 and guidance from national WASH related policies and strategies (e.g. Water for Life: Jordan’s Water Strategy 2012-2022).

WASH response in the camps will be geared towards sustainable solutions and environmental protection of Jordanian water reserves. While continuing the provision of WASH services in the camps, realization of water networks and sewage systems in camps are a high priority for sustainability and cost effectiveness in the longer term.

WASH priorities put special emphasis on the needs of women, children, the disabled and the elderly. Age/gender disaggregated focus group discussions will be organized, equally engaging WGBM in choosing the location and design of latrines and bathing facilities.

***Sector Overall Objective:***

***To enhance the capacity of the Government of Jordan and in particular host communities to meet the increased demand for water and sanitation services.***

**Specific Objective 1:** Culturally and gender appropriate, safe and equitable access to water for drinking, cooking, and personal and domestic hygiene ensured.

**Specific Objective 2:** Access to sustainable, culturally and gender appropriate sanitation services ensured.

**Specific Objective 3:** Target populations' awareness of key public health risks improved and good hygiene practices and measures adopted.



# WASH

**Plan Overall Objective:** 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 impact of the Syrian crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To enhance the capacity of the Government of Jordan and in particular the host communities to meet the increase in demand in the Water & Sanitation service

**Refugee Sector Specific Objective 1:** Culturally and gender appropriate, safe and equitable access to water for drinking, cooking, and personal and domestic hygiene ensured

Indicators: # of WGBM with a valid Ministry of Interior Service Card

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 1.1 Water Supply in Camps	Zaatari, Azraq, CC, KAP	Jordanian and Syrian	151,650					# of litres of safe water distributed		12 months	3,500,000
REF 1.2 Water Supply through tankering and HH improvement of Syrian and Jordanian in host community	Mafraq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrian	150,000					# of diarrhoea cases reported		12 months	11,600,000
								# of litres of water provided			1,000,000
REF 1.3 Emergency Water Supply system improvement for Syrians and Jordanians	Mafraq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrian	550,000					# of people supplied with water		12 months	500,000
								# of girls, boys, women and men with access to water based on minimum standards			1,140,000
REF 1.4 Water Supply improvement in schools and public health facilities	Mafraq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrian	150,000					# of HH benefited from % increase in water		12 months	10,000,000
								# of girls and boys with access to safe drinking water based on minimum standards			5,000,000
<b>Total Refugee Sector Specific Objective 1</b>											<b>32,740,000</b>

Refugee Sector Specific Objective 2: Access to sustainable, culturally and gender appropriate sanitation services ensured											
Indicators:											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 2.1 Safe wastewater management in camps	Za'atari, Azraq, CC, KAP	Syrians	151,650					1) Proportionate of boys, girls, women and men have access to safe wastewater management		12 months	17,000,000
								# of HH with access to sewer network			11,500,000
								# of children boys and girls with access to safe and friendly sanitation facilities			700,000
								% of waste collection/disposal to waste generated at HH			3,500,000
REF 2.2 Improve sanitation in household for most vulnerable	Mafrq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrians	150,000					# of girls, boys, women and men have better access to sanitation facilities		12 months	2,000,000
								# of HH practicing improved wastewater management			100,000
REF 2.3 Emergency sewerage system improvement for Syrians and Jordanians	Mafrq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrians	550,000					# of household have access to improved sewerage services		12 months	10,000,000
REF 2.4 Improve sanitation in public schools, health facility and child friendly spaces in host community	Mafrq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrians	150,000					# of girls and boys have access to improved sanitation		12 months	2,200,000
<b>Total Refugee Sector Specific Objective 2</b>											<b>47,000,000</b>

Refugee Sector Specific Objective 3: Target populations' awareness of key public health risks improved and good hygiene practices and measures adopted											
Indicators:											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
REF 3.1 Increase hygiene and water conservation awareness in camps	Za'atari, Azraq, CC, KAP	Syrians	151,650					# of WGBM received hygiene materials		12 months	2,000,000
								# of WGBM participated in the sessions			
REF 3.2 Improve hygiene practices and water conservation in host community	Mafrq, Irbid, Jarash, Ajloun, Balqa, Zarqa, Amman, Maan, Madaba	Jordanian and Syrians	150,000					# of WGBM practicing better hygiene			500,000
								# of girls and boys participating in the awareness sessions			
								# of girls and boys with improved knowledge in hygiene and water conservation			
								# of WGBM participated in hygiene sessions			
								# of WGBM received hygiene supplies		12 months	1,500,000
								# of WGBM with improved knowledge in best hygiene practices			
								# of WGBM participated in hygiene sessions			
								# of WGBM received hygiene supplies			
								# of WGBM with improved knowledge in best hygiene practices			3,650,000
								# of WGBM received hygiene supplies			
<b>Total Refugee Sector Specific Objective 3</b>											<b>7,650,000</b>
<b>Refugee WASH Sector Total</b>											<b>87,390,000</b>



## CHAPTER 3. RESILIENCE RESPONSE

## 3.1 Context

Altogether Jordan is hosting almost 650,000 Syrian refugees, adding to the some 750,000 Syrians living in Jordan prior to March 2011. In total, 1.4 million Syrians reside in the country, equivalent to almost a quarter of the Jordanian population. The impact extends to nearly all sectors of the economy and society, and has increased government expenditure, subsidy costs for electricity, gas, and water, and further inflated the budget deficit<sup>44</sup>. About 85 per cent of the refugees are residing off-camp among host communities, with significant concentrations in the urban centres of northern governorates. Mafraq and Irbid for example have witnessed an influx of refugees equalling 57.8 per cent and 12.5 per cent of their total populations respectively.<sup>45</sup>

Areas hosting concentrations of refugees have had to cope with congestion, rising unemployment, upward pressure on rent prices, water and energy shortages, and social tensions. This has forced more Jordanians to turn to social protection programmes, further stretching the capacity of these schemes. Although refugees and host communities are impacted by the crisis in different ways, providing assistance to out-of-camp refugees cannot be achieved without having knock-on effects on the communities in which they live. To protect social cohesion it has become essential to develop programs that acknowledge and respond to the vulnerabilities of both populations.

This protracted crisis situation is eroding development gains made over the last decades as planned maintenance and expansion of services and infrastructure are sacrificed to pay for immediate assistance to refugees. This can be seen in the reduced allocation to capital expenditure in favour of current spending. In some areas, infrastructure and services were already struggling to meet the needs of the population.<sup>46</sup> Assessments demonstrate how the increased burden on schools, health, water and sanitation services, and transport networks is being exacerbated by the secondary impacts of degradation and depreciation of public sector assets. Limited public transport and the high cost of private alternatives also create obstacles for refugees and vulnerable Jordanians to access education and health services, while complicating the pursuit of employment opportunities.

In some municipalities Syrian refugees outnumber residents, e.g. Mafraq City, where the government estimates that the number of refugees is equivalent to 128 per cent of the population (90,000 Syrians to 70,050 Jordanians). Coping with the increased needs has placed enormous pressure on public services that were never designed to deal with such numbers, driving up expenditures and reducing the quality and accessibility for local residents.<sup>47</sup> At a local level, vulnerabilities of Jordanian households are beginning to reappear as limited income-generating opportunities prevent Jordanian women and men from moving out of poverty and lessening their dependency on social safety-net programmes that are unsustainable in the long-term.

At a macro-economic level, growth has stalled and is failing to keep pace with the population's growth rate. For example, employment increased by slightly over one per cent from 2011 to 2013, but the working-age population rose by 6 percent over the same period. Consequently, the employment-to-working age population ratio continued to decline, reaching 32 percent in 2013.<sup>48</sup> Over 30 per cent of those with tertiary education were unemployed in 2011 and 2012 (among the most educated women, unemployment rates exceed 60 per cent) squandering the country's most valuable resource.<sup>49</sup> At the same time the conflict in Syria has also resulted in major disruption to Jordan's main trans-regional trade route, increasing the trade deficit and compounding losses to key economic sectors.

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44. Jordanian/Syrian Population Figures by MOI and DOS, July 2013

45. MOPIC October 2014

46. GoJ, UNDP, HCSP, National Resilience Plan 2014-2016, 2014.

47. UNHCR Jordan situation map <http://data.unhcr.org/jordan/situation-map/>

48. IMF, IMF Country Report No. 14/152. June 2014

49. World Bank, MENA Report July 2014

## 3.2 Response Strategy

The resilience response strategy builds on the National Resilience Plan 2014-2016 (NRP), which was approved by the government in August 2014 and remains appropriate and central to the JRP 2015. Relevant projects have been updated following the Needs Assessment Review 2014 (NAR) and included in the JRP 2015 resilience response strategy. The greatest constraint to meeting the resilience needs arising as a result of the Syria crisis is the lack of funding. Despite the resilience-related activities and interventions that were carried out in 2014, the majority of needs identified in the 2013 Needs Assessment Review remain unaddressed, and in some cases have increased.<sup>50</sup> Four sectors that were not identified in earlier assessments (energy, environment, justice and transport) have been added to this Response Plan.<sup>51</sup>

The goal of the NRP was to promote a more sustainable response that provides for short-term needs, addresses the erosion of institutional and systemic capacities and builds the resilience of households, communities and institutions to respond effectively to similar crises in the future. The same principle is followed in the JRP 2015. The strategy is two-fold, first to ensure that the Syria crisis does not lead to a long-term deterioration in the wellbeing of households, communities, systems or institutions, and secondly to build capacity to absorb future shocks. In the first instance this means dealing with the impact of the crisis and the stresses that may exacerbate the initial impact - e.g. deterioration of public services and infrastructure, or the erosion of social cohesion. The second focus is on strengthening and expanding specific capacities so that households, communities, institutions and system are better equipped to cope with the new circumstances, and to respond to future shocks.

### The JRP 2015 achieves this in three ways:

- First, the planning and the implementation of all aspects of the response have been led by the Government, bringing together the key government and international agency staff responsible for the refugee response to jointly undertake the 2014 Needs Analysis Review and the elaboration of the JRP 2015.
- Secondly, by adopting as a primary planning assumption the recognition that (a) the Syria crisis is provoking a developmental disaster in parts of Jordan; (b) the crisis has impacted national and local systems and institutions which have to be addressed and mitigated to ensure refugees' and vulnerable Jordanians' continued access to basic services and to prevent a deterioration of social cohesion; and (c) efforts to address and mitigate these impacts must be integrated with the refugee response and extended through a resilience-based programming approach.
- Thirdly, this harmonization of response and coordination aims to translate into better-targeted investments in systems and structures that offer a more sustainable response, providing for short-term needs while addressing the erosion of institutional and systemic capacities. It will also result in significantly reduced transaction costs, enhanced accountability and transparency of all actors, and more effective, inclusive partnerships

50. Although the National Resilience Plan appealed for over US\$705 million for 2014, so far resilience-related projects have only attracted US\$103 million (JRPSC Information Database, Nov 2014. <http://www.hcspjordan.org>)

51. Needs Assessment Review Update, October 2014

## 3.3 Financial Requirements

### Resilience Response Financial Requirements Summary Table (USD)

<b>1. Education Overall Objective: To ensure sustained quality educational services for all, particularly the most vulnerable.</b>		<b>2015 Requirements</b>
		<b>177,672,696</b>
<b>Resilience Specific Objective 1:</b>	<b>Capacity of MOE increased to ensure the continuous delivery of quality education services in emergency situations.</b>	<b>650,000</b>
RES 1.1 MOE Enhanced Institutional Capacity Project		650,000
<b>Resilience Specific Objective 2:</b>	<b>Capacity of education service providers increased to deliver quality inclusive education and training for all boys and girls (children and youth) – particularly the most vulnerable.</b>	<b>177,022,696</b>
RES 2.1 Increasing school absorptive capacity and utilization		122,378,600
RES 2.2 Early childhood development in vulnerable communities		3,665,000
RES 2.3 Teachers Training Program		5,700,000
RES 2.4 Alternative Certified Education Pathways Project		2,700,000
RES 2.5 Violence free schools		2,756,000
RES 2.6 Equal access to education opportunities for Jordanians		22,579,096
RES 2.7 Expansion of higher education		20,000,000
<b>2. Energy Overall Objective: To scale up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis.</b>		<b>2015 Requirements</b>
		<b>65,905,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Improved and effective rapid sustainable energy solutions for offsetting incremental energy demand in the short-term ensured.</b>	<b>35,905,000</b>
RES 1.1 Installation of solar water heaters in host communities.		28,005,000
RES 1.2 Introducing energy efficient lighting to mitigate energy pressure on host communities		7,900,000
<b>Resilience Specific Objective 2:</b>	<b>Contribution of solar energy for electricity generation increased.</b>	<b>30,000,000</b>
RES 2.1 Installation of PV solar systems in Jordanian host communities		30,000,000
<b>3. Environment Overall Objective: To ensure resilient and sustainable responses to vulnerable ecosystems and communities affected by the Syria crisis.</b>		<b>2015 Requirements</b>
		<b>7,300,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Effective strategic mechanisms established for environmental mainstreaming in JRP 2015 implementation.</b>	<b>400,000</b>
RES 1.1 Minimizing negative environmental impact of the JRP 2015		400,000
<b>Resilience Specific Objective 2:</b>	<b>Mechanisms to mitigate increased pressure and competition on ecosystem services improved.</b>	<b>2,150,000</b>
RES 2.1 Strengthen community mechanisms to mitigate the added competition for natural resources		2,150,000
<b>Resilience Specific Objective 3:</b>	<b>National and local capacities to manage increased hazardous waste enhanced.</b>	<b>2,100,000</b>
RES 3.1 Improving the management of hazardous medical waste		2,100,000
<b>Resilience Specific Objective 4:</b>	<b>Monitoring and mitigation of air pollution strengthened.</b>	<b>2,650,000</b>
RES 4.1 Enhancing air quality control and management		2,650,000
<b>4. Health Overall Objective: To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services.</b>		<b>2015 Requirements</b>
		<b>177,834,600</b>
<b>Resilience Specific Objective 1:</b>	<b>Equitable access, uptake and quality of primary healthcare for Jordanian and other populations in highly impacted areas.</b>	<b>40,627,000</b>
RES 1.1 Primary healthcare for vulnerable WGBM in highly impacted areas		40,627,000
<b>Resilience Specific Objective 2:</b>	<b>Equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and other populations in highly impacted areas.</b>	<b>8,910,000</b>
RES 2.1 Secondary and tertiary healthcare for vulnerable WGBM in highly impacted areas		8,910,000

<b>Resilience Specific Objective 3:</b>	<b>Comprehensive health care improved through integrated community interventions including rehabilitation services for Syrian WGBM and Jordanians in highly impacted areas.</b>	<b>4,000,000</b>
RES 3.1 Community interventions for vulnerable WGBM in highly im-pacted areas		4,000,000
<b>Resilience Specific Objective 4:</b>	<b>Adaptive capacity of national health systems to current and future stresses increased.</b>	<b>124,297,600</b>
Res 4.1 Strengthening National Health Systems to increase absorptive capacity		124,297,600
<b>5. Justice Overall Objective: To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.</b>		<b>2015 Requirements</b>
		<b>9,810,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Access to justice for the most vulnerable WGBM in Jordan enhanced.</b>	<b>9,810,000</b>
RES 1.1 Enhance access to justice and legal counselling		700,000
RES 1.2 Strengthen the institutional capacity of the Ministry of Justice and the Courts		7,810,000
RES 1.3 Strengthen the institutional capacity of the Shari'a Courts		1,300,000
<b>6. Livelihoods and Food Security: To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks.</b>		<b>2015 Re-quirements</b>
		<b>66,670,000</b>
<b>Resilience Specific Objective 1:</b>	<b>More and better job opportunities created for vulnerable women, and young men and women.</b>	<b>29,300,000</b>
RES 1.1 Create short-term employment opportunities for vulnerable Jor-danian households in host communities		12,800,000
RES 1.2 Active labor market programs including demand-based vocation-al training, job-placement, and apprenticeship for supporting permanent employment for Jordanian women and men		14,000,000
RES 1.3 Improve labour market governance and compliance with national labour standards, together with the capacity of the Ministry of Labor		2,500,000
<b>Resilience Specific Objective 2:</b>	<b>The local economies of the most-affected areas revived for sustainable employment and income generation.</b>	<b>17,500,000</b>
RES 2.1 Support establishment and growth of sustainable micro, small and medium enterprises (MSMEs) targeting vulnerable Jordanian households		8,500,000
RES 2.2 Facilitate participatory local economic development and public-private partnership at municipality and governorate levels		6,000,000
RES 2.3 Support agriculture and livestock-based livelihoods in rural areas through integrated homestead farming, agro-processing and marketing		3,000,000
<b>Resilience Specific Objective 3:</b>	<b>Pastoral livelihoods, rangeland and natural resources restored and preserved.</b>	<b>6,720,000</b>
RES 3.1 Agricultural livelihoods protected through the control and surveillance of trans-boundary animal and plant diseases and pests		3,250,000
RES 3.2 Strengthen community capacity and innovation in natural resource management in the Badia rangelands of Jordan		970,000
RES 3.3 Restore forestry, rangeland, and water harvesting assets through community based cash-for-work		2,500,000
<b>Resilience Specific Objective 4:</b>	<b>Availability of and access to quality food improved for Jordanian host communities.</b>	<b>13,150,000</b>
RES 4.1 Diversified smallholders agricultural and food production through promotion of approaches and practices for sustainable crop and livestock production, water harvesting, and climate change adaptation		2,350,000
RES 4.2 : Enhanced national capacity in food security analyses, early warning systems, and policy formulation		800,000
RES 4.3 Transfer of unconditional food assistance to food insecure Jordanians in form of food or cash		10,000,000
<b>7. Local Governance and Municipal Services Overall Objective: To ensure that the Jordanian local governance system is responsive to host citizens, communities, and Syrian refugees' needs identified in most affected governorates.</b>		<b>2015 Requirements</b>
		<b>81,707,458</b>
<b>Resilience Specific Objective 1:</b>	<b>Municipal service delivery performance in host communities improved.</b>	<b>70,744,000</b>
RES 1.1 Improved service delivery in SWM based on participatory planning, equipment and technological enhancement		44,444,000
RES 1.2 Improved non-SWM services in the most affected municipalities		26,300,000



<b>Resilience Specific Objective 2:</b>	<b>Socio-economic changes and priorities induced by the arrival of Syrian refugees reflected and responded to within local development priorities, projects and pro-cesses.</b>	<b>7,244,458</b>
RES 2.1	Rapid planning and coordination support to municipalities, governorates and communities	2,894,458
RES 2.2	Local development planning (including economic aspects) aligned with new context	4,350,000
<b>Resilience Specific Objective 3:</b>	<b>Resilience of local governance systems to crisis strengthened.</b>	<b>3,719,000</b>
RES 3.1	Targeted support to organizational development, financial management and fiscal capacities of municipalities	2,719,000
RES 3.2	Creating enabling environment for local public sector service de-livery	1,000,000
<b>8. Shelter Overall Objective: To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.</b>		<b>2015 Requirements</b>
		<b>1,958,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Adequate shelter and basic facilities and services provided for vulnerable Jordanian WGBM.</b>	<b>1,663,000</b>
RES 1.1	Affordable housing for social cohesion and local economic development (Jordan Affordable Housing Programme)	1,663,000
<b>Resilience Specific Objective 2:</b>	<b>Housing markets enabled to meet the needs of all Jordanians.</b>	<b>295,000</b>
RES 2.1	Jordan Housing Sector Reform Programme	295,000
<b>9. Social Protection Overall Objective: 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 Syria crisis.</b>		<b>2015 Requirements</b>
		<b>106,210,000</b>
<b>Resilience Specific Objective 1:</b>	<b>National and sub-national protection systems strengthened and expanded to meet the needs of vulnerable groups in the governorates most affected by the Syria crisis.</b>	<b>10,020,000</b>
RES 1.1	Strengthen and expand quality services and governmental and non-governmental agencies response to cases of survivors of violence	250,000
RES 1.2	Institutional capacity building of MOSD, MOH, MOE to properly respond to cases of violence	1,350,000
RES 1.3	Survivors of SGBV and VAC are protected and have timely access to safe shelters	900,000
RES 1.4	Children deprived of parental care and survivors of violence have access to protection services and are placed with family settings	1,200,000
RES 1.5	Protective environment is strengthened to eliminate child labour in the vulnerable host communities in Jordan	1,550,000
RES 1.6	Security forces have improved capacity to respond to protection concerns in a gender-sensitive and child-friendly manner	470,000
RES 1.7	Children in conflict with the law are provided with community based services for their rehabilitation and re-integration within their societies	700,000
RES 1.8	Community resilience is strengthened through establishing multisectoral protection services in vulnerable host communities	700,000
RES 1.9	Community and religious leaders, families, children and youth adopt positive attitudes towards to prevent violence and early marriage	700,000
RES 1.10	Violence case management mechanisms are improved and expanded to protect and manage cases of violence	2,200,000
<b>Resilience Specific Objective 2:</b>	<b>Social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis improved.</b>	<b>94,890,000</b>
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	47,240,000
RES 2.2	To provide secure, sustainable and sanitary housing units to vulnerable Jordanian families	39,500,000
RES 2.3	To ensure access to quality services to persons with disability through Disability Rehabilitation Centre (Shelters)	5,200,000
RES 2.4	To review NAF and Zakat targeting criteria to enhance effectiveness and efficiency	750,000
RES 2.5	To establish a social protection floor in support of the expansion of social security	2,000,000
RES 2.6	To enable poor families receiving support from the NAF to fully benefit from the cash received through the provision of access to key financial services	200,000
<b>Resilience Specific Objective 3:</b>	<b>Violence and social tensions in host communities mitigated.</b>	<b>1,300,000</b>

RES 3.1 Social protection networks and CSOs capacities are strengthened to promote social cohesion		400,000
RES 3.2 Young Jordanian men and women (youth) are empowered to participate in the social, economic and political life		900,000
<b>10. Transport Sector Overall Objective: To enhance and ensure the safe mobility of people and goods in the areas affected by the Syria crisis through provision of upgraded public transportation services and an efficient and functioning road network.</b>		<b>2015 Requirements</b>
		<b>42,200,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Efficiency of the transport service system enhanced to accommodate increased population in the northern governorates of Irbid, Zarqa and Mafraq.</b>	<b>1,500,000</b>
RES 1.1 Support MOT and MPWH in assessing the impact of the Syrian influx and master planning in response to the crises		1,500,000
<b>Resilience Specific Objective 2:</b>	<b>Capacity of the road networks strengthened to accommodate the increased traffic flows in the northern governorates of Irbid, Zarqa and Mafraq.</b>	<b>36,800,000</b>
RES 2.1 Expansion, maintenance, and upgrading of road infrastructure and safety and transportation facilities in the northern governorates		36,800,000
<b>Resilience Specific Objective 3:</b>	<b>Transport systems and modes improved in the governorates most affected by the Syria crisis.</b>	<b>3,900,000</b>
RES 3.1 Upgrade the transport systems modes in Jordan (procurement of buses and feasibility study for mass transit plans) particularly in the parts of the country that were mostly affected by refugees		3,900,000
<b>11. WASH Sector Overall Objective: To enhance the capacity of the government and in particular host communities to meet the increased demand for water and sanitation services.</b>		<b>2015 Requirements</b>
		<b>219,360,000</b>
<b>Resilience Specific Objective 1:</b>	<b>Quantity, quality and efficiency of safe drinking water delivery improved.</b>	<b>87,150,000</b>
RES 1.1 Rehabilitation of wells in different governorates		5,000,000
RES 1.2 Restructuring of transmission & main distribution systems & network reinforcement/ rehabilitation in YWC		35,000,000
RES 1.3 Water transmission pipe line & reservoir in Madaba		1,400,000
RES 1.4 Water Loss Reduction Programme Karak		4,700,000
RES 1.5 Renewable energy supply systems for pumping		700,000
RES 1.6 Aqib Zatory Water Transmission pipeline		5,000,000
RES 1.7 Continuous monitoring of water table and quality management		350,000
RES 1.8 Amman Water network reinforcement and repair		35,000,000
<b>Resilience Specific Objective 2:</b>	<b>Sanitation services expanded and improved.</b>	<b>109,760,000</b>
RES 2.1 Wastewater System (Ramtha, Ajloun, Irbid miscellaneous)		60,000,000
RES 2.2 Extension/ reinforcement of wastewater collection systems in West Irbid, Mugair and Hakama		4,500,000
RES 2.3 Al Azraq Wastewater Treatment plant and sewer network		3,920,000
RES 2.4 Bab Amman sewer network - Jarash		6,230,000
RES 2.5 Closed canal box culvert from Ras el ain to Ain Ghazal		4,200,000
RES 2.6 Sewer network ,WWTP and effluent reuse for Bergesh		6,300,000
RES 2.7 YWC - Sewerage network Kofor Rakeb & Beit Edes		1,400,000
RES 2.8 Maan sewer network		1,610,000
RES 2.9: Maan Replacement Sewer force main Taiba - Wadi Mousa		2,100,000
RES 2.10 Miyahuna - Expansion sewer network North Amman (Shafa Badran)		14,000,000
RES 2.11 Balqa Sewer Network		0
RES 2.12 YWC - Sewerage network Balama		250,000
RES 2.13 YWC - Sewerage network Rehab		250,000
RES 2.14 YWC - Containerized WWTP Hallabat, Dial, Khaldiye		5,000,000
<b>Resilience Specific Objective 3:</b>	<b>Planning and implementation capacity of water and sanitation institutions and agencies strengthened.</b>	<b>22,450,000</b>
RES 3.1 Reinforce WAJ implementing capacity (OMS)		1,900,000
RES 3.2 Improved service delivery and enhanced efficiency (including Community Mobilization and Awareness)		1,200,000
RES 3.3 WASH in Schools		1,350,000
RES 3.4 Offset the impact of subsidized water tariff to sustain utility operation		18,000,000

## 3.4 Resilience Responses by Sector

### 3.4.1 Education

#### *Situation Analysis*

At the end of the 2013/2014 school year, over 120,000 refugee children were enrolled in Jordanian schools throughout the country, including some 100,000 in host community public schools and 20,000 in camps, an increase from 2013 which indicates positive trends for enrolment rates.<sup>52</sup>

Over the past decade, the government has invested heavily in the education system, enabling it to perform well in comparison with other middle-income countries and the MENA region. However, the Syria crisis is having a profound impact on the education sector, in particular on public schooling.<sup>53</sup> The government has granted free access to primary and secondary education to all Syrian children. MOE had to re-introduce double-shift schedules in 98 public schools across Jordan, while also providing 'pre-fab' classrooms, school furniture, and equipment. While there is no recent data on understanding if single sex or mixed schools are more affected by overcrowding, a pre-crisis National Centre for Human Resources Development (NCHRD) study showed that overcrowding was often higher in girls' schools. Furthermore, MOE has had to recruit additional teachers on contract to respond to increased levels of demand, in addition to providing enhanced in-service training to address the influx of Syrian students, and increasing teacher capacity to address their students' psychosocial demands. The impact of the Syria crisis on key determinants of quality is real, and may be compounded by violence and bullying, not only at the basic education level, but also in Jordanian universities.<sup>54</sup>

#### *2014 Interventions*

- The majority of current and recently completed projects have focused on addressing education needs in terms of access, quality, and systems' strengthening. System-wide support has been provided through direct financial support, teacher training, infrastructure support, as well as the provision of basic teaching and learning supplies. Efforts have focused on providing additional learning spaces and supporting refurbishment and small-scale renovations in 140 public schools in host communities. Training has been provided to support in-service teachers working in public schools that have absorbed Syrian students.
- Informal and non-formal education opportunities have been increased both in camps and host communities to accommodate the increasing number of Syrian students seeking alternative educational opportunities as well as to support vulnerable Jordanians who have been out of school and seek to re-enter formal education.
- Recognizing the shortage of school infrastructure, many donors and partners are supporting construction of new schools and rehabilitation of existing schools, including improvements to the physical learning environment.
- Projects are increasingly utilizing and enhancing national systems, i.e. contributing to budget and technical support for the Education Management Information System (EMIS).

#### *2015 Needs*

- Construction of new and rehabilitation of existing educational infrastructure. Demands for regular maintenance will also increase as schools absorb greater number of students and are used more frequently.
- Enhancing in-service teacher capacity to mitigate pedagogical challenges in the classroom.

52. Increase as compared to 2013 as measured by the Joint Education Needs Assessment in 2013 and 2014, and based on MOE records of enrolment of Syrian children in host communities in Jordan

53. NCHRD, School Rationalization Baseline Study: The situation of crowded and underutilized schools in Jordan, 2011.

54. UNDP Jordan Poverty Reduction Strategy – Final Report, 2013. UN Women, Child Protection amongst Syrian Refugees in Jordan, with a Focus on Early Marriage, 2013. Ministry of Higher Education, October 2014.

- Expansion and diversification of alternative education pathways, including developing criteria for a certified accelerated program to allow greater flexibility for students to enter the formal school system at different times during the year to reduce the number of out of school children and youth.
- Provision of post-secondary educational opportunities.
- Addressing violence and bullying in schools as this could potentially undermine educational quality and social cohesion in the communities.
- Effectively managing the increasing demands on the education system, through strengthening national systems for data collection and usage to improve the government's responsiveness.
- Ensure access to quality inclusive education for the most vulnerable children, in line with the government's Education Reform for Knowledge Economy (ERfKE) programme and the 2013-2020 National Poverty Strategy (NPS).
- Improve resilience by strengthening Disaster Risk Reduction (DRR) strategies and planning in order to provide more effective and targeted education responses in preparation for and in the event of natural or manmade disasters.

### **Response Plan**

In the area of education, the JRP 2015 focuses on addressing the needs of access, quality, and systems' strengthening. This holistic approach ensures that the education sector is addressing current pressures, while preparing the country for increased demands in the short and long-term, without sacrificing achievements in quality or education reforms for Jordanian citizens of all ages.

The 2015 response must be inclusive, thus meeting the needs of Syrian refugees as well as vulnerable Jordanians within as well as outside the formal education system. All actions need to be responsive to national demand for improved levels of service delivery, while also promoting the long-term resilience of the education system to both safeguard gains already made and accelerate the implementation of quality-focused reform strategies.

The JRP 2015 therefore aims to strengthen the ability of the public education system to absorb all children, adolescents and youth, ensuring uninterrupted access for Syrian children and vulnerable Jordanians. Furthermore, the plan calls for the strengthening of the public education system's capacity, the enhancement of teachers and other education personnel's capacity for improved education quality, the support of children with disabilities and other marginalized groups; as well as addressing infrastructure, maintenance support and the provision of basic teaching and learning supplies.

### **Sector Overall Objective:**

***To ensure sustained quality educational services for all, particularly the most vulnerable.***

This plan aims to strengthen the governmental capacity to apply lessons from past refugee influxes, ensuring adaptability and the sustained quality of its education system in new contexts.

First, the readiness and ability of MOE to respond to sudden manmade and natural crises through the development of an emergency focused policy and resources framework, and an enhanced information management system to support strategic response planning.

Second, the continued delivery of quality education services for all children based on two main pillars: access to and quality of education through the expansion of the absorptive capacity of schools in the country's most affected areas, and professional development (both induction and in-service) in inclusive education and psychosocial support as well as social cohesion topics to ensure a conducive learning environment.

**Specific Objective 1:** Capacity of MOE increased to ensure the continuous delivery of quality education services in emergency situations.

Over the last few decades, Jordan has received successive waves of refugees as conflicts have intensified in the region. It is anticipated that Jordan will retain its position as a relatively safe and stable country, which will make it a suitable refuge for asylum seekers. However, there are no systems or procedures in place that can be replicated in the event of natural or manmade emergencies. EMIS must be able to produce accurate and reliable data to prioritize and plan at all levels, thus ensuring better responsiveness to shocks. The Ministry of Education has embarked on improving its EMIS capabilities, but generating reports in times of emergencies will require system upgrades. Further, the need for specialized training on emergency preparedness has not been met.

It is therefore proposed that in order to build Jordan's resilience to these events, its strategies, policy options, human resources, information management and utilization systems must be strengthened to lessen the impact of emergencies on the delivery of educational services.

**Specific Objective 2:** Capacity of education service providers increased to deliver quality inclusive education and training for all boys and girls (children and youth) – particularly the most vulnerable.

At a time of crisis, the government is responsible for ensuring service delivery to both its citizens and refugees. One of the priorities during such periods is to ensure that the quality of services, particularly in poor and under-served areas, does not deteriorate.

## EDUCATION

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure sustained quality educational services for all, particularly the most vulnerable.

**Resilience Sector Specific Objective 1:** Capacity of MOE increased to ensure the continuous delivery of quality education services in emergency situations.

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1: MOE Enhanced Institutional Capacity Project	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafiah, Zarqa	MOE staff	4,500	2,000	2,500			1) Consolidated emergency framework in place 2) # of MOE staff trained. Baseline: 20 3) # of MOE staff trained on education in emergencies. Baseline: 20 4) Consolidated framework in place. Baseline: No	1) framework in place 2) 65 3) 4,500 4) Yes	Jan. 15- Dec 17	650,000

**Total Resilience Sector Specific Objective 1**

**650,000**

**Resilience Sector Specific Objective 2:** Capacity of education service providers increased to deliver quality inclusive education and training for all boys and girls (children and youth) – particularly the most vulnerable

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 2.1: Increasing school absorptive capacity and utilization	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafiah, Zarqa	Teachers and students	160,000			80,000	80,000	1) # of schools renovated and refurbished Baseline: 0 2) # of fully equipped schools built Baseline: 0 3) # of salaried teachers on a temporary basis on the payroll Baseline: 2,699 4) # of schools Baseline: 98	1) 150 2) 0 (Phase 1: all 50 design/studies and tenders completed phase, 25 under construction) 3) 6,124 4) 150	Jan. 15- Dec 17	122,378,600

RES 2.2: Early childhood development in vulnerable communities	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafliah, Zarqa	Teachers, KG2 students, and parents	150,000	25,000	25,000	50,000	50,000	1) # of ECD classes established and equipped Baseline: 1,139 classes	1) 50 new classes	Jan. 15- Dec 17	3,665,000	
								2) # of new kindergarten teachers appointed. Baseline: 0				2) 300
								3) # of new Kindergarten teachers trained Baseline: 0				3) 300
								4) # of parents equipped with knowledge and skills on proper child rearing practices Baseline: 0				4) 25,000
RES 2.3: Teachers Training Program	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafliah, Zarqa	Teachers	30,000	15,000	15,000			1) # of newly recruited teachers that receive induction training Baseline: 0	1) 5,000	Jan. 15- Dec 17	5,700,000	
								2) # of teachers that receive in-service training Baseline: 0				2) 5,000
RES 2.4: Alternative Certified Education Pathways Project	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafliah, Zarqa	Out of school children and youth; facilitators	16,000					1) # of new centers opened # of new staff Baseline: 0	1) 150 new centers; 300 facilitators	Jan. 15- Dec 17	2,700,000	
								2) Regulations for entry/exist and certification established Baseline: No				2) Yes
								3) # of certified alternative pathways in place Baseline: 1				3) More than 1
RES 2.5: Violence free schools	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafliah, Zarqa	Teachers, parents, and students	1,000,000					1) # of teachers trained on the Teacher's Code of Conduct and violence reduction strategy Baseline: 0	1) 2,300	Jan. 15- Dec 17	2,756,000	
								2) # of schools with operational plans to prevent and reduce violence in schools Baseline: 0				2) 2,000
								3) # of new PTAs established Baseline: 0				3) 200
								4) # of additional learning environment improvement activities Baseline: 0				4) 2,000

RES 2.6: Equal access to education opportunities for Jordanians	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafilah, Zarqa	Jordanian students	360,000	180,000	180,000	180,000	1) # of teachers and facilitators trained on early identification/ education pro-vision for children with special educational needs. Baseline: 0	1) 8,800	Jan. 15- Dec 17	22,579,096
								2) 2,300 schools; 1,000 other service providers		
RES 2.7: Expansion of higher education	Ajloun, Amman, Aqaba, Balqa, Irbid, Jarash, Karak, Ma'an, Madaba, Mafraq, Tafilah, Zarqa	Students	10,000				1) # of universities upgraded. Baseline: 0	1) 5	Jan. 15- Dec 17	20,000,000
<b>Total Resilience Sector Specific Objective 2</b>										
<b>177,022,696</b>										
<b>Resilience Education Sector Total:</b>										
<b>177,672,696</b>										



## 3.4.2 Energy

### Situation Analysis

Jordan is one of the world's least energy secure countries, importing about 97 per cent of its energy needs. While Jordan has achieved many development goals, sustaining these results will increasingly depend on the transition to a sustainable energy future due to the heavy burden of energy costs on the Jordanian economy. Until 2009, the country relied on natural gas imported from Egypt for around 86 per cent of its electricity generation, but due to a series of disruptions to this flow since 2011, this has declined to 10 per cent in 2014. In response, Jordan shifted to higher-cost heavy fuel oil and diesel imports, which has increased the cost of imported energy from US\$2.67 billion in 2009 to US\$5.74 billion in 2014.<sup>55</sup> Energy imports have risen to make up approximately 17 per cent of Jordan's GDP in 2013 (down from 21 per cent in 2012).<sup>56</sup> In 2013, governmental subsidies for petroleum and electricity products reached US\$2.59 billion, while the accumulated loss for electricity production reached US\$4.9 billion and is expected to reach US\$6.72 billion by the end of 2014.<sup>57</sup> <sup>58</sup>These increases are far above what would be expected under normal population growth, and much of the increased demand can be attributed to the surge in population due to the Syria crisis.

The Syria crisis has also exacerbated long-standing structural challenges in the energy sector in terms of supply, demand, and management. Thus, total residential electricity consumption in Jordan due to the population growth has risen from 4926 GWh in 2009 to 6265 GWh in 2013. The consumption of Light Petroleum Gas (LPG) increased from 270,000 Tons of Oil Equivalent (TOE) in 2009 to 315,000 TOE in 2014.<sup>60</sup>

The centrality of energy to the public budget could derail the development trajectory of the country unless urgent actions are taken. Securing a sustainable energy pathway is thus critical for achieving all goals of the JRP 2015. In order to help Jordan's resilience, a variety of options for the energy sector will be explored and studied.

### 2014 Interventions

- **Diversification of energy supply:** The overarching energy insecurity challenge led the government to shift to a broader energy supply mix, reflected in the National Energy Strategy. Implementation of the government's renewable energy strategy started in 2014.
- **Access to energy for vulnerable populations:** There have been significant reforms to Jordan's domestic energy subsidy system, shifting from universal subsidies to increased use of cash transfers targeting those in need of support, now reaching 70 per cent of the population.
- **Energy efficiency and renewable energy solutions:** A priority has been achieving local energy production, mainly by scaling-up renewable energy and improving energy efficiency<sup>61</sup> solutions. Jordan has made progress, ranking second in the region for renewable energy trends and third for energy efficiency. The 2012 Energy Efficiency and Renewable Energy Law provides incentives for sustainable energy solutions as Jordan seeks to increase renewable energy from 1 per cent of overall energy in 2010 to 10 per cent in 2020, and to improve energy efficiency by 20 per cent by 2020.<sup>62</sup> 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.<sup>63</sup>

55. JOD1.9 billion and JOD4.1 billion respectively.

56. GoJ, Jordan Needs Assessment, November 2013.

57. Ministry of Energy and Mineral Resources, Energy 2014 – Facts & Figures, 2014.

58. JOD1.85 billion, JOD3.5 billion and JOD4.8 billion respectively.

59. Ministry of Energy and Mineral Resources, Energy 2014 – Facts & Figures, 2014.

60. Ministry of Energy and Mineral Resources, Energy 2014 – Facts & Figures, 2014.

61. Arab Future Energy Index (AFEX), 2013.

62. Ministry of Energy and Mineral Resources, Jordan Energy Efficiency Roadmap, 2010.

63. Ministry of Energy, Annual Report, 2013.

## 2015 Needs

The government foresees additional power demand in cities and towns to be approximately 225MW, with capital investment to meet this demand estimated at US\$337.5 million.<sup>64</sup> With regards to increased energy demands from Syrian refugees in cities and towns, there is a need to:

- Accelerate energy efficiency as a priority and renewable energy measures in buildings and residences across Jordan to offset increased power demands (short-term).
- Establish new renewable energy power supply capacities to relieve pressures on the power grid (medium-term).

## Response Plan

Two significant deployable and low-cost priorities, in line with the 2013 Jordan National Energy Efficiency Action Plan (NEEAP) and 2014 National Resilience Plan, are to (i) install solar water heaters in buildings and residences and (ii) replace inefficient lights in residences and buildings with new compact fluorescent lamps (CFLs). Both have a good basis for production, and with deployment readily available locally, these two cost-effective priorities could be rapidly implemented in 2015 to free up a significant portion of new Syria crisis-related energy demand. The framework for demand-side management programmes exists in Jordan, developed in coordination with Ministry of Energy and Mineral Resources (MEMR), the Energy and Mineral Regulatory Commission (EMRC), and the electricity distribution companies.

In addition, scaling up the use of energy efficient appliances in host communities is a cost-effective solution that leads to a significant energy savings. This would bring long-term benefits for Jordan's sustainable energy vision, outlasting the risks from the Syria crisis.

Rapid energy efficiency and renewable energy gains could also be coupled with a third priority – the deployment, installation and operations of photovoltaic (PV) solar panel systems in host communities. The proposed interventions should be complemented with large-scale community campaigns to raise awareness, educate and increase the acceptance of solar systems in the community, as well as the benefits of energy efficiency and saving. Capacity building programmes for ministry, municipal governments, and relevant staff on technical issues are also crucial.

The proposed interventions are prepared in full coordination with the MEMR and the Energy Task Force, and will take into account potential environmental impacts and cross cutting issues.

## **Sector Overall Objective:**

***To scale-up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis.***

Within Jordan's broad strategy for transformational change in both energy supply and demand dynamics, two key objectives of relevance to Jordan's response to the Syria crisis are: (i) sustainable energy solutions including energy efficiency to meet rising residential energy demands in the short-term, and (ii) expansion of renewable energy solutions to meet the growing pressures for energy demand pressures.

**Specific Objective 1:** Improved and effective rapid sustainable energy solutions to offset incremental energy demand in the short-term ensured.

**Specific Objective 2:** Contribution of solar energy for electricity generation increased.

64. Ministry of Planning and International Cooperation, Impact of Hosting Syrian Refugees, October 2013.

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To scale up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis.

**Resilience Sector Specific Objective 1:** Improved and effective rapid sustainable energy solutions for offsetting incremental energy demand in the short-term ensured.

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Installation of solar water heaters in host communities	Host communities in Jordan with a focus on the northern governorates	Communities, public utilities, female headed households (Number of utilities and households)	38,000 households	20%	20%	30%	30%	1. # of households that have installed solar water heaters 2. # of technicians from host communities trained on operation and maintenance of water heaters 3. # of host communities targeted through awareness campaigns	28,500 1,500 20,000	2015-2016	28,005,000
RES 1.2 Introducing energy efficient lighting to mitigate energy pressure on host communities	Host communities in Jordan with a focus on the northern governorates	Communities, public utilities, female headed families (number of families or groups)	600,000 households	20%	20%	30%	30%	1. # of households that have received energy efficient lights 2. # of inefficient light bulbs properly disposed 3. # of host communities targeted through advocacy and training campaigns 4. # of staff from local and national institutions trained	300,000 1,500,000 30,000 1,500	2015-2016	7,900,000
<b>Resilience Sector Specific Objective 1</b>											<b>35,905,000</b>

**Resilience Sector Specific Objective 2: Contribution of solar energy for electricity generation increased**

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 2.1 Installation of PV solar systems in Jordanian host communities	Host communities in Jordan with a focus on the northern governorates	Host communities	60,000	20%	20%	30%	30%	1. # of PV solar systems installed 2. # of staff from relevant institutions trained, number of PV systems maintained 3. # of host communities targeted through advocacy and training campaigns	6,000 1,500 10,000	Jan. 15- Dec 17	30,000,000
<b>Resilience Sector Specific Objective 2</b>											<b>30,000,000</b>
<b>Resilience Energy Sector Total:</b>											<b>65,905,000</b>

### 3.4.3 Environment

#### *Situation Analysis*

One major impact on resilience is the additional pressure exerted on Jordan's natural resources. The increased population resulting from the influx of Syrian refugees has affected ecosystems, biodiversity, air pollution, and waste management.<sup>65</sup> Increased human and agricultural activity like raising livestock within and surrounding protected areas, wood cutting for heating and charcoal production purposes, excessive collection of medicinal plants, and excessive farming activities put additional pressure on agricultural land. Further, the development of the industrial and service sector in Jordan, combined with the effects of a growing population, the influx of refugees and more vehicles, has resulted in an increase in the pollutants emitted. This in turn causes degradation of the air quality and adversely impacts public health. In addition, the influx of refugees puts additional pressure on the management of all kinds of wastes, i.e. the volume of medical waste has increased due to the expansion of healthcare services. It has also impacted the water and wastewater sectors and solid waste disposal and management, dealt with separately under different sectors of the JRP 2015.

In an already resource-scarce and environmentally fragile country like Jordan, short-term responses as well as new construction may result in exacerbation of environmental risks in the medium-term unless mitigation measures are put in place during design of projects. This can also help prevent and address community well-being and their grievances.<sup>66</sup>

All projects in Jordan have to conduct an EIA where environmental risks are foreseen, and for which mitigation measures and opportunities for sustainable solutions engaged.<sup>67</sup>

#### *2014 Interventions*

No interventions specific to the Syria crisis response were implemented in 2014.

#### *2015 Needs*

- Commence with a rapid environmental assessment during launch of the JRP 2015 of key sectors to contain environment risks, taking into account the gendered impact of environmental change and natural resource management, and focusing on significant environmental aspects such as soil pollution, land degradation, waste management, air quality and biodiversity conservation. This is an urgent need for 2015 to understand the actual impacts of the crisis on environmental resources.
- Establish an Environment Mainstreaming unit in the JRPSC Secretariat to lead an environmental review and provide mitigation support for the overall implementation of JRP 2015 projects, including rapid EIAs for high risk projects in relevant sectors complemented with mitigation options.
- In order to offset the additional pressure on natural resources and ecosystem services, more alternative income generation opportunities should be created for local communities targeting the most vulnerable groups, including women and young people in the surroundings of affected natural areas.
- Strengthen capacities to measure air quality, especially in areas close to host communities and camps, e.g. strengthening of human capacities, equipment and field monitoring. Further enhance the performance efficiency of wastewater treatment plants, factories and other emitting facilities.
- Enhance capacities for the collection, transport and disposal of hazardous waste, (including medical waste), including supporting human capacities, provision of needed equipment, and transfer of accumulated hazardous waste in Swaqa landfill to another country where disposal facilities are available.

65. GoJ, Jordan Needs Assessment Review, 2014.

66. Ministry of Planning and International Cooperation, Jordan National Resilience Plan, 2014.

67. Jordan's Environment Protection Law (EPL) no. 52/2006 and its Environmental Impact Assessment (EIA) regulation no. 37/2006.

## **Response Plan**

The response aims to strengthen the resilience of fragile ecosystems and communities, as well as offset the adverse environmental effects of the Syria crisis. In addition to the specific interventions outlined below, the JRP 2015 should mainstream environmental sustainability concerns as a cross-cutting issue across all sectors and interventions of the JRP 2015, especially those most likely to have an environmental impact.

### **Overall sector objective:**

**To ensure resilient and sustainable responses to vulnerable ecosystems and communities affected by the Syria crisis.**

With the expectation of a continuing crisis in Syria and its subsequent impact on Jordan, short, medium, and long-term strategies should be implemented to ensure proper mitigation of adverse environmental impacts to decrease pressure on natural resources. It is also important to put in place an effective monitoring system for environmental indicators, including air pollutants, soil pollution, illegal grazing, illegal hunting, and amount of generated wastes. The monitoring system should focus on the northern governorates as the most impacted by the crisis.

**Specific objective 1:** Effective strategic mechanisms established for environmental mainstreaming in the JRP 2015 implementation.

The fast disbursement of financial resources on a large-scale to meet urgent needs generating from the Syria crisis will result in both environmental risks and opportunities. Periods of rapid response are often characterized by “hyper-development,” resulting in increasingly severe environmental impacts (e.g. the requirement for increased supply of natural resources). This objective is therefore meant to help identify such environmental risks and opportunities and ensure that they are taken into account as early as possible before implementing JRP 2015 interventions. It is recommended to establish a specialized environmental unit within the JRPSC Secretariat to promote wise management of natural resources as a foundation for effective and sustained recovery, growth, poverty reduction and the equitable sharing of benefits.

The unit should identify environmental risks within JRP 2015 interventions and provide technical assistance on mitigating their potential damage. The unit would further help to identify stakeholders and provide support for developing appropriate frameworks for managing resources. Given the relationship between the environment, natural resource management and gender equality, the unit will also include specialized gender expertise. The unit presents an opportunity to strengthen governance and management of natural resources and prevent conflict over them.

**Specific Objective 2:** Mechanisms to mitigate additional pressure and competition on ecosystem services improved.

In order to mitigate the additional competition on natural resources and ecosystem services, alternative income generation and livelihoods opportunities need to be created for vulnerable groups, including women and young people in the surroundings of affected natural areas. Creation of green jobs and businesses for communities surrounding protected areas will reduce the pressure on natural resources, as well as land degradation. It also entails enhancing the capacities of local CBOs in designing and implementing green businesses associated with awareness on sustainable uses of natural resources.

Enforcement of legislation concerning ecosystem management also needs to be enhanced, requiring the training of rangers and the provision of equipment and tools such as vehicles, GPSs, cameras, etc.

**Specific Objective 3:** National and local capacities to manage increased hazardous waste enhanced.

This requires provision of equipment for collection, transfer and treatment of hazardous waste, while at the same time enhancing the treatment capacities at source and at landfills. This also entails developing the human capacities in dealing with such kind of waste.

**Specific Objective 4:** Monitoring and mitigation of air pollution strengthened.

Strengthen the capacities to measure air quality, especially in areas close to refugee camps and in host communities. This involves strengthening human capacities, equipment and field monitoring, and should be complemented by enhancing the performance efficiency of wastewater treatment plants, factories and other emitting facilities in the northern governorates. This in turn requires the identification of potential sources of air pollution, design and implementation of pollution mitigation mechanisms, equipment, and tools.

# ENVIRONMENT

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure resilient and sustainable responses to vulnerable ecosystems and communities affected by the Syria crisis.

**Resilience Sector Specific Objective 1:** Effective strategic mechanisms established for environmental mainstreaming in JRP 2015 implementation.

**Indicators:** All JRP projects are environmentally sound

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1: Minimizing negative environmental impact of the JRP 2015	Countrywide	Government and host communities	4,249,400	NA	NA	NA	NA	1. IEA and SEA reports are produced 2. # of JRP projects completing the environmental screening check-list 3. # of completed EIAs for relevant projects; # of EMPs in place	1. IEA and SEA reports are produced 2. All JRP projects to be implemented in 2015 3. as needed based on EIA legislations	2015 onward	400,000

**Total Resilience Sector Specific Objective 1** **400,000**

**Resilience Sector Specific Objective 2:** Mechanisms to mitigate increased pressure and competition on ecosystem services improved.

**Indicators:** # of new mechanisms to mitigate added pressure in ecosystem services

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 2.1: Strengthen community mechanisms to mitigate the added competition for natural resources	North of Jordan	Host communities	1,629,100	tbd	tbd	tbd	tbd	1. Vulnerability assessment report produced 2. # of sustainable, decent, green jobs and businesses created 3. # of communities reached through awareness campaigns 4. # of equipment, vehicles and training provided for rangers; # of rangers trained	1. Vulnerability assessment report produced 2. 20 new green businesses are created 3. 5 awareness campaigns conducted 4. 10 vehicles, 50 rangers are trained and equipped	2015-2016	2,150,000

**Total Resilience Sector Specific Objective 2** **2,150,000**

Resilience Sector Specific Objective 3: National and local capacities to manage increased hazardous waste enhanced											
Indicators: Added amounts of medical wastes are properly collected, transferred and treated											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 3.1. Improving the management of hazardous medical waste	North of Jordan	Government and host communities	24 Facilities (1,776,000)	tbd	tbd	tbd	tbd	1. # of equipment for collection, transfer and disposal provided 2. Amount (in tons) of medical waste transferred abroad 3. # of medical staff trained on medical waste management	1. TBD 2. 10,000 tons 3. 40 professionals are trained	2015-2016	2,100,000
<b>Total Resilience Sector Specific Objective 3:</b>											
<b>2,100,000</b>											
Resilience Sector Specific Objective 4: Monitoring and mitigation of air pollution strengthened											
Indicators: # of monitoring regimes are installed and operated											
RES 4.1: Enhancing air quality control and management	North of Jordan	Government and host communities	4,249,400	tbd	tbd	tbd	tbd	1. Assessment report produced. 2. # of pollution control tools and/or equipment provided 3. # of air quality monitoring station installed	1. Assessment report produced. 2. TBD 3. 5 new stations	2015-2016	2,650,000
<b>Total Resilience Sector Specific Objective 4</b>											
<b>2,650,000</b>											
<b>Resilience Environment Sector Total</b>											
<b>7,300,000</b>											



## 3.4.4 Health

### *Situation Analysis*

The demand on the public sector continues to grow and the increased burden on MOH facilities has affected access, quality and satisfaction with services for both Jordanians and Syrians alike. Due to the large influx of Syrian refugees outside of camps, the capacity of the health sector to deliver adequate services has been stretched. This is particularly true for the public sector, and applies to preventive, curative and rehabilitative health services at all levels (primary, secondary and tertiary). In order to address the increased demand for health services caused by the crisis, the MOH has mobilized significant human and financial resources, thus distracting from other health priorities.

The burden on the national health system has been exacerbated by changes in the morbidity profile, with the re-emergence of some communicable diseases and a heavy burden of conflict-related injuries and disabilities placing additional demands on health service delivery. MOH data<sup>68</sup> show that the number of outpatient visits to MOH primary healthcare centres by Syrian refugees increased from 68 visits in January 2012 to 15,975 visits in March 2013. During the same period, Syrian refugees accessing MOH hospitals increased from 300 cases to 10,330 cases. There was also a sharp increase in the number of Syrian refugees requiring surgery (from 105 individuals in January 2013 to 622 in March 2013)<sup>69</sup> and other services.<sup>70</sup> In the northern governorates, given the concentration of Syrian refugees, this has resulted in longer waiting times for patients at MOH facilities.

Similarly, morbidity data from MOH indicates a rise in some communicable diseases. As of April 2013, TB case notification was 5/100,000 among Jordanians and 13/100,000 for Syrian refugees.<sup>71</sup> While no measles cases had been reported in Jordan since 2009, MOH data show that 116 Jordanians and Syrians have been diagnosed with measles as of October 2013.

There is an urgent need to strengthen health systems through support for consumables, equipment, infrastructure and human resources, with the aim of strengthening the resilience within the health system to deal with both the current crisis and future shocks. The increase in utilization has primarily been met through existing MOH structures and resources.

The key strategy of the health sector is to support MOH in the provision of health services to refugees and host communities, noting that the sector was facing significant financial pressures even before the crisis. For refugees who cannot access MOH facilities, there is a need to continue to support a network of clinics and other services, including referrals, to be able to meet the need for comprehensive primary and essential secondary and tertiary health services.

### *2014 Interventions*

In order to address the increased demand for health services caused by the crisis, MOH and health sector mobilized significant human and financial resources.

#### **2014 health sector interventions and achievements included the following activities:**

- MOH provided 1,258, 811 services to Syrians and spent US\$61.2 million the influx of Syrian refugee began in 2012.<sup>72</sup>
- In 2014, Royal Medical Services has treated 22,153 new arrival patients at the border, while 2,119 were referred.
- Weekly epidemiological bulletins were produced by MOH.

68. Ministry of Health, Primary Healthcare Centres Reports, 2013.

69. Ministry of Health, Healthcare Centres Reports, 2013.

70. According to Jordan's national cancer statistics, Syrian refugees admitted with cancer at health facilities rose from 134 in 2011 to 169 in the first quarter of 2013, representing a 14 per cent increase in Jordan's total cancer disease burden. Ministry of Health, National Cancer Registry Records, 2013.

71. Ministry of Health, National TB programme, 2013.

72. JOD43 million

- Between January and August 166,284 measles vaccines have been given to Syrian children aged 6 months to less than 15 years, and 9,596,993 polio vaccines have been given to Syrian, Jordanian and other children less than five years of age.

### 2015 Needs

In the situation of the intensified demand for health services and the existing commitment by the government to provide refugees with access to the healthcare services, the health sector in Jordan will face the following challenges in 2015:

- Consequences of potential increase in the disease burden: the increased levels of morbidity for Syrians refugees could affect the disease burden in Jordan in the future.
- Increased caseload on MOH health care delivery services.
- Budgetary pressures: the health sector is facing significant financial pressures and challenges, as it continues to finance recurrent drugs, vaccine purchases and replacement medical equipment through extra support from donors and agencies, as these are being depleted at a faster rate drawing on MOH emergency stocks.

### Response Plan

These emerging and multi-faceted challenges require a change in the response to the impact of the Syria crisis on the health sector. This is critical given the scale and protracted nature of the crisis, which necessarily limits the effectiveness of health interventions.

Two sets of specific recommendations emerge:

#### 1) Reducing the financial gap resulting from the additional caseload created by the Syrian refugee influx.

This would include provision of direct and indirect financial support to increase the MOH budget by at least 20 per cent annually, in order to cover recurrent costs incurred by the refugee influx. In addition, this would require expansion of the healthcare financing envelope, and broadening of the mechanisms used in financing to assist MOH in achieving universal health coverage for vulnerable groups.

#### 2) Increasing the service delivery and absorptive capacity of MOH health system and support improved management of resources. This would require the following:

- Physically develop and expand infrastructure capacity including bed, surgical, outpatient, emergency, maternity and laboratory of up to one existing Jordanian MOH hospital (Al Nadeem hospital in Madaba) and 11 comprehensive health centres nationwide. Expansion of five kidney dialysis units and public health laboratory in Irbid. Until the expansion of the infrastructure capacity, contingency plans that integrate health providers would need to be developed.
- Strengthen and support preventive programmes through MOH, especially in the prevention of communicable and NCDs, as well as in essential primary health preventions such as immunization, maternity and neonatal services, mental health and psychosocial care, and family planning to meet the increased demand for these services at community, governorate and national levels.
- Strengthen overall health promotion systems, education, and communication skills of service providers by building capacities to convey advocacy messages for behavioural change targeting the general public, including school health.
- Build the capacity of health providers to work with youth, especially when it comes to their sexual and reproductive health, in respect of their needs for adequate information and privacy. Strengthen the capacity of emergency services including in borders areas. Strengthen the use of triage system and re-channelling of non-emergency cases through comprehensive health centres.

- Increase MOH human resource availability and skills through training, better distribution and incentives for specialists (including female doctors) to work in the governorates with the highest distribution of Syrian refugees, with a particular focus on war wound related services.
- Strengthen functions directly related to the Syria crisis such as: (i) information systems and data collected at governorate levels; (ii) disease surveillance and early warning alert systems; (iii) pharmaceuticals, contraceptive and vaccine supply management, and (iv) equipment maintenance systems.
- Support the incentive system for MOH human resources, to increase retention and prevent leakage of needed experiences to other countries.
- Support youth as a force for change, including them in trainings and advocacy to promote better preventative health practices.
- MOH and national health partners need to be supported in order to strengthen their capacity to address violence against children (VAC) and sexual and gender-based violence (SGBV) cases. MOH health service providers play a vital role in identifying and caring for survivors of VAC and SGBV through the establishment of Family Protection Committees in the expanded network of hospitals and health centres all over Jordan.

### **Overall sector objective:**

***To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services.***

To meet the overall health sector objective, a combination of specific objectives are outlined below to mitigate the impact of Syrian refugees and to enhance the provision of health services provided:

**Specific objective 1:** Equitable access, uptake and quality of primary healthcare for Jordanian and other populations in highly impacted areas.

**Specific objective 2:** Equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and other populations in highly impacted areas.

**Specific objective 3:** Comprehensive health care improved through integrated community interventions including rehabilitation services for Syrian WGBM and Jordanians in highly impacted areas.

**Specific objective 4:** Adaptive capacity of national health systems to current and future stresses increased.

# HEALTH

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To improve the health status of Syrian refugees and Jordanian host communities by strengthening national health systems and services

**Resilience Sector Specific Objective 1:** Equitable access, uptake and quality of primary healthcare for Jordanian and other populations in highly impacted areas

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES1.1 Primary healthcare for vulnerable WGBM in highly impacted areas	12 governorates with emphasis on most affected governorates	Syrian refugees and Jordanians in highly impacted areas	8,000,000					# of girls and boys vaccinated # of clinics providing integrated management of NCDs # of MOH hospitals meeting the criteria for BFHI accreditation # of general healthcare professionals trained and/or supervised on managing mental health conditions # of preventive measures for communicable diseases implemented	63,200 8,000,000 12 130 8,000,000	2015	40,627,000
<b>Total Resilience Sector Specific Objective 1</b>											<b>40,627,000</b>

**Resilience Sector Specific Objective 2:** Equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and other populations in highly impacted areas

**Indicators:**

RES2.1 Secondary and tertiary healthcare for vulnerable WGBM in highly impacted areas	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES2.1 Secondary and tertiary healthcare for vulnerable WGBM in highly impacted areas	12 governorates with emphasis on most affected governorates	Syrian refugees and Jordanians in highly impacted areas	8,000,000					# of new incinerators functioning # of new dialysis units functioning # of new maternity beds available # of new ambulances in either MOH or Civil Defense operational	3 3 10 6	2015	8,910,000
<b>Total Resilience Sector Specific Objective 2</b>											<b>8,910,000</b>

**Resilience Sector Specific Objective 3: Comprehensive healthcare improved through integrated community interventions including rehabilitation services for Syrian WGBM and Jordanians in highly impacted areas.**

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES3.1 Community interventions for vulnerable WGBM in highly impacted areas	12 governorates with emphasis on most affected governorates	Syrian refugees and Jordanians in highly impacted areas	5965	2,755	2,780	230	230	# of community volunteers trained in first aid	5,990	2015-2016	4,000,000

**Total Resilience Sector Specific Objective 3 4,000,000**

**Resilience Sector Specific Objective 4 : Adaptive capacity of national health systems to current and future stresses increased.**

**Indicators**

Res 4.1 Strengthening National Health Systems to increase absorptive capacity	12 governorates with emphasis on most affected governorates	Syrian refugees and Jordanians in highly impacted areas	8,000,000						# of emergency rooms rehabilitated	6	2015 - 2016	124,297,600
									# of health facilities constructed/rehabilitated	11		
									# of health workers per 10,000 population distributed based on need/prioritization of the MOH	TBD		
									Availability of 14 selected essential medicines, vaccines and reagents measured quarterly in sentinel sites	100%		
									# of HMIS that are digitized (e.g., EPI, FP, RMNCH, NCD )	70%		
									# of tests for adequate micronutrient level conducted at the point of consumption	100%		
									# of facilities provided with at least one item of equipment	45		
									# of staff trained (not covered by other outputs)	30		
									Increase in total blood donors	TBD		
									# of schools supported	TBD		
# of accredited health centers and hospitals	TBD											

**Total Resilience Sector Specific Objective 4 124,297,600**

**Resilience Health Sector Total 177,834,600**

## 3.4.5 Justice

### *Situation Analysis*

Despite the government's commitment to ensuring access to justice and enhancing judicial capacities, the justice sector has faced a number of challenges since the start of the Syria crisis. This is in part due to the steady increase of judicial cases which now include Syrians living in Jordan, resulting in a 50 per cent case-load increase in Amman from 2011 to 2014, 77 per cent in Irbid and 84 per cent increase in Mafraq.<sup>73</sup> While violence and criminality levels in Jordan are quite low, according to Public Security Directorate (PSD) the northern region has witnessed an increase in criminal acts, assaults, and proliferation of small arms. These have posed specific challenges mainly in two areas:

#### *1) Capacity limitations of justice service providers*

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 have gained importance since the Juvenile Law was endorsed in 2014 and that have also been challenged by the increasing demand for speedy and child-friendly procedures.

#### *2) Access to justice, legal counsel and legal awareness*

Obtaining free legal aid and counsel services for those who cannot afford legal support and representation is difficult. Courts are only mandated to grant legal representation for adults in criminal cases entailing death penalty and/or life imprisonment. Legal aid is granted by virtue of the Bar Association's law of 1972 but in practice access to free legal aid remains a challenge in Jordan especially for vulnerable groups, women and children.<sup>74</sup> Moreover there is a lack of awareness of rights and duties amongst the Jordanian public and Syrian refugees,<sup>75</sup> which prevents individuals from claiming their rights and increases their likelihood of breaking the law unintentionally.

### *2014 Interventions*

Countrywide reform initiatives are underway to further enhance the independence and impartiality of the judiciary, upgrade quality, and strengthen its administrative capacity. Sector specific budget support (US\$33.89 million) includes technical assistance and support to civil society (US\$3.76 million), capacity building support for MOJ (MOJ), Judicial Council and other key stakeholders (US\$2.38 million), and the Justice Reform and Good Governance Programme, which focuses on criminal justice reform, penitentiary reform, juvenile justice reform and strengthening the capacity of the Anti-Corruption Commission.<sup>76</sup>

### *2015 Needs*

- Enhance the capacities of courthouses and juvenile courts especially in Azraq, Ramtha, Mafraq City and Irbid City.
- Enhance the capacity of judges and prosecutors to respond to specific needs of different population groups, including juveniles and women, and to address a wide range of offences.
- Enhance the capacities of MOJ to accommodate staffing needs in host communities due to increased number of cases.
- Support the Judicial Training Institute to a) revamp its curricula to respond to knowledge gap and needs in courts based in host communities; and b) intensify its training programs for judges and other judicial personnel serving in host communities.

73. Ministry of Justice, Impact of the Syria crisis on the Ministry of Justice internal paper, 2014.

74. According to several studies: in 2011 it was found that 68 per cent of defendants in Jordan did not have legal representation and in pre-trial cases 83 per cent defendants did not have legal representation (Justice Center); another study found that women are more likely than men – 26 per cent versus 17 per cent - 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 per cent of requests for legal aid assistance come from women (Justice Center for Legal Aid).

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

- Enhance the capacity of Shari’a judges on gender and child-sensitive judicial processes, improved and streamlined judicial procedures and infrastructure of the Shari’a courts.
- Enhance legal awareness of the refugee population residing in host communities supported by MOJ, the BAR association, and other development partners; as well as increasing access to justice, legal counselling and raising public confidence in the judiciary for vulnerable groups, in particular vulnerable women, children, and survivors of gender based violence

### **Response Plan**

The government and its development partners have committed to enhancing the capacities of MOJ and Chief of Islamic Justice Department to deliver justice services, increasing access for vulnerable groups, including women and children.

The needs are not yet met, and the capacities of courts, including Shari’a and juvenile courts, to accommodate the increasing number of cases in host communities are severely challenged. The increased strain on the demand side of justice services means that facilities are dealing with double or triple the number of cases that they were designed to accommodate. At the same time, awareness of rights and duties amongst the Jordanian public and Syrian refugees needs to be enhanced, while improving access to free or affordable legal aid services for vulnerable groups.

To respond to these needs, the response plan aims to enhance the capacity of courthouses in Azraq, Ramtha, Mafraq city and Irbid City, either by reutilizing existing space, or building new court houses, including juvenile courts.

The plan will also enhance the capacity of judges (including Shari’a judges and specialized juvenile judges), prosecutors and support staff by providing capacity building through specialized thematic trainings and enhanced judiciary studies. The recruitment of new judges and support staff will also aid in responding to the wider range of offences that require a more specialized approach.

To develop the legal aid system, the response plan will look at providing governmental and non-governmental legal service providers with legal aid, counselling and support to vulnerable individuals, including survivors of gender-based violence, women, girls and juveniles. In addition is it proposed to carry out community-level awareness campaigns on rights, roles and functions of the courts, the availability of legal services (formal and informal), and other legal issues.

### **Sector Overall Objective:**

***To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.***

**Specific Objective 1:** Access to justice for the most vulnerable WGBM in Jordan enhanced.

## JUSTICE

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure quality and prompt access to the justice system for all WGBM in Jordan in areas with an increased caseload resulting from the presence of Syrian refugees.

**Resilience Sector Specific Objective 1:** Access to justice for the most vulnerable WGBM in Jordan enhanced.

**Indicators:** # of WGBM receiving legal information, counselling and/or representation

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Enhance access to justice and legal counselling	Countrywide	Most vulnerable WGBM within most affected communities in Jordan	1,5 million	250,000	750,000	250,000	250,000	1) # of WGBM benefiting from legal information, counselling and/or representation (M/F, age, GBV cases) 2) # of referrals received by the Legal Aid system established 3) # of community members provided with increased awareness on legal rights and services (M/F, age)	450,000 150 100,000	2015-2017	700,000
RES 1.2 Strengthen the institutional capacity of the Ministry of Justice and the Courts	Al Azraq (Zarqa), Ramtha (Irbid), Irbid City, Mafraq City for court houses and juvenile courts	Judges, Prosecutors, legal staff and support staff	12 Judges	50%	50%			1) # of court houses expanded, rehabilitated and/or equipped (location, juvenile / regular) 2) # of staff hired (M/F, legal / support staff, by specialization) 3) # of curriculums updated and or developed 4) # of staff trained (M/F, thematic)	1 15 3 200	2015-2017	7,810,000
RES 1.3 Strengthen the institutional capacity of the Shari'a Courts	Countrywide	Shari'a courts legal and support staff,	600	450	150			1) # of court houses expanded, rehabilitated and/or equipped 2) # cases where Shari'a court liaised social worker was consulted and case is presided over by judge trained on child-sensitive and gender-sensitive procedures 3) # analytical data reports produced by Shari'a court 4) # of justice dialogues in which Shari'a and other religious courts have participated	7 70 (Shari'a court judges) 1 annual and 4 quarterly 8	2015-2017	1,300,000
<b>Total Resilience Sector Specific Objective 1</b>											<b>9,810,000</b>
<b>Resilience Justice Sector Total</b>											<b>9,810,000</b>



## 3.4.6 Livelihoods and Food Security

### *Situation Analysis*

The influx of Syrian refugees has resulted in availability constraints in jobs and income-generating opportunities, particularly in the governorates of Mafraq, Irbid and Amman. From 2012 to 2013, the unemployment rate increased in Mafraq (10.7 to 14.5 per cent) and Irbid (11.7 to 13 per cent), settling above the national level (12.6 per cent in 2013).<sup>77</sup> In 2013, the unemployment rate for women was about twice that of men,<sup>78</sup> and for youth between the ages of 15-24 it stood above 30 per cent.<sup>79</sup>

The competition over employment opportunities, particularly of an informal nature, is prominent in sectors such as construction, wholesale and retail, food services and agriculture,<sup>80</sup> where Syrian refugees are mostly employed without work permits and for lower wages than the national minimum wage (US\$266 per month and US\$210 per month for legal migrant workers).<sup>81 82</sup> In fact, 59 per cent of Jordanian and 27 per cent of Syrian respondents perceive the competition over employment and income earning opportunities to be a source of social tension.<sup>83</sup>

Low and limited income remains the most restraining factor to food access, and is compounded by greater national demand for food and non-food items. The price of food commodities such as fruits and vegetables show distinct increases between 2011 and 2014,<sup>84 85</sup> and more specifically for locally produced food, related to lower elasticity of supply. Food continues to account for the largest proportion of household expenditure in 38.6 per cent of Jordanian households in the seven northern governorates.<sup>86 87</sup>

Among the least resilient to shocks and stresses affecting food and livelihood security are vulnerable households with a high dependency ratio and limited income earning opportunities, female-headed households, and poor smallholder farming families in areas with pre-existing high poverty rates (e.g. districts in Mafraq, Irbid and Ajloun) and large numbers of Syrian refugees. For example, the Food Consumption Score (FCS) of female-headed households in host communities indicates that 7 per cent are poor, 13 per cent are borderline and 79 per cent have acceptable consumption; compared to male-headed households with 3 per cent, 9 per cent and 88 per cent, respectively.<sup>88</sup> Household dietary diversity is also compromised, not only as a result of diminishing purchasing power, but also due to limited nutritional education.

Sustainable agricultural production to meet the increased demand for food has also been challenged. Prior to the crisis in Syria, farmers in Jordan, particularly smallholder food producers, benefited from access to cheaper agricultural inputs (i.e. seeds, pesticides, farm tools, animal vaccines and medicines) from Syria. The crisis has affected trade in agricultural commodities with and through Syria, with alternate routes identified at increased cost.

The collapse of field veterinary and plant protection services in Syria has increased the risk of agricultural livelihoods in Jordan to trans-boundary plant and animal pests and diseases. For example, brucellosis and Foot and Mouth Disease (FMD) have already broken out in Syria.<sup>89</sup> Crop production systems in Jordan are already vulnerable to outbreaks of plant pest and disease due to the practice of monoculture crop production and high plant density, and MOA remains under-resourced to control these threats.

77. Department of Statistics, Labour and Unemployment Survey, 2014.

78. The unemployment rate for women was 22.2 per cent, while it was 10.6 per cent for men in 2013 according to DoS.

79. Ibid.

80. ILO, The Impact of the Syrian Refugee Crisis on the Labour Market in Jordan: A Preliminary Analysis, April 2014

81. Ibid.

82. JOD190 and JOD150 respectively

83. REACH, Livelihoods, Employment and Tensions in Jordanian Communities Hosting Syrian Refugees, June 2014. In particular, more male (56 per cent) than female (30 per cent) respondents cited uneven access to jobs between Jordanians and Syrians as a reason for tension, while more female (31 per cent) than male (15 per cent) respondents identified security issues at work as causing tension in the community.

84. Between 2011 and 2014, the consumer price index for fruits and vegetables increased by 23 and 14 per cent, respectively.

85. Increasing demand on various goods and services has caused higher rates of inflation in governorates hosting the largest populations of Syrian refugees. For example, the inflation rate in al Mafraq is at 9 per cent compared to the national rate of 5.6 per cent. This is according to the "The Impact of the Syrian Refugee Crisis on the Host Communities" report by DoS/UNDP in 2014.

86. MOA/FAO/REACH, Food Security and Livelihood Assessment, 2014.

87. Amongst beneficiaries of the National Aid Fund, food accounts for 50 per cent of household food expenditure.

88. MOA/FAO/REACH, Food Security and Livelihood Assessment, 2014

89. FAO, Plan of Action: Resilient Livelihoods for Agriculture and Food and Nutrition Security in Areas of Jordan Affected by the Syria Crisis, 2014.

## 2014 Interventions

- The majority of interventions for employment creation have focused on micro, small and medium enterprises (MSME) development in rural areas of the northern governorates. A number of interventions have focused on short-term employment creation and vocational trainings, with increased government support to develop and enhance policies promoting decent work, protection of migrant workers, and the combating of child labour.
- The MOA has developed an action plan for food security and the agricultural sector that aims to strengthen the resilience of livelihoods systems and mitigate future shocks affecting the food and nutrition security. Projects target capacity development of MOA in food security analyses, information systems, as well as the control and surveillance of trans-boundary animal diseases.
- A Protracted Relief and Recovery Operation (PRRO) was initiated to enhance the food security status of vulnerable Jordanians by improving access to food, protecting livelihoods, increasing resilience, as well as supporting national institutions' capacity to address food insecurity by strengthening food security monitoring systems.

## 2015 Needs

- Develop the following interrelated areas: a comprehensive mix of policies to formalize the informal sector and provide decent work for all workers; and a policy on migrant workers to complement the Jordanian workforce and promote social cohesion.
- Create and improve income-generating opportunities for Jordanians through rapid employment creation with vocational training and MSME development, helping to stabilize the livelihoods of vulnerable populations and support sustainable employment opportunities and local economic development, including greater private sector engagement and identification of areas for innovation leading to job creation.
- Develop the capacity of smallholder farmers to use their resources and assets in more sustainable ways, increasing agricultural productivity and incomes. Furthermore develop the capacity of MOA to better support and protect agricultural livelihoods.
- Closely monitor the food and nutritional security situation and better safeguard the nutritional status of households.
- Mainstream social cohesion into livelihoods support and ensure transparency and accountability in the criteria and methodology for selecting vulnerable beneficiaries.

## Response Plan

The response plan is tailored to address both the impact of the Syria crisis and the underlying vulnerabilities that it exacerbates. Thus, short, medium and long-term interventions should be mutually supportive and implemented simultaneously. Immediate attention will be given to interventions directed at supporting affected and vulnerable populations coping with the impact of the crisis, by protecting livelihoods, food security and income-generation capacity as a way to avoid further depletion of their assets.

Simultaneously, interventions supporting recovery and leading to sustainable development should receive adequate attention with priority given to approaches that foster social cohesion. A guiding principle of resilience is that interventions span the humanitarian-development continuum, with a focus on developing national and local capacity to scale-up and sustain recovery efforts and development gains. There will thus be periodic monitoring of livelihoods, employment, food security vulnerability, as well as institutional support to relevant ministries and departments on agricultural and food security policies.

Use of detailed livelihoods, food security and markets assessments, as well as strengthened coordination and linkage with the refugee response, is regarded as a priority to ensure proper targeting geared towards the most vulnerable WGBM in addition to well-informed prioritization of interventions. A well-linked resilience and refugee response will contribute to social and economic stability, and will mitigate possible social tensions by increasing the absorptive capacity of host communities and protecting the food security of Syrian refugees, while also reducing the burden on host communities.

**With the above consideration, priority for 2015 should be given to:**

- Providing short-term employment opportunities to stabilize livelihoods of vulnerable households in host communities.
- Providing demand-based vocational and business skills trainings, as well as on-the-job training that results in successful employment creation for Jordanian women, as well as young men and women.
- Facilitating micro and small business development and growth that empowers vulnerable households and creates employment opportunities.
- Facilitating participatory local economic development, with particular emphasis on value chain development.
- Promoting private sector engagement and innovative approaches across interventions.
- Strengthening national capacities for animal and plant pests and diseases surveillance and control.
- Expansion of integrated homestead farming with added value created from community-based agro-processing and marketing.
- Application and validation of good practices for the restoration of rangelands and water resources; systems for managing food supply and subsidies.
- Demonstration of climate-smart technologies and practices for increased agricultural production and diversification.

**Sector Overall Objective:**

*To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis and strengthen capacity to adapt to future shocks.*

**Sector Specific Objective 1:** More and better job opportunities created for vulnerable women, and young men and women.

**Sector Specific Objective 2:** The local economies of the most-affected areas revived for sustainable employment and income generation.

**Sector Specific Objective 3:** Pastoral livelihoods, rangeland and natural resources restored and preserved.

**Sector Specific Objective 4:** Availability of and access to quality food for Jordanian host communities improved.

## LIVELIHOODS AND FOOD SECURITY

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To protect food security to save lives, and enable livelihoods to cope with and recover from the impact of the Syria crisis, as well as strengthen the capacity to adapt to future shocks

**Resilience Sector Specific Objective 1:** More and better job opportunities created for vulnerable women, and young men and women

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1: Create short-term employment opportunities for vulnerable Jordanian households in host communities	Ma'raqa, Irbid, Zarqa, Jarash, Ajloun, Amman, Tafilah, Ma'an	Vulnerable Jordanian women, young women and men	7,000					1. Criteria for selecting vulnerable Jordanians for short term employment identified and implemented		3 years	300,000
								2. # of women and men provided skills training	2,500		2,000,000
								3. # of women and men provided short-term employment opportunities	2,500		10,000,000
								4. # of awareness raising sessions organised	250		500,000
RES 1.2: Active labor market programs including demand-based vocational training, job-placement, and apprenticeship for supporting permanent employment for Jordanian women and men	All governorates	Vulnerable Jordanians	20,000					1. # of women and men trained with vocational training	5,000	3 years	6,000,000
								2. # of men and women provided with OJT, job placement and apprenticeship	5,000		6,000,000
								3. # of employment directorate/training centers assessed and provided support to upgrade facility and staff capacity	10		2,000,000

RES 1.3: Improve labour market governance and compliance with national labour standards, together with the capacity of the Ministry of Labour	All governorates	MOL staff	300						1. % increase in the number of inspectors/employment officers	10	3 years	1,000,000
									2. % increase of workers with social security			500,000
									3. Information management system in place and functional			1,000,000
<b>Total Resilience Sector Specific Objective 1</b>												<b>29,300,000</b>
<b>Resilience Sector Specific Objective 2: The local economies of the most affected areas revived for sustainable employment and income generation.</b>												
<b>Indicators:</b>												
RES 2.1: Support establishment and growth of sustainable micro, small and medium enterprises (MSMEs) targeting vulnerable Jordanian households	Ajloun, Irbid, Jarash, Mafrqa, Ta'filah, Ma'an, Zarqa, Karak	Vulnerable Jordanians, in particular female-headed households and young women and men	6000						1. # of microbusinesses established with start-up support including grants, equipment and training	300 micro-businesses established	3 years	5,000,000
									2. # of existing MSMEs grown with support in advanced training, branding of products etc.	300 existing businesses supported		3,000,000
									3. # of forums organized to facilitate continuous coordination at the governorate and possibly national levels short-term employment opportunities	5 forums organized		500,000
RES 2.2 Facilitate participatory local economic development and public/private partnership at municipality and governorate levels	Irbid, Mafrqa, Amman, Jarash, Ajloun and Zarqa	Vulnerable Jordanians, mainly women and youth	50,000						1. # of actions/decisions/strategies/PPPs formulated	12 actions/decisions/strategies/PPPs	3 years	500,000
									2. Value Chain analyses conducted	2 analyses conducted		1,000,000
									3. # of socioeconomic infrastructures rehabilitated and made available to the communities	50 infrastructures rehabilitated		3,000,000
									4. # of associations and cooperatives supported and formulated to promote local economic activities and social cohesion in host communities	20 associations/cooperatives		1,500,000

RES 2.3 Support agriculture and livestock based livelihoods in rural areas through integrated home-stead farming, agroprocessing and marketing	Ajloun, Amman, Balqa, Irbid, Jerash, Karak, Mafraq and Zarqa governorates	Jordanian men and women living in host communities and staff of Ministry of Agriculture; 18000 farm families	99,000	18,000	18,000	31,500	31,500	31,500	1. # of beneficiaries / % knowledge increased in homestead farming production	8,250	3 years	3,000,000
									2. # of FFS established and functional; #of farmers participating	8,250		
									3. % increase in the income of targeted communities disaggregated by sex and age	0		
<b>Total Resilience Sector Specific Objective 2</b>												<b>17,500,000</b>
<b>Resilience Sector Specific Objective 3: Pastoral livelihoods, rangeland and natural resources restored and preserved.</b>												
<b>Indicators:</b>												
RES 3.1 Agricultural livelihoods protected through the control and surveillance of trans-boundary animal and plant diseases and pests	Ajloun, Amman, Balqa, Irbid, Jerash, Mafraq, Karak and Zarqa governorates	28000 Jordanian livestock keepers	280,500	51,070	51,070	89,250	89,250	89,250	1. Reduced number of TAD outbreaks due to improved surveillance & control	50	3 years	3,250,000
		18000 Jordanian livestock farmers							2. % increased in outbreak of TADs identified and controlled compared to 2012	63,250		
		5000 Jordanian men and women smallholder farmers participating in FFSs							3. Crop pest and diseases assessment conducted and # of cases reported	2,750		
		100 veterinary staff of MOA and Agricultural engineers/extension workers of NCARE							4. National warning system for crop pest and diseases formulated and functional	yes		
RES 3.2 Strengthen community capacity and innovation in natural resource management in the Badia rangelands of Jordan	Amman, Ma'an, Mafraq and Zarqa governorates	Jordanian men and women livestock farmers, pastoralists and Bedouin herders (4450 households)	24,525	4,480	4,470	7,787	7,788	7,788	1. # of appropriate community based and gender sensitive water management approaches tested and validated	3,060	3 years	970,000
		Community based organisations (from rural areas of Badia)							2. National Forest Policy formulated and approved (with special attention to gender)	10		
		Staff of government forest and rangeland services (50 MOA staff)							3. # of validated community based management practices; # of community based animal health services (private fee for service) established	3,060		

Total Resilience Sector Specific Objective 3													
Resilience Sector Specific Objective 4: Availability of and access to quality food improved for Jordanian host communities.													
Indicators:													
RES 3.3 Restore forestry, range-land, and water harvesting assets through community based cash-for-work	Rural areas of Amman, Irbid, Mafraq and Zarqa Governorates	Jordanian community members	42,000	6,300	6,300	14,700	14,700	14,700	TBI	3 years	2,500,000		
												# of assets restored or created and benefitting the communities	Amount of cash transferred to targeted vulnerable women, men, girls and boys
RES 4.1 Diversified small-holders agricultural and food production through promotion of approaches and practices for sustainable crop and livestock production, water harvesting, and climate change adaptation													
	Ajloun, Amman, Balqa, Irbid, Jerash, Karak, Mafraq and Zarqa governorates	Marginal & small-scale Jordanian farmers (both men and women), personnel of MOA, and private sector agricultural service providers; 15000 farm families	82,500	15,000	15,000	26,250	26,250	26,250	9,000	3 years	2,350,000		
												1. # of small scale farmers (sex and age disaggregated) that have increased food availability and access using "climate smart" technologies	9,000
RES 4.2 : Enhanced national capacity in food security analyses, early warning systems, and policy formulation													
	Ajloun, Amman, Balqa, Irbid, Jerash, Karak, Mafraq and Zarqa governorates	Staff of MOA's Food Security and Rural Development Unit and Planning and Studies Department), staff of specialized NGOs	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	3 years	800,000		
												1. # of FS and Livelihood assessment conducted, publication formulated and awareness events conducted with special focus to gender	N.A.
												3. Improved DoS existing food security monitoring system	
4. Support provided for the implementation of the food security strategy		N.A.											

RES 4.3 Transfer of unconditional food assistance to food insecure Jordanians in form of food or cash	Urban and rural areas of Amman, Irbid, Mafraq and Zarqa Governorates	Vulnerable Jordanians	118,000	18,000	20,000	40,000	40,000	% of planned beneficiaries receiving assistance and household food consumption improved	80%	1 year	10,000,000
<b>Total Resilience Sector Specific Objective</b>											
<b>13,150,000</b>											
<b>Resilience Livelihoods and Food Security Sector Total</b>											
<b>66,670,000</b>											



## 3.4.7 Local Governance and Municipal Services

### *Situation Analysis*

The continuous pressure on municipalities to deliver services affects their already limited capacity to address basic municipal service 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 that are starting to demand a more effective response to their own needs from state institutions and local authorities. The annual cost to cover municipal needs is estimated at US\$176.4 million, equivalent to US\$115.8 per capita. Given that the majority of Syrians reside outside of camps in the northern governorates, it is estimated that the additional cost incurred by municipal finances reached around US\$40.5 million by the end of 2013,<sup>90</sup> and it is likely to be over US\$50 million per year in 2014 and 2015. In sum, the Syria crisis is posing additional challenges to local governance and municipal services mainly in four areas:

#### **1) The Capacity of Municipal Administrations**

Although the Ministry of Municipal Affairs (MOMA) is upgrading its systems for financial management and is working towards developing regulatory frameworks for guiding municipalities in their administrative duties, municipalities have insufficient capacity in terms of financial management, accountability systems, equipment, machinery and logistical means (including maintaining their assets), which leads to inefficient service delivery.

Municipalities suffer from severe financial distress. Salary spending still consumes a significant proportion of municipal budgets (60 per cent on average, but as high as 85 per cent in some locations). Municipal debt service has become unsustainable for many municipalities and revenue generation is constrained (e.g. by legislation). All of this leaves municipal authorities with little if any financial investment capacity (60 per cent of municipalities did not invest in capital projects in the past year).

#### **2) Integrated Solid Waste Management (SWM)**

Water, soil, and air pollution have increased due to the inability of municipalities to cope with increased waste, including illegal dumping and the inappropriate disposal and burning of solid waste. Waste management systems in Irbid, Mafraq and Ramtha are characterised by a massively littered environment, deteriorated collection systems with damaged equipment, vehicles and rubbish containers. Moreover in AlaKeider landfill there are no recycling interventions and waste disposal is inappropriate and dangerous.

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

Municipal services have been stretched by over-populated host communities leading to increasing societal tensions. The increased pressure on public services and livelihoods is the main current threat to social cohesion in the northern governorates.

#### **4) Urban Management**

While the Syria crisis is profoundly urban, there is no systematic analysis of needs and potential responses from an urban perspective. It remains premature to predict the long-term impact of the crisis on the spatial development of specific localities. Nevertheless, unplanned settlement growth is promoting unsustainable sprawl and informal settlements. If basic planning does not take place and planned land is not made available, there is a risk that informal settlements sprawl outside the planning boundaries, which makes them harder to support and contain in the future.

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90. Needs Assessment Review, Nov 2013

## 2014 Interventions

A number of initiatives developed by both national and international partners have been implemented in 2014, such as:

- Jordan Emergency Services and Social Resilience Program (JESSRP) provides emergency grants to an initial group of the nine most affected municipalities for a total of US\$53 million.
- The project on “Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities” provides direct support to over 36 municipalities in Irbid and Mafraq in livelihoods, municipal services, coordination, and community outreach.
- The Community Engagement Project is a three-year, US\$21 million project that aims to build community cohesion and enhances the resilience of communities to more effectively address evolving challenges.
- Various solid waste management projects with a total budget of approximately US\$63 million

## 2015 Needs

**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 fulfil their mandate as prescribed by the Municipalities Law.

**Solid Waste Management:** Develop improved SWM plans at municipal levels, including the design of a SWM cycle (collection, transfer, landfills, recycle and re-use), the purchase of maintenance support, and funding for labour intensive recycling activities. Alakaider dump site should be the main focus.

**Social Cohesion and Civic Participation:** Supporting the strengthening of social relations, interactions, and engagement between state and societies including women and youth in host communities.

**Urban Management:** Any 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. A systemic analysis of needs and potential responses from an urban perspective through an urban information management system to support more effective decision-making, resource allocation, and urban response by humanitarian actors, development actors and government.

## Response Plan

Jordan’s municipalities do not have the requisite capacity to respond to key service delivery and local development priorities stemming from the Syria crisis. These issues cannot only be resolved at the sub-national level, given the number of unresolved challenges within the wider local governance system. Specific objectives outlined for the local governance sector will help mitigate the effects of the Syria crisis in host communities, while also contributing to Jordan’s national development priorities. In this regard, they are designed with a resilience-based approach, taking into account the three phases of coping (Specific objectives 1 and 2), recovering (Specific objectives 1 and 2), and sustaining (Specific objectives 2 and 3).

Within these objectives, seven broad interventions are foreseen that will target host communities in the most affected municipalities. Most of the interventions will target 27 municipalities in Mafraq and Irbid governorates.

Interventions will target urgently required investment and capacity building in municipal services and infrastructure, with a particular focus on SWM. Debt relief may be considered for municipalities facing the largest service delivery gap. In addition to these investments, interventions will address immediate capacity development requirements related to the different stages of the SWM 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), while significant

efforts will be made to support concerned Joint Service Councils to fulfil their mandate.

In the immediate coping phase in 2015, rapid planning and coordination support will be provided to municipalities and communities in affected areas. Subsequent inputs targeting recovering will 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.

Technical assistance will be provided to strengthen capacity and planning/implementation linkages in governorate and municipal Local Development Units (LDU), with a particular focus on proactive LDU roles in capturing pressing local needs. With regard to sustaining local development, Local Recovery and Development plans will be supported using a value chain and Municipal Needs and Response analysis methodology focusing on equal participation, reliable sex disaggregated data, and good practices, while wider efforts will be provided to ensure access to funding for identified sectors and the pursuance of public-private partnerships.

The third objective focuses on building resilience through interventions that will support the creation of an enabling environment for local public sector performance improvement. Technical assistance will be provided to municipalities in affected areas targeting organizational development, financial management, and fiscal autonomy. MOMA will receive 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 Mafraq Governorate.

### ***Sector Overall Objective:***

***To ensure that the Jordanian local governance system is responsive to host citizens, communities, and Syrian refugees' needs identified in most affected governorates.***

**Specific Objective 1:** Municipal service delivery performance in host communities improved.

**Specific Objective 2:** Socioeconomic changes and priorities induced by the arrival of Syrian refugees reflected and responded to within local development priorities, projects and processes.

**Specific objective 3:** Resilience of local governance systems to crisis strengthened.

## LOCAL GOVERNANCE AND MUNICIPAL SERVICES

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure that the Jordanian local governance system is responsive to host citizens, communities, and Syrian refugees' needs identified in most affected governorates.

**Resilience Sector Specific Objective 1:** Municipal service delivery performance in host communities improved.

**Indicators:**

1. 70 percent of northern municipalities ensuring pre-crisis levels of service delivery in one or more areas: (i) solid waste; (ii) local roads; (iii) street cleaning; (iv) parks/recreational space; (v) community services (Baseline: 20 percent of northern municipalities maintain pre-crisis service delivery rate in SWM in 2013 - UNDP survey).
2. At least five service delivery chains benefiting from technical improvements, new partnership arrangements or other interventions which result in at least 25 percent cost-efficiency gains.
3. 70 percent of northern municipalities with service delivery budget increase (2015 vs. 2013) by rate equivalent to at least half of their demographic growth rate (Baseline: 38 percent of northern municipalities with budgets increased in 2014 by more than half of their demographic growth rate - MOMA data 2013).
4. 60 percent satisfaction rate with municipal service delivery among host communities (Baseline: 50 percent satisfaction rate with municipal services in survey conducted in July 2013 - Global Communications).

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1.1 Improved service delivery in SWM based on participatory planning, equipment and technological enhancement	the (50) most affected municipalities in 12 governorates	Municipalities, Joint Service Councils, governorates and municipalities' technical staff, and communities.						# of staff benefitted from capacity building programmes Baseline: 0	50	3 years	44,444,000
RES 1.2 Improved non-SWM services in the most affected municipalities	the (50) most affected municipalities in 12 governorates	Municipalities, governorates, and communities						Needed equipment purchased (Compactors:87, Loaders: 16, sewage tank:2)	(Compactors:181, Loaders: 12, sewage tank:13)	6	
								# of polluted sites rehabilitated and upgraded	6		
								Number of plans developed and campaigns conducted (0)	135		
								Roads and pathways built and maintained (km2) Baseline: 0	2.4		
								No. of public spaces maintained and upgraded(0)	60	3 years	26,300,000
								Storm water culverts and drainage systems built (km) and street lighting units Baseline: 0	25, 3000		
									20		
<b>2015 Resilience Sector Specific Objective 1</b>											<b>70,744,000</b>

**Resilience Sector Specific Objective 2: Socio-economic changes and priorities induced by the arrival of Syrian refugees reflected and responded to within local development priorities, projects and processes**

**Indicators:**

- 4. 70 percent of northern municipalities with service delivery budget increase (2015 vs. 2013) by rate equivalent to at least half of their demographic growth rate (Baseline: 38 percent of northern municipalities with budgets increased in 2014 by more than half of their demographic growth rate - MOMA data 2013).
- 5. 30 municipalities benefiting from direct financial support clearing annual technical audits without adverse opinion (Baseline: No municipalities benefiting from block grants or direct project support in 2013).
- 7. 20 municipalities from heavily affected municipalities have 20 city profiles , including 80 community-level plans, to support coordinated implementation of humanitarian, government and development projects (Baseline: 0 municipalities with City profiles).

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 2.1 Rapid planning and coordination support to municipalities, governorates and communities	20 out of the 50 mostly affected municipalities identified in 12 governorates	Municipalities, governorates, Joint Services Councils, Jordanian households, Syrian Refugees, communities	20 Municipalities					# of rapid city profile plans developed Baseline: 0  Number of Community plans developed for most affected areas(0)  Number of multi-sector investment plans developed/mapped/implemented Baseline: 0  Number of Municipal staff/ joint services council /Governorates and Municipal LDUs trained(0)  Governorate Development Baseline: 0	10  20  5  120	3 years	2,894,458
RES 2.2 Local development planning (including economic aspects) aligned with new context	the (50) most affected municipalities in 12 governorates	Municipalities, governorates, LDUs and respective Directorates, CVDB, Communities, and the private sector	57 units					#of Municipal Local Development and LED plans updated/developed/implemented Baseline: 0  # of staff and units Baseline: 0  # of Plans Baseline: 0  # of cross-sectorial interventions identified and implemented Baseline: 0  # of local development plans and frameworks adopting cohesion measures and indicators Baseline: 0  # of municipalities/staff trained on community out-reach Baseline: 9  # of projects funded by CCGP for quick results(0)	0  (100,55)  0  0	3 years	4,350,000

**2015 Resilience Sector Specific Objective 2**

**7,244,458**

**Resilience Sector Specific Objective 3: Resilience of local governance systems to crisis strengthened**

**Indicators:**

1. At least five service delivery chains benefiting from technical improvements, new partnership arrangements or other interventions which result in at least 25 percent cost-efficiency gains.
2. 70 percent of northern municipalities with service delivery budget increase (2015 vs. 2013) by rate equivalent to at least half of their demographic growth rate (Baseline: 38 percent of northern municipalities with budgets increased in 2014 by more than half of their demographic growth rate - MOMA data 2013).
3. 30 municipalities benefiting from direct financial support clearing annual technical audits without adverse opinion (Baseline: No municipalities benefiting from block grants or direct project support in 2013).
4. % Host communities and of camp Syrian refugees co-exist and accept one another

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 3.1 Targeted support to organizational development, financial management and fiscal capacities of municipalities	the (50) most affected municipalities in 12 governorates	Municipalities	50 municipalities					# of functional capacity assessments; organisational restructuring / adoption of change Baseline: 0	50,0		
								# of new financial management systems (computerised) Baseline: 0	27	3 years	2,719,000
								# implemented recommendations to improve property tax collection in target municipalities Baseline: 0	10		
								List of regulatory measures taken and action plans to improve other own revenue sources in place Baseline: 0	10		
RES 3.2 Creating enabling environment for local public sector service delivery	the (50) most affected municipalities in 12 governorates	MOMA, MOPIC, MOI and MOF, governorates, municipalities and other concerned stakeholders						# of studies Baseline: 0	0		
								# of studies Baseline: 0	0	3 years	1,000,000
								# of studies Baseline: 0	0		
								Roadmaps created	1		
<b>2015 Resilience Sector Specific Objective 3</b>											<b>3,719,000</b>
<b>Resilience Local Governance and Municipal Services Sector Total</b>											<b>81,707,458</b>

## 3.4.8 Shelter

### *Situation Analysis*

Syrian refugees living out of camps are mainly concentrating in urban centres. In Mafrq City the Syrian refugee population is 128 per cent of the Jordanian population (90,000 Syrians to 70,050 Jordanians).<sup>91</sup> Other cities that have seen a large-scale influx are al Ramtha, Sarhan and Irbid with an influx that exceeds 20 per cent of their Jordanian population.

The refugee influx, and particularly its urban concentration, is severely straining the absorption capacity of the Jordanian housing market, with huge immediate demands for housing roughly estimated at around 90,000 housing units,<sup>92</sup> in addition to the estimated annual average need of 32,000 units by Jordanians. More importantly, pre-crisis supply was not well aligned with demand, with an oversupply at the middle and upper end of the market. Rental prices are inflated, with reports of price hikes of between 100 and 300 per cent compared to pre-crisis values for both Jordanian and poor Syrian families, and increasing cases of evictions.<sup>93</sup> Also, depletion of families' savings resulted in an increase in sub-standard shelter solutions and growth of informal settlements.

Competition for affordable housing and jobs represent the two main sources of tension between refugees and host communities.<sup>94</sup> Assessments indicate that "housing was the most commonly cited sector linked to community tensions by respondents," with a total of 81 per cent noting it as a source of tension.<sup>95</sup> This shows an increasing need to mitigate risks to social cohesion.

Since the onset of the crisis, the consequences of the inadequate supply of affordable residential units has led to increased rental prices, sub-division of existing units, conversion of outbuildings into rental accommodation, and some limited construction by individuals. There has not been a scaled up response from either the private sector or the government.<sup>96</sup>

### *2014 Interventions*

- Resilience needs in supply and access to housing were partially addressed in the RRP6, which provided support to 36,000 households hosting Syrian refugees through three main tracks: 1) upgrading sub-standard shelter to SPHERE standards, 2) adaptation of unfinished units/buildings and 3) winterization support. Support by different response actors has been directed towards the first track, which is the upgrading of sub-standard shelter units and the addition of housing stock to the market.
- An example is the "Urban Shelter Project" which supports poor, impacted Jordanian host communities with technical support and financial incentives to finish incomplete apartments and houses. The plan also provides for conditional cash support for the most vulnerable families as well as information and legal assistance to support refugees' rights, including their right to housing. However, only 44 per cent of the total requested funds have been received,<sup>97</sup> and so far less than 22 per cent of the total needs for adequate and affordable shelter will be met in 2014.
- The implementation of phase one of the Jordan Affordable Housing (JAH) project, which has a total estimated cost of US\$1.6 billion, is finalizing the programme structure, and the delivery of 20 demonstration model units to vulnerable families is underway.

91. Population figures by Ministry of Interior and DOS, July 2013.

92. 50 Depending on an estimated household size of 7.12, ACTED 2013

93. Omsh.H. [Mayor of Greater Municipality of Mafrq, 'Mafrq Governorate Workshop Speech', (Mafrq, 2014)

94. Mercy Corps, 2012.

95. REACH, Access to Housing and Tensions in Jordanian Communities Hosting Syrian Refugees: Thematic Assessment Report, June 2014.

96. UN-Habitat, Jordan Rapid Housing Market Assessment, November 2013.

97. UNHCR, RRP6 Financial Tracking, Jordan, Jan-Jun 2014

## 2015 Needs

**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 to provide additional affordable housing units for vulnerable Jordanians.

Short to medium-term needs: Specific efforts are needed to address the deteriorating social cohesion in the communities through housing in order to improve resilience in the longer term. Support should be targeted to those most at risk to protection threats, including gender-based violence.

**Medium-term needs:** Institutional reforms to address structural weaknesses in the housing market, including the review and revision of the National Housing Policy and the revitalization of the Housing and Urban Development Corporation (HUDC). Urban sprawl remains a challenge; it is critical to guide the location of new housing to align with infrastructure and service expansion. These challenges can only be tackled using integrated approaches, while building the capacity of local municipal staff.

## Response Plan

It is clear that the Syria crisis has severely strained the supply of affordable housing for both vulnerable Jordanian families.

### **Overall Sector Objective:**

***To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.***

The below specific objectives are designed to complement expected humanitarian shelter programming in a way that addresses the structural issues affecting the housing sector in Jordan. While many interventions in the housing sector are three-year projects spanning the time-frame of the NRP, it is important to start the initial phase in 2015.

**Specific Objective 1:** Adequate shelter and basic facilities and services provided for vulnerable Jordanian WGBM.

**Specific Objective 2:** Housing markets enabled to meet the needs of all Jordanians.



# SHELTER

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To ensure vulnerable Jordanian households and Syrian refugees have improved access to adequate shelter.

**Resilience Sector Specific Objective 1:** Adequate shelter and basic facilities and services provided for vulnerable Jordanian WGBM.

**Indicators:** 1) # of adequate/affordable housing units produced annually in the areas most heavily impacted areas; 2) # of vulnerable Jordanian and Syrian households/people with access to affordable and adequate housing options attributable to a national programme; 3) 60 percent beneficiary satisfaction rate with the quality of the adequate affordable housing (owner and tenant); 4) number of adequate affordable housing loans outstanding under a national programme.

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Affordable housing for social cohesion and local economic development (Jordan Affordable Housing Programme)	Countrywide, with specific focus on governorates and communities most affected by Syrian refugees	Vulnerable Jordanian families needing adequate and affordable housing; Jordanian families seeking access to affordable housing finance through local commercial banks	150,000					Jordan Affordable Housing Programme structure finalized and documented; Baseline: 0; # of model houses developed and handed over to vulnerable women headed families Baseline: 0 # of affordable housing units completed; Baseline: 0 # of financial awareness education programmes conducted; Baseline: 0; Monitoring and evaluation system implemented; Baseline: 0 Jordan Affordable Housing Programme structure institutionalized and business plan finalized (Baseline: 0)	Housing Programme structure finalized/ 20 model houses 20 1 1 0	1/1/2015-31/12/2017	1,663,000
<b>Total Resilience Sector Specific Objective 1</b>											<b>1,663,000</b>

Resilience Sector Specific Objective 2 : Housing markets enabled to meet the needs of all Jordanians											
Indicators: Priority legal, regulatory, and institutional issues affecting the housing sector are addressed.											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 2.1 Jordan Housing Sector Reform Programme	Countrywide	Jordanian families in all segments of the housing market	8,000,000					Jordanian housing market assessment report developed; Baseline: 0	1	1/1/2015-31/12/2017	295,000
								Revised National Housing Strategy adopted; Baseline: outdated Housing strategy	1		
								Policy, legal regulatory and institutional reforms implemented; Baseline: 0	0		
								Capacity Building Plan in place; Baseline: 0; # of HUDC staff benefitted from capacity building programmes; Baseline: 0	1 50		
<b>Total Resilience Sector Specific Objective 2</b>											
<b>Resilience Shelter Sector Total</b>											
<b>1,958,000</b>											

## 3.4.9 Social Protection

### *Situation Analysis*

Jordan has a robust social protection system that works to address existing vulnerabilities. This system includes social assistance (cash transfers and in-kind transfers for education, housing and health support, labour market programmes, social care services, services for those at risk or surviving violence, and general subsidies) and social insurance (work related social insurance including pensions, health insurance).

Vulnerability in Jordan is driven in large part by high unemployment and rising poverty.<sup>98 99</sup> Data shows that children bear the brunt of poverty and that the gendered dimension of poverty and vulnerability is pronounced.<sup>100</sup> Female-headed households are disproportionately represented amongst Jordan's poor families; women face higher levels of unemployment and lower wages than men<sup>101</sup>, and are less protected by Social Security.<sup>102 103</sup> Persons with disability tend to suffer from social exclusion and vulnerability, as evidenced by low levels of education, literacy, employment, and participation.<sup>104</sup>

The influx of Syrian refugees into Jordan increased existing social vulnerabilities. According to the National Aid Fund (NAF), which targets vulnerable Jordanians, the indirect and direct impact of the Syria crisis has resulted in an additional 20,000 Jordanian families participating in their cash assistance programmes, which results in an extra US\$4.23 million required for their budget annually. Those at particular risk are poor households, female-headed households, survivors of violence, children deprived of parental care, children in conflict with the law, children engaged in child labour, and persons with disabilities. Violence in schools is high for boys while girls and women report increased violence in the home.<sup>105 106</sup>

The Ministry of Social Development has estimated that an extra US\$11.29 million was spent in 2013 to meet the growing need for national and local protection services, out of a total budget of US\$155.28 million.<sup>107</sup>

Community-based protection mechanisms are also challenged by growing communities and social tensions, and the crisis has accentuated the perceived lack of community participation in governance systems at the local and national level.

### *2014 Interventions*

- **Support to expanding social protection services**, through the provision of cash assistance to vulnerable Jordanians. The NAF established a new poverty focused criteria for identifying beneficiaries in 2012, and this is currently being rolled out. However there are not sufficient funds to match demand.
- **The provision of safe spaces for children, women and adolescents and youth in host communities.** Community centres are being strengthened to offer a multi-sector response to children, women, adolescents and youth survivors of gender-based violence and those at risk. Likewise national institutions providing services to survivors of violence (WGBM), including the Family Protection Department (FPD), MOH and the National Council for Family Affairs. Enhancement of Jordan's reporting and adherence to the Convention on the Rights of the Child and the Convention (CRC) on the Elimination of All Forms of Discrimination Against Women (CEDAW).

98. See Livelihoods and Food Protection chapter.

99. Government of Jordan and the United Nations, Needs Assessment Review of the Impact of the Syria Crisis on Jordan, 2013.

100. 19 per cent of children are poor in comparison to 9.9 per cent of youth (18-24); 11.6 per cent for the age group (25-59) and 6.7 per cent for the elderly 60 plus.

101. Department of Statistics, Population and Health Survey Jordan, 2012.

102. El Kharouf, A. Social, Economic and Demographic Characteristics of Poor Families in Jordan's Pockets of Poverty, 2012.

103. Women represent only about 25 per cent of active contributors and they have lower average monthly insurable wages and lower eventual pensions. Government of Jordan and the United Nations Children's Fund. The Hashemite Kingdom of Jordan: Social Protection Review, 2011.

104. Government of Jordan and the United Nations Children's Fund, The Hashemite Kingdom of Jordan: Social Protection Review, 2011.

105. Department of Statistics, Population and Health Survey Jordan, 2012.

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

107. Ministry for Social Development, Impact of Syria Crisis on the MOSD briefing paper, 2013.

## 2015 Needs

- **Provide increased support/reform of the cash assistance programmes.** This includes support to the NAF and Zakat funds to review and harmonise their targeting criteria and to enhance transparency and accountability in the criteria and methodology for selecting beneficiaries. In the long term, a unified government registry of the poor should be established to harmonise all databases into one national system.
- **Extend social security coverage.** This includes ensuring the compliance of small businesses with the Social Security Law to increase coverage of social security and increasing efforts to ensure decent work opportunities through the implementation of the proposed Social Protection Floor, which has been identified as a key objective in Jordan's Decent Work Country Programme 2012-2015.
- **Increase existing protection space through strengthening and expanding the government and service providers' capacity to meet the needs of the most vulnerable groups.** This includes safe spaces for women, children, youth and the disabled; support for combating gender based violence and violence against children; institutional support for relevant government bodies; increasing the number and specialized competencies of MOSD social workers; support for the foster care system; addressing child labour; strengthening the national violence Tracking System; support for an enabling legal framework and adherence to international Conventions.
- **Promote civil society engagement.** This involves enhancing the capacities of CBOs to play a more central role in ensuring greater and safe access to social services, livelihoods and psychosocial support.

## Response Plan

The response plan covers a broad range of interventions, as social protection includes assistance as well as protection components. The social assistance resilience response focuses on assistance to the Jordanian poor, which is enhanced by a review of existing mechanisms. The protection component of the resilience response plan works to 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 refugee component also emphasizes national systems building, and avoids the creation of parallel systems for refugees where possible. The refugee component therefore focuses on increasingly strengthening Syrian refugees' protection, including through increased support to national protection services such as the FPD, the JPD and MOSD's social workers, in addition to creating increased linkages between humanitarian and government violence tracking and referral systems.

### **Sector Overall Objective:**

***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 Syria crisis***

**Specific Objective 1:** National and sub-national protection systems strengthened and expanded to meet the needs of vulnerable groups in the governorates most affected by the Syria crisis.

**Specific Objective 2:** Social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis improved.

**Specific Objective 3:** Violence and social tensions in host communities mitigated.

## SOCIAL PROTECTION

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** 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 Syria crisis.

**Resilience Sector Specific Objective 1 (Protection):** National and sub-national protection systems strengthened and expanded to meet the needs of vulnerable groups in the governorates most affected by the Syria crisis.

**Indicators:** # of children at risk and survivors of violence and SGBV survivors protected and provided with case management and multi-sectoral services (gender disaggregated)

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Strengthen and expand quality services and governmental and nongovernmental agencies response to cases of survivors of violence	Countrywide	Communities	6,000		4,500	500	1,000	National Framework for Family protection and SOP endorsed	Harmonised Framework and SOP endorsed	3 years	250,000
								# of protection institutions applying accreditation criteria	3 Institutions		
								# of training manuals endorsed	4 training manuals		
RES 1.2 Institutional capacity building of MOSD, MOH, MOE to properly respond to cases of violence	Countrywide	Male/female governmental staff	1,000	500	500			# of service providers trained on proper response to violence	1,000 professionals trained	3 years	1,350,000
								# of schools with effective Advocacy groups to combat violence	3,000 schools		
								# of Family Protection Committees established at hospitals	10 new FPC		
RES 1.3 Survivors of SGBV and VAC are protected and have timely access to safe shelters	Countrywide	Women, girls, and boys	3,000		1,500	500	1,000	% of child care centres with improved services	20%	3 years	900,000
								# of women survivors of SGBV benefitting from protection services and shelters	1,500 women		
								# of specialised mental health centres that provide services for survivors of violence	2 mental health centres		

RES 1.4 Children deprived of parental care and survivors of violence have access to protection services and are placed with family settings	4 governorates	Children deprived of parental care	100				50	# of children deprived of parental care or abused placed in foster care	100 children	3 years	1,200,000
RES 1.5 Protective environment is strengthened to eliminate child labour in the vulnerable host communities in Jordan	5 locations	Child labourers and service providers	2,000			1,900	100	# of children pulled from labour	2,000 child labourers	3 years	1,550,000
								Existence of data on child labour	Database established		
RES 1.6 Security forces have improved capacity to respond to protection concerns in a gender-sensitive and child-friendly manner	Countrywide	Women, girls, boys, and service providers	2,000			1,000	1,000	6 new JPD centres	2 new JPD centres	3 years	470,000
								New FPD centre established	1 centre		
RES 1.7 Children in conflict with the law are provided with community based services for their rehabilitation and reintegration within their societies	Countrywide	Women, girls, boys, and service providers	100			80	20	PSD staff trained on protection principles	500 police officer trained		700,000
								# of juveniles rehabilitated in a community setting	100 juveniles		
								# of children benefiting from mediation & alternative sentencing	50 children		
RES 1.8 Community resilience is strengthened through establishing multi-sectoral protection services in vulnerable host communities	Countrywide	Communities						# of institutions capable of implementing community service order	4 institutions		700,000
								Increased reporting of violence case at the community	10% increase		
								3 MOSD centres providing multi-disciplinary services	One centre		
								# of safe spaces in the communities providing protection and PSS services	10 safe spaces		

RES 1.9 Community and religious leaders, families, children and youth adopt positive attitudes towards to prevent violence and early marriage	Countrywide	Community and religious leaders, families, children and youth	10,000	3,000	3,000	2,000	2,000	2,000	Communities have knowledge to prevent and address all kinds of violence Baseline: TBD, 10 percent of population # of parents reached with parenting programmes 5,000 parents Baseline on the communities and families perceptions of violence established # of schools implementing plans to reduce violence (baseline: 50 percent, target 80 percent of schools) 3,000 schools	700,000	
RES 1.10 Violence case management mechanisms are improved and expanded to protect and manage cases of violence	Countrywide	Women, girls, boys, and service providers	1,000	700	100	200	200	200	Family Violence Tracking System operational Tracking operational in Amman # of survivors of violence benefiting from improved case management services 1,000 # of programmes for the rehabilitation of perpetrator of violence within the family 1 programme	2,200,000	
<b>Total Resilience Sector Specific Objective 1</b>											
<b>10,020,000</b>											
<b>Resilience Sector Specific Objective 2 (Social Assistance): Social protection and poverty alleviation mechanisms for vulnerable people affected by the Syria crisis improved</b>											
<b>Indicators: % of poor people benefiting from improved social protection services including cash assistance and housing (disaggregated by sex) (Baseline: 7 percent of poor population, target: 10 percent of poor population).</b>											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
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	Countrywide	Poor families, including the working poor, receiving cash support from NAF, Zakat and MOSD; Families, including those with disabled members and child labourers, receiving cash support from MOSD			60%			# of HH receiving CA # of individuals benefiting from welfare-to-work programmes # of HHs receiving emergency cash and in kind assistance provided through MOSD # of people with disabilities receiving cash assistance provided through MOSD # of child labourers receiving cash assistance provided through MOSD	HH receiving CA Welfare-to-work programmes improved and expanded. HH receiving emergency cash and in kind assistance 3 years	3 years	47,240,000

RES 2.2 To provide secure, sustainable and sanitary housing units to vulnerable Jordanian families	Countrywide	Vulnerable Jordanian families headed by women, or with elderly, orphaned or disabled members	5,000 Families	2,500	2,500					# of MOSD assessments aimed at promoting more fair treatment of low income renters # of houses constructed or purchased # of houses refurbished # of houses rehabilitated # of centres (shelters) established # of staff hired and trained # of CBR programmes implemented Review of disability policy	1 assessment 1,300 new housing units across Jordan 1,500 furnished units for use by target group 200 houses rehabilitated 1 centre (shelter) established in Irbid 30 staff hired and trained 3 programmes implemented Review completed	3 years	39,500,000
RES 2.3 To ensure access to quality services to persons with disability through Disability Rehabilitation Centre (Shelters)	Irbid, Mafrag, and Amman	Vulnerable disabled Jordanians	1,000 beneficiaries							NAF review conducted Zakat Fund review conducted # of assessments conducted Strategy developed # of elderly people benefiting from a national social protection floor initiative	Review final Review final 3 assessments Strategy endorsed by Govt 2,000 individuals supported	3 years	5,200,000
RES 2.4 To review NAF and Zakat targeting criteria to enhance effectiveness and efficiency	Countrywide	NAF and Zakat Fund Staff								# of assessments conducted Strategy developed # of elderly people benefiting from a national social protection floor initiative	Review final Review final 3 assessments Strategy endorsed by Govt 2,000 individuals supported	3 years	750,000
RES 2.5 To establish a social protection floor in support of the expansion of social security	Countrywide	Vulnerable elderly Jordanians (age 75 plus)	2,000 beneficiaries	1,000	1,000					# of assessments conducted Strategy developed # of elderly people benefiting from a national social protection floor initiative	3 assessments Strategy endorsed by Govt 2,000 individuals supported	3 years	2,000,000
RES 2.6 To enable poor families receiving support from the NAF to fully benefit from the cash received through the provision of access to key financial services	Amman, Irbid and Zarqa	Poor families receiving cash support with emphasis on impoverished families, women-headed or orphaned or with disabled members.	3,000 HHs							# of Bank Accounts # of households supported	1,000 bank accounts 3,000 HH	3 years	200,000



Resilience Sector Specific Objective 3 (Protection): Violence and social tensions in host communities mitigated											
Indicators: Communities and youth are empowered to engage positively to promote social cohesion											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 3.1 Social protection networks and CSOs capacities are strengthened to promote social cohesion	Countrywide	Community leaders and CSOs	3 communities targeted	300	300			Communities have knowledge to promote social cohesion	3 communities		400,000
								Social early warning system established	One system established		
RES 3.2 Young Jordanian men and women (youth) are empowered to participate in the social, economic and political life	Countrywide	Young men and women	1,000	250	250	250	250	# of stakeholders trained on the early warning system	100 stakeholders		900,000
								# of youth benefiting from empowerment programmes	1,000		
								Number of youth initiatives supported	100 initiative supported		
								# of youth centres with improved services	3 youth centres		
<b>Total Resilience Sector Specific Objective 3</b>											
<b>1,300,000</b>											
<b>Resilience Social Protection Sector</b>											
<b>106,210,000</b>											

## 3.4.10 Transport

### *Situation Analysis*

The increased population in Jordan as a result of the Syria crisis demands that the transportation sector keep up with needs, while simultaneously supporting the growth of Jordan's economy. This entails responsible planning in order to incorporate environmental and social factors, while promoting decentralization and increased involvement of private investors and operators. The transport sector in Jordan faces a number of challenges that have been aggravated by the Syria crisis, namely:

- Infrastructure, in particular road maintenance and street lighting, was cited as the third most important urban service negatively affected by the inflow of refugees in a survey of 36 municipalities in Irbid, Zarqa and Mafraq governorates.<sup>108</sup> Existing roads and related infrastructure are in desperate need of maintenance. In the past five years; the northern governorates have not been able to construct urgently needed roads or even provide maintenance of existing ones.
- The influx of refugees has increased the number of road network users, personnel traffic as well as heavy-loaded cargo, water supply and sludge disposal trucks. This has led to a quicker degradation of the road network than expected. The road networks were not designed for this level of cargo traffic, resulting in congestion in urban centres. Further, due to the crisis in Syria and according to MOT analysis, 870 private cars and 100 buses that used to travel between Amman and Damascus are now out of business or diverted to other routes.
- New roads are also needed as the population in the northern governorates has grown rapidly with new unplanned settlements arising throughout the municipalities.
- The lack of street lights on newly opened roads in the rural areas of the affected governorates is a contributing factor to decreased safety and security, especially for women and children, and increased road accidents.
- The lack of an efficient public transportation system and the high cost of private cars and taxis impose a financial burden on low income inhabitants and refugees, limiting their access to essential public services, especially for women and children.

### *2014 Interventions*

Although transport was not included as a specific sector in the NRP, a number of interventions were initiated including:

- A 55 km road in Rwashad area where the refugees cross into Jordan was upgraded and paved.
- In Mafraq Governorate, a 5 km road was widened and upgraded.
- The Mafraq-Safawi road in front of Zaatari Camp was also widened and upgraded for 2 km length.

### *2015 Needs*

In 2015, the transportation sector needs to address the following urgent priorities:

- Develop plans for improvements to the public transport system to accommodate the increase demands arising from the Syria crisis.
- Expand, maintain and upgrade the existing infrastructure of the road networks in Irbid, Zarqa and Mafraq governorates including access points to the borders before additional damage makes it necessary to entirely replace roads.
- Upgrade the transport system modes in Jordan and in particular the parts of the country that were most affected by the influx of refugees. Ensure the types of transportation offered are consistent with women and children's needs.

108. MOPIC/HOSP, Needs Assessment Review of the Impact of the Syria crisis on Jordan, 2013

- Enhance the capacity of the Transport Development and Planning department at MOT as well as the Directorate of Planning at MOPWH.
- MOT is planning to take action on the needs of the mass transit systems in order to reduce the pressure on road networks, and reduce greenhouse gases emissions and pollution. Therefore, a feasibility study prior to the implementation of the mass transit project is urgently needed.

### **Response Plan**

In order to respond to the above needs, MOT and MOPWH will work with relevant agencies from the Transport Sector to prepare a comprehensive road master plan for the northern governorates that are most affected by the Syria crisis - Irbid, Mafraq and Zarqa. This master plan will explore options for more efficient and reliable transport services that appropriately balance different forms of public and private transport. The proposed master plan will seek to minimize overall transport costs, including direct operating costs of rolling stocks, infrastructure, time, security and comfort as well as indirect costs such as noise, pollution, and accidents. The plan is to have a better integration of related sectors and improved dialogue between the different ministries and departments in charge of transport planning and operation. Cross-sector communication will support appropriate allocation of limited financial and human resources as well as facilitate the compilation of all on-going transportation projects into a single planning framework.

Other areas that require urgent upgrades and improvements are road safety standards, maintenance of existing road networks, and the expansion and development of regional roads with high social, economic and environmental returns in cooperation with the private sector.

Moreover, the sector is in need of capacity development at both the municipal and national levels in order to plan funding mechanisms that prioritize the transport sector, and strengthen planning, data analysis and data collection tools and frameworks. This should include an update of the National Transport Strategy in light of the most recent demographic increase and the establishment of a modern database and information system in MOT, with a related directorate at MOPWH.

Transportation of refugees is already being carried out by response partners in full coordination with the Jordanian Armed Forces. This part of transportation comes under the Protection Sector of the Jordan Response Plan. Agencies that provide assistance to the camps and refugees in urban areas will also benefit from the improvement of the infrastructure and the road networking in the northern governorates.

### **Sector Overall Objective:**

***To enhance and ensures the safe mobility of people and goods in the areas affected by the Syria crisis through provision of upgraded public transportation services and an efficient and functioning road network.***

**Specific Objective 1:** Efficiency of the transport service system enhanced to accommodate increased population in the northern governorates of Irbid, Zarqa and Mafraq.

**Specific Objective 2:** Capacity of the road networks strengthened to accommodate the increased traffic flows in the northern governorates of Irbid, Zarqa and Mafraq.

**Specific Objective 3:** Transport systems and modes improved in the governorates most affected by the Syria crisis.

## TRANSPORT

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To enhance and ensure the safe mobility of people and goods in the areas affected by the Syria crisis through provision of upgraded public transportation services and an efficient and functioning road network.

**Resilience Sector Specific Objective 1:** Efficiency of the transport service system enhanced to accommodate increased population in the northern governorates of Irbid, Zarqa and Mafrqa.

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Support MOT and MPW in assessing the impact of the Syrian influx and master planning in response to the crises	Irbid, Mafrqa and Zarqa governorates	Ministries and Jordanian host communities with a focus on the northern governorates	2,500,000					Impact assessment report produced Phase I of the Master Plan completed Percentage of trainees satisfied with the relevance and quality of trainings Training evaluation forms	1 50% 80%	2 years	1,500,000

**Total Resilience Sector Specific Objective 1**

**1,500,000**

**Resilience Sector Specific Objective 2:** Capacity of the road networks strengthened to accommodate the increased traffic flows in the northern governorates of Irbid, Zarqa and Mafrqa

**Indicators:**

RES 2.1 Expansion, maintenance, and upgrading of road infrastructure and safety and transportation facilities in the northern governorates	Irbid, Mafrqa and Zarqa governorates	Jordanian host communities with a focus on the northern governorates	2,500,000					Total kilometers of paved roads Total kilometers of newly constructed tracks Percentage of roads accidents in northern governorates # of road safety improved at Black Spots	100 km 40 km 0.2 15	3 years	36,800,000
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**Total Resilience Sector Specific Objective 2**

**36,800,000**

Resilience Sector Specific Objective 3: Transport systems and modes improved in the governorates most affected by the Syria Crisis											
Indicators:											
Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Base-line	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 3.1 Upgrade the transport systems modes in Jordan ( procurement of buses and feasibility study for mass transit plans) particularly in the parts of the country that were mostly affected by refugees	Irbid, Mafrqa and Zarqa Governorates	Host communities in Jordan with a focus on the northern governorates, students, female headed families, vulnerable groups, and refugees	2,500,000					# of buses procured	20	3 years	3,900,000
<b>Total Resilience Sector Specific Objective 3</b>											
<b>Resilience Transport Sector Total</b>											
<b>3,900,000</b>											
<b>42,200,000</b>											

### 3.4.11 WASH

#### *Situation Analysis*

Jordan is one of the most water scarce countries worldwide and even a modest increase in the population has a dramatic effect on the supply of water, further deteriorating the imbalance between demand and available water resources. The growing Syrian refugee population has affected the amount and frequency of water available for host communities.

Higher water exploitation rates than replenishment rates are leading water levels in certain areas (mainly the northern governorates) to deplete at a rate of 1 metre - 1.2 metres per year and to deteriorate its quality.

The general state of water pipes network in Jordan is outdated, under-sized, and in serious need of rehabilitation, reinforcement, repair and maintenance. A high percentage of water produced is lost through network breakdowns, leakages and illegal consumption, with even higher rates occurring in parts of the northern governorates. There is also increased competition for water from agriculture and industry, and Jordanians perceive that water authorities are not providing adequate amounts of water that justify the water fees (while they are heavily subsidized benefitting both Jordanians and Syrians).

Wastewater disposal increases pressure on sewerage systems and wastewater facilities in the northern governorates, while unregulated wastewater discharge raises concerns on the potential pollution of aquifers. Schools are accommodating additional students as a consequence of the crisis, causing increased pressure on their water and sanitation systems.

The Ministry of Water and Irrigation is subsidizing each cubic metre of billed water (including wastewater management) with approximately US\$1.42<sup>109</sup> on average nationwide (including costs for electricity, operation and maintenance, etc.), resulting in financial losses and budget deficit.

Shortage, combined with perception of quality of public drinking water, result in Jordanians as well as Syrian refugees buying from private vendors, which is priced three to four times the official water tariff.

Water sector governance is led by MOWI and the Water Authority of Jordan (WAJ). At the local level, WAJ and other state-owned companies such as YMC (in the northern governorates), Aqaba Water Company and Miyahuna are providing services. The water sector in other governorates is managed by WAJ local branches. Other than governmental agencies, there are a number of donor agencies and bilateral partners involved in supporting the water and sanitation sector in Jordan who channel their assistance through MOWI and WAJ.

The JRP 2015 envisions improving and expanding the existing water and sanitation infrastructure to ensure minimum services are provided for both Jordanians and Syrian refugee populations in host communities, while also addressing protection concerns for women and girls. The current water network and larger infrastructure require the development of additional water resources, restructuring, reinforcement and rehabilitation of water supply infrastructure, extension of sewer systems in towns, and the construction, rehabilitation and expansion of wastewater treatment plants. The WASH sector of the JRP 2015 therefore targets those systems which enable critical aspects of the system under most pressure to cope and recover, supported by longer term measures that seek to build greater resilience and sustainability.

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109. JOD1

## 2014 Interventions

Although the support from bilateral and multilateral donors, and various response partners did not cover all the WASH sector needs, it addressed some of the most pressing needs, including:

- Water supply for Syrian refugees in Jordan and support to host communities (sanitation and other areas), projects and programmes for a global amount of US\$60 million.
- Support to wastewater services in host communities for US\$15 million.
- Support to the water sector in host communities (urgent interventions in the northern governorates) for US\$24.5 million.
- Rehabilitation of Rosaifa water network for US\$12.5 million.
- Interventions supporting the water sector in host communities at the household level US\$22.5 million.
- Support to host communities, e.g. quick relief assistance, WASH infrastructure renovation, reduction of tension between refugees and host communities and rehabilitation of water and sewage networks, for an amount of approximately US\$30 million.

## 2015 Needs

Overall the sector needs to focus on the following main issues:

- Capacity development to enhance government/sector planning and policy making for better utilization of resources.
- Water supply, with two main areas of intervention: water quantity and quality as well as water demand management (non-revenue water reduction, water conservation, awareness, etc.).
- Safeguarding the operational capacity of utility companies through technical/financial support and improving cost recovery, water loss reduction, and energy efficiency.
- Sanitation services, sanitation coverage and water reuse.
- WASH in schools and other public institutions.
- Cross cutting issues (environment, health, gender, education, etc.).

Specific activities that can be undertaken in the short term would include improving distribution efficiency through reduction in non-revenue water, increasing water supplies through targeted rehabilitation and repair in the water and sanitation network systems, promotion of water conservation, water reuse, and capacity building of the service providers in key areas. In the medium to long-term, activities such as sequential use of water, rainwater harvesting, infrastructure rehabilitation and development etc., can be considered.

## Response Plan

The following response options require parallel additional provision of adequate implementing capacity to carry out donor-funded programmes and to adequately maintain existing and future infrastructure, in particular within WAJ and YWC.

## Overall Sector Objective:

***To enhance the capacity of the government and in particular host communities to meet the increase in demand for water and sanitation services.***

Intervention priority criteria should include both quick impact on vulnerable and affected population areas in terms of access to adequate amounts of safe drinking water, and improved sanitation services. Recovery and development interventions should also be included to build Jordan's capacity and resilience, while gradually moving away from the emergency context. This will reinforce the country's stability in water and sanitation resources. Cost effectiveness is another important factor, and although interventions in this area may have high capital cost, it is more cost effective in terms of energy and operational costs in the long run.

**Specific Objective 1.** Quantity, quality and efficiency of safe drinking water delivery improved.

**Specific Objective 2.** Sanitation services expanded and improved.

**Specific Objective 3.** Planning and implementation capacity of the water and sanitation institutions and agencies strengthened.



**Plan Overall Objective:** 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 impact of the Syrian crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Sector Overall Objective:** To enhance the capacity of the Government of Jordan and in particular the Host communities to meet the increase in demand in Water & Sanitation services

**Resilience Specific Objective 1:** Quantity, quality and efficiency of safe drinking water delivery improved

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
RES 1.1 Rehabilitation of wells in different governorates	Irbid, Mafraq, Jarash, Ajloun, Amman, Balqa	Water Subscribers & Syrian refugees	853,000					Water quantity extracted from the rehabilitated wells in CM/hour	Extracted Water quantity increases on average by 20%	18 months	5,000,000
RES 1.2 Restructuring of transmission & main distribution systems & network reinforcement/ rehabilitation in YWC	Irbid, Jarash, Mafraq, Ajloun	Water Subscribers & Syrian refugees	1,200,000					Restructuring transmission and main distribution system	Restructuring by more than 80%	27 months	15,000,000
								Hours of supply in areas monitored by pressure loggers	Increase in hours of supply		
								Reduction of NRW (current level of ...%)	Reduction of NRW reduced by 10 percentage points		20,000,000
RES 1.3 Water transmission pipe line & reservoir in Madaba	Madaba	Water subscribers and some refugee population	250,000					% of restructuring of transmission system	About 20 of the transmission System restructured	15 months	1,400,000
RES 1.4 Water Loss Reduction Programme Karak	Karak	Host population and refugees	187,000					Reduction of NRW	Reduction of NRW by 5 percentage points	24 months	4,700,000
RES 1.5 Renewable energy supply systems for pumping	Irbid, Mafraq	Host population and refugees	700,000					Construction of power plants	Construction of 3 power plants	27 months	700,000
								YWC electricity bill	Reduction of Electricity bill of YWC by 8%		
RES 1.6 Aqib Za'atary Water Transmission pipeline	Mafraq	Water subscribers and some refugee population	250,000					Hours of supply in areas monitored by pressure loggers	Hours of supply increase in areas monitored by pressure loggers	18 months	5,000,000

RES 1.7 Continuous monitoring of water table and quality management	Zarqa (Azraq well field)	Water subscribers and some refugee population	250,000						Measurement of ground water levels	Improve the measurements of ground water levels	12 months	350,000
RES 1.8 Amman Water network reinforcement and repair	Amman	Water subscribers and some refugee population	1,200,000						Restructuring transmission and main distribution system	1. More than 40% of transmission & main distribution system restructured	27 months	15,000,000
									Hours of supply in areas monitored by pressure loggers	2 Hours of supply increase in areas monitored by pressure loggers		0
									Reduction of NRW	3 NRW reduced by 7 percentage points		20,000,000
<b>Total Resilience Sector Specific Objective 1</b>												
<b>87,150,000</b>												
<b>Resilience Specific Objective 2: Sanitation services expanded and improved</b>												
<b>Indicators:</b>												
RES 2.1 Wastewater System (Ramtha, Ajloun, Irbid miscellaneous)	Irbid, Jarash, Mafraq, Aj-loun	Host Communities and Syrian refugees	135,000						No of sewage complaints	No. Of sewage complaints reduced by 20%	24 months	60,000,000
RES 2.2 Extension/reinforcement of wastewater collection systems in West Irbid, Mugair and Hakama	Greater Irbid	Host Communities and Syrian refugees	45,000						No of sewage complaints	No. Of sewage complaints reduced by 15 %	30 months	4,500,000
RES 2.3 Al Azraq Wastewater Treatment plant and sewer network	Zarqa	Host Communities and Syrian refugees	12,000						Network is not connected to the WWTP	Wastewater net-work can be connected to the WWTP	30 months	3,920,000
RES 2.4 Bab Amman sewer network - Jarash	Jarash	Host Communities and Syrian refugees	33,000						Increase the number of costumers connected to sewage network	Increase the number of costumers connected to sewage network in Jarsh governorate by 12%	24 months	6,230,000
RES 2.5 Closed canal box culvert from Ras el ain to Ain Ghazal	Jarash	Host Communities and Syrian refugees	350,000						Some overflow in downtown areas of Amman	No overflow in downtown areas of Amman	30 months	4,200,000
RES 2.6 Sewer network ,WWTP and effluent reuse for Bergesh	Irbid	Host Communities and Syrian refugees	49,000						WWTP, System and effluent reuse system not existing	WWTP, System and effluent reuse system to come into operation	30 months	6,300,000

RES 2.7 YWC - Sewerage network Kofor Rakeb & Beit Edes	Irbid	Host Communities and Syrian refugees	13,000						Sewer network is not connected to WWTP	Sewer network connected to WWTP and connection to be announced	30 months	1,400,000
RES 2.8 Maan sewer network	Ma'an	Host Communities and Syrian refugees	14,000						Sewer network is not connected to WWTP	Sewer network connected to WWTP and connection to be announced	18 months	1,610,000
RES 2.9: Maan Re-placement Sewer force main Taiba - Wadi Mousa	Ma'an	Host Communities and Syrian refugees	25,000						Force main operational	Force main to operate	24 months	2,100,000
RES 2.10 Mi-yahuna - Expansion sewer network North Amman (Shafa Badran)	Amman	Host Communities and Syrian refugees	55,000						customers are currently not connected to a sewerage system	Announcement in newspaper that customers can connect to sewerage system	24 months	14,000,000
RES 2.11 Balqa Sewer Network	Balqa	Host Communities and Syrian refugees	67,000						customers are currently not connected to a sewerage system	Announcement in newspaper that customers can connect to sewerage system	24 months	0
RES 2.12 YWC - Sewerage network Balama	Mafrq	Host Communities and Syrian refugees	10,000						customers are currently not connected to a sewerage system	Announcement in newspaper that customers can connect to sewerage system	30 months	250,000
RES 2.13 YWC - Sewerage network Rehab	Mafrq	Host Communities and Syrian refugees	8,000						customers are currently not connected to a sewerage system	Announcement in newspaper that customers can connect to sewerage system	30 months	250,000
RES 2.14 YWC - Containerized WWTP Halabat, Dliat, Khaldiyeh	Zarqa, Mafrq	Host Communities and Syrian refugees	100,000						customers are currently not connected to a sewerage system	Announcement in newspaper that customers can connect to sewerage system	12 months	5,000,000
<b>Total Refugee Sector Specific Objective 2</b>												<b>109,760,000</b>
<b>Resilience Specific Objective 3: Planning and implementation capacity of water and sanitation institutions and agencies strengthened</b>												
<b>Indicators:</b>												
RES 3.1 Reinforce WAJ implementing capacity (OMS)	Irbid, Jarash, Mafrq, Ajloun, Zarqa, Balqa, Madaba, Amman, Karak and Ma'an	WAJ and public utilities personnel in HQ and governorates	2,100						No reliable information available to decision makers	Monitoring and reporting of operations provide reliable information to decision makers	30 months	1,900,000

RES 3.2 Improved service delivery and enhanced efficiency (including Community Mobilization and Awareness)	Irbid, Mafrqa, Jarash, Ajloun	WAJ and public utilities personnel in HQ and YWC	310,500						PMU GIS unit not established	PMU GIS unit operational	36 months	1,000,000		
												200,000		
RES 3.3 WASH in Schools	Irbid, Jarash, Mafrqa, Ajloun, Karak, Amman, Balqa, Ma'an and Zarqa	School age children (5-17)	310,500						# of children access to safe and adequate sanitation facilities	increase in # of children with access to safe and adequate sanitation facilities	36 months	1,000,000		
												# of children have access to adequate water points	increase in # of children have access to adequate water points	100,000
												# of schools have access to improved sewerage system	schools have access to improved sewerage system	200,000
												# of children and teachers trained on best hygiene practices	children and teachers trained on best hygiene practices	50,000
RES 3.4 Offset the impact of subsidized water tariff to sustain utility operation	Irbid, Mafrqa, Jarash, Ajloun	All population	2,200,000						Water utilities and companies provide services	Water utilities and companies to continue providing services	36 months	18,000,000		
<b>Total Resilience Sector Specific Objective 3</b>												<b>22,450,000</b>		
<b>Resilience WASH Sector Total</b>												<b>219,360,000</b>		

# CHAPTER 4. MACROECONOMIC IMPACT AND DIRECT BUDGET SUPPORT NEEDS



The impact of the Syria crisis on Jordan is multifaceted, spanning almost all sectors of the economy and affecting – to varying degrees and intensities – all geographic areas. Now entering its fifth year, the crisis continues to aggravate economic difficulties, stretching the social fabric and negatively affecting access to and quality of services provided to Jordanians, particularly in governorates hosting large concentrations of refugees.

Regional instability has also heavily impacted Jordan’s fiscal position, exacerbating pressure on public finances, increasing government expenditure on subsidies for bread, water, electricity, and gas, and further inflating the budget deficit. The total fiscal impact for 2015 is estimated at US\$1.99 billion, of which US\$1.06 billion are direct budget support needs (see section 4.2 and 4.3).

While the influx of almost 650,000 refugees is an important component of this impact, it represents only part of the picture. The crisis has also prevented a large number of Syrians who were in Jordan before March 2011 from returning home, thus compounding the direct and indirect impacts on the economy and on the well-being of Jordanians. The number of Syrians living in Jordan in October 2014 is estimated around 1.4 million, of which 750,000 were in Jordan before March 2011, and 650,000 are registered refugees.

## 4.1 Macroeconomic Implications of the Syria Crisis

It is important to note that the Syria crisis struck the Jordanian economy when the economy was already suffering from its lowest growth rates in a decade, struggling to keep pace with the population growth rate. The Central Bank of Jordan estimated that the Syria crisis affected growth by at least 2 per cent in 2013. All figures are expressed in US dollars (exchange rate: JOD 1 = US\$ 1.4).

**TABLE 1: SUMMARY OF MAJOR MACRO-ECONOMIC INDICATORS (2011-2014)<sup>110</sup>**

	2010	2011	2012	2013	2014
GDP (US\$ Million)	26,267	28,668	30,751	33,393	16,562 (Jun)
Per capita GDP	4472	4588	4815	5114	-
GDP Growth Rate %	2.3	2.6	2.7	2.8	3.0 (Jun)
Government Budget (US\$ Mil-lion)	7,500	9,514	9,629	9,908	10,982
Budget Deficit including Grants (US\$ Million)	1,463	1,935	2,554	1,845	785 (Sep)
Debt (US\$ Million)	16,162	18,761	23,212	26,734	28,679 (Sep)
Foreign Grants (US\$ Million)	562	1,701	458	893	657 (Aug)
Foreign Direct Investment (US\$ Million)	1,641	1,465	1,488	1,737	936 (June)
Trade Balance Deficit of Com-modities (US\$ Million)	6,853	8,765	10,480	11,578	6,000 (Jun)
Consumer Price Index (2005=100)	178	196	190	202	208 (Oct)
Poverty Rate %	14.4	-	14.4	14.4	-
Unemployment Rate %	12.5	12.9	12.2	12.6	11.7 (Sep)
<b>Tourism<sup>111</sup></b>					
Arrivals (million)	4.6	3.97	4.16	3.94	2.04
Revenues (US\$ Million)	3,460	3,003	3,463	4,121	2,300 (Jun)

101. Ministry of Finance, Government Financial Newsletter, Oct. 2014.  
[http://www.mof.gov.jo/Portals/0/Mof\\_content/البيانات%20الاقتصادية%20لشهر%20ايلول%202014/Arabic%20PDF%20Oct.2014.pdf](http://www.mof.gov.jo/Portals/0/Mof_content/البيانات%20الاقتصادية%20لشهر%20ايلول%202014/Arabic%20PDF%20Oct.2014.pdf)  
 Department of Statistics, Jordan Statistical Yearbook, 2013.  
[http://www.dos.gov.jo/dos\\_home\\_a/main/yearbook\\_2013.pdf](http://www.dos.gov.jo/dos_home_a/main/yearbook_2013.pdf)

111. Ministry of Tourism, Tourism Statistical Newsletter, 2014, 2013, 2012, 2011, 2010. Central Bank of Jordan, Annual Report, 2014.

## 4.2 Sector Impacts of the Syria Crisis

Identifying the exact attributions of the Syria crisis to the 2015 economic and fiscal situation is not an easy task, as it is difficult to make projections on what the situation could have been without the Syria crisis and to exactly quantify the impacts of the crisis on different macro-economic and sector indicators.

**The following section attempts to identify the fiscal impacts of the Syria crisis in 2015, building on the following assumptions:**

- The total population of Jordan at mid-year 2015 is estimated to be 6.74 million, while Syrians in Jordan will be 1.43 million, out of which 680,000 are refugees. Based on this, the total population of Jordan at mid-year 2015 including Syrians is estimated at 8.17 million.
- Syrians living in Jordan before March 2011 are 750,000. The overwhelming majority were seasonal workers commuting to Syria periodically, but as a result of the crisis, they live in Jordan on permanent basis.
- Syrian refugees living inside camps at mid-year 2015 are estimated to be at 130,000 (representing around 19 per cent of the total Syrian refugee population and 9 per cent of the total Syrians in Jordan).
- Syrian refugees living outside camps at mid-2015 are estimated to be at 550,000 (representing 81 per cent of the total Syrian refugee population and 38 per cent of the total Syrian population in Jordan).
- The calculations of the impact do not take into consideration the assistance provided by different donors. Furthermore, the impact is different than the needs included in the NAR 2014, which also considers the past and ongoing interventions by the government and donors.
- The international community will shoulder the burden of the Syria crisis with Jordan in order to provide the appropriate services to affected Jordanians and Syrians, maintain and sustain the development gains that Jordan has achieved over the past decades, and ultimately to enable Jordan to maintain an open door policy for Syrian refugees.
- Despite the fact that there are differences in the consumption patterns and the service delivery costs between each of the above mentioned categories (subsidies on bread, liquid gas, water and electricity or health, education and municipal service delivery costs) in some cases, it has been assumed that the costs are distributed equally, as Syrians' shares or costs are higher than Jordanians in some cases, and lower in others.
- Only fiscal impacts that cannot be mitigated through resilience and refugee interventions are included in section 4.3 of the present chapter.

The costs below are an estimation based on the line ministries' estimates for 2015. They do not reflect the full cost attributable to the Syrian population in Jordan, as they exclude indirect costs and do not quantify environmental and social damages that may have ensued from the Syrian influx. The methodology used depends on the sector. For some sectors (such as Health, Education, Water, LPG, Food Subsidy) the cost as provided by the line ministry was adopted. The per capita cost was multiplied by the total number of Syrians (or Syrian students for the education sector) estimated for mid-year 2015. In other sectors, such as electricity and municipalities, the calculations were based on the 2015 expected budget deficits divided by the total number of population and multiplied by the total number of Syrians estimated for mid-year 2015. All figures expressed in USD.

## 1. Education

Ministry of Education budget 2015	1,274.24 million
Total number of students in public schools	1,265,148
Total number of Syrian students in public schools	125,000
Cost per Syrian student (MOE)	1544
Total cost of Syrian students in public schools	193 million

## 2. Health

Ministry of Health budget 2015	897 million
Cost per Syrian	220
Total health cost of Syrians	220 million

## 3. Electricity

Electricity company operational loss 2015 (MEMR)	1,500 million
Per capita share of the loss	183.6
Total share of the loss attributed to the Syrians	262.54 million

## 4. Water

Cost per Syrian	373.8
Revenue per Syrian	19.3
Net cost per Syrian	354.5
Total water cost for Syrians	506.50 million

## 5. Public Works

Annual depreciation of public infrastructure (MOPW)	1.400 million
Annual share of Syrians	244 million

## 6. Municipalities

Total municipal budget deficit in 2015	45 million
Per capita deficit	5.5
Total number of Syrians excluding Syrians in camps	1.3 million
Total municipal cost for Syrians excluding Syrians in camp	7.15 million

## 7. Food Subsidies

Total wheat, barley and yeast subsidy estimated cost in 2015	342 million
Per capita subsidy	41.8
Total number of Syrians excluding Syrians in camps	1.3 million
Total food subsidy cost for Syrians excluding Syrians in camp	54.34 million



## 8. Liquid Petroleum Gas

Subsidy per LPG cylinder	1.4
Per capita consumption	8.8 cylinder/year
Per capita subsidy	12.32
<b>Total LPG subsidy cost for Syrians</b>	<b>17.61 million</b>

## 9. Income loss

### a. Transport

<b>Total land transport loss</b>	<b>38.15 million</b>
Transport of Goods	23.8 million
General transport and tourism	14 million
Railway transport	350,000
<b>Total aviation loss</b>	<b>20.3 million</b>
<b>Total transport losses</b>	<b>58.45 million</b>

### b. Labour permit

Number of employed Syrians	129,543
Total number of Syrians without work permits	124,152
Work permit fees	168 – 1050 <sup>112</sup>
<b>Total amount of income loss from work permit fees</b>	<b>105.83 million</b>

## 10. Security

Military	163 million
Civil Defense	26.3 million
Gendarmerie	38 million
Police	91.4 million
<b>Total security cost</b>	<b>318.7 million</b>

112. The work permit fees vary per sector.

## 4.3 Direct Budget Support Needs

As mentioned earlier, some of the effects of the crisis will be mitigated through the interventions identified in chapters two and three, however other budgetary costs and income losses which constitute a major burden on the economy cannot be mitigated through the implementation of these interventions. Below are the major items/sectors that require direct budget support to compensate for the additional costs and losses resulting from the Syria crisis.

**TABLE 3: SUMMARY TABLE OF BUDGET SUPPORT NEEDS (2015 estimates)**

		Budget (million USD)
<b>1</b>	<b>Subsidy</b>	
1.1	Food (Wheat, Barley and Yeast)	54.34
1.2	Liquid Gas Petroleum	17.61
1.3	Electricity	262.54
1.4	Water	83.30
	<b>Subtotal</b>	<b>417.79</b>
<b>2</b>	<b>Security</b>	
2.1	Military	163
2.2	Civil Defense	26.3
2.3	Gendarmerie	38
2.4	Police	91.4
	<b>Subtotal</b>	<b>318.7</b>
<b>3</b>	<b>Income Loss</b>	
3.1	Labor permits fees	105.83
3.2	Land transport	38.15
3.3	Aviation	20.3
	<b>Subtotal</b>	<b>164.28</b>
<b>4</b>	<b>Accelerated Infrastructure Depreciation</b>	<b>244</b>
	<b>Subtotal</b>	<b>244</b>
	<b>Total</b>	<b>1144.76</b>



## CHAPTER 5. MANAGEMENT ARRANGEMENTS

## 5.1 Overarching Management Arrangements

The JRPSC will provide oversight and guidance to the implementation of the JRP 2015. It will meet on a quarterly basis to review progress towards the achievement of the Plan and funding requirements. Additionally, it will review needs and identify priorities, operating as a forum for partners to share and discuss issues related to implementation of the JRP 2015. The Platform will be assisted in these matters by quarterly, semi-annual, and annual progress and financial monitoring reports received from JRPSC Secretariat and prepared by the line ministries with assistance from the Task Forces. The Platform will also review coordination and funding mechanisms, providing recommendations to improve aid coordination and effectiveness and ensure alignment and harmonization with national priorities. It will facilitate the mobilization and coordination of funding and assistance. Finally, the JRPSC will guide and provide oversight for the JRP 2015 half-year review and the preparation of the next plans.

Task Forces are the only formal sector coordination mechanisms under the JRPSC. Task Forces will assist and support the coordination and monitoring of the implementation of sector response plans, and will provide a forum for all sector partners to share information on progress, achievements and constraints. They will ensure that duplication of assistance is avoided and that approaches are harmonized and synergies and complementarities are built between all stakeholders.

Partners implementing projects related to the JRP 2015 will submit reports to the relevant line ministries, HRCU and the JRPSC Secretariat, to enable compilation and analysis of progress towards the achievements of the JRP 2015 sector objectives. Task Forces will organize their work, in particular day-to-day monitoring of project implementation as they see fit, including through the set-up of sub and technical groups.

The JRPSC Secretariat will cooperate closely with HRCU in the coordination of the JRP 2015 implementation. The JRPSC Secretariat will liaise with all Task Forces to ensure that work proceeds according to plan and fosters inter-sector synergies and complementarities. It will support and facilitate the project approval process, and provide policy advice and capacity development to MOPIC for improved aid coordination and planning.

The JRPSC Secretariat will work closely with MOPIC, donors and implementing partners to collect information on aid flows and project implementation. It will maintain updated information on the above in a dedicated development assistance and project-tracking database, to support decision making, aid effectiveness and transparency. The Secretariat will set up the overall monitoring and reporting framework of the JRP 2015.

In this regard, the following project planning framework for the JRPC Secretariat outlines the support necessary for the elaboration of the JRP 2015, in addition to the collaboration with HCRU on strategic planning, coordination, information management, monitoring and evaluation, and communications.

**Plan Overall Objective:** 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 on-going impact of the Syria crisis, (ii) sustaining social and economic stability, and (iii) preserving the development gains achieved in the last decades.

**Project Objective:** To strengthen MOPIC capacity to lead GOJ response to the Syria crisis through policy advice, strategic planning, aid coordination, monitoring and evaluation, information management and advocacy.

**Indicators:**

Project Title	Location	Type of Beneficiaries	# of Total Beneficiaries	# of Men	# of Women	# of Boys	# of Girls	Indicators with Baseline	Target 2015	Project Duration	Total Budget for 2015 (USD)
1.1 UN Joint Support to the Jordan National Response to the Syria crisis	Amman	Ministry of Planning and International Cooperation (MOPIC)						1. (a.) SCRP institutional arrangements endorsed; (b.) # of platform and TF meetings; (c.) # of advisory documents and cross cutting issues reports produced; (d.) # of female and male civil servants trained  2. (a.) #of projects tracked; (b.) # donor contributions tracked ; (c.) and # of reports produced  3. No. of M&E reports produced  4. (a.) USD mobilized; (b.) pledging conference held; (c.)% increase in website traffic; (d.) # of regular reports, newsletters, dashboards, and updates produced	(a.) 1 (b.) 47 (c.) 12 (d.) 6  (a.) 700 (b.) 750 (c.) 4  4  (a.) 50% (b.) 1 (c.) 20% increase (d.) 12	2015-2017	\$1,304,000
<b>Management 2015 Financial Requirements</b>											<b>1,304,000</b>

## 5.2 Implementation Arrangements & Financing Modalities

As an underlying principle, the Government of Jordan wishes to continue to maximize the degree of collaboration that has so far characterized its approach to both the NAR 2014 and JRP 2015 preparation. Bearing this in mind, the government is aware that projects can be delivered through a variety of ways and means in order to hasten and sustain the delivery effects felt by local communities. It thereby outlines below the six main implementation and financial modalities through which it encourages donors to channel its development co-operation in support of the needs and priorities contained within the JRP 2015:

- 1. Direct Budget Support** – The government encourages donors to place funds at its general disposal to support the mounting fiscal deficit incurred as a direct result of the Syria crisis.
- 2. Budget Support for Specific Projects** – The government has set up a guaranteed channel through which donors can provide earmarked financing to a particular government project in any of the priority investment areas contained in the JRP 2015. Funds should flow to the treasury account through the Ministry of Finance or a special account held in the name of MOPIC in the Central Bank of Jordan.
- 3. UN agencies** – UN agencies will continue to be considered as important policy, technical, financing and implementing partners to the government in seeking to help mitigate the impact of the crisis on Jordan. Similarly, UN agencies have played an invaluable facilitation and advisory role in the JRP 2015 formulation process. The government will maintain the engagement of the UN in providing technical assistance, co-ordination support, policy advice, technical support for service delivery, as well as taking on implementation responsibilities for component parts of the JRP 2015 in areas in which they possess a distinct comparative advantage.
- 4. Trust Fund and Multilateral Financing** – The government encourages the international community to make use of the existing WB Trust Fund and is also considering the establishment of a multi-partner trust fund with the UN.
- 5. NGO** – NGOs are important implementation partners, often possessing trusted linkages to donors and local communities permitting them to reach vulnerable population segments with their highly targeted programmes of assistance. Channelling funds to international and national NGOs is therefore an acceptable mechanism to implement JRP 2015 projects contributing to the JRP 2015 objectives.
- 6. Other development partners** – This concerns foundations, academic institutions, private sector organizations, etc. The government welcomes a diversity of partners that can help it to deliver on its JRP 2015 commitments, provided that the engagement of these agencies are selected on the basis of their clear comparative advantage, areas of expertise, and in accordance with established government operating principles and policies.

The government will not prescribe which entity will undertake what particular activity in the implementation process. It is normally left to donors to decide and determine which agency is best placed to develop detailed project documents to be submitted to the government for approval. In case the donor makes no indication, it will be the responsibility of MOPIC to establish, in close consultation with the JRPSC Secretariat how, on what basis, and to whom to allocate the funding, unless other modalities and procedures are agreed upon between MOPIC and the donor.

To avoid duplication and overlap, the government encourages all partners to engage in early consultation with HRCU and the JRPSC Secretariat regarding sectors and projects of interest to be financed.

## 5.3 Project Appraisal & Approval Process

### General principles

**All projects<sup>113</sup> included or related to the JRP 2015 will have to go through the appraisal process as explained below:**

- All resilience-related projects, including those listed in Chapter 3 and 5, will have to be reviewed and approved by MOPIC/HRCU and the relevant line ministry/ies .
- All refugee-related projects, including those listed in Chapter 2, will have to be submitted for review to MOPIC/HRCU and relevant line ministry/ies, which will subsequently submit them to the Inter-Ministerial Coordination Committee (IMCC) for approval.

In conformity with Jordanian laws, MOPIC will submit all approved projects/agreements to the Cabinet for approval.

### Review by HRCU:

MOPIC, HRCU, and relevant line ministry/ies, with the support of the JRPSC Secretariat, will review each project document according to the following core criteria:

- 1.The coherence between the objectives of the project and the JRP 2015 project outputs
- 2.The absence of duplication with other projects
- 3.The track record of the proposed implementing partner, and its particular capacity in implementing and sustaining the intended desired results
- 4.The technical approach and methodology being proposed by the implementing partner
- 5.The overall budget required and the proposed budget breakdown of the project in relation to the expected benefits
- 6.The project management governance structure proposed, ensuring sufficient levels of management oversight, quality assurance, risk management, implementation capacity and appropriate level of engagement with the lead line ministry
- 7.The ability of the implementing partner to satisfactorily and transparently report on verifiable results to MOPIC and the lead line ministry in the time period proposed
8. Any other specific information the lead line ministries deems appropriate for project assessment in light of the technical specifications pertaining to that particular sector

During the review process, MOPIC/HRCU may liaise with the implementing partner, to gain clarification on the specific details of the project if needed. Similarly, HRCU may invite other stakeholders, including other relevant line ministries, donors, and representatives of local authorities or communities to comment on the detailed proposal, if required. The JRPSC Secretariat will maintain up-to-date lists of all projects submitted to HRCU for review.

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113. Existing agreements between the UN agencies and the Government of Jordan will be respected.

## Approval by the Inter-Ministerial Coordination Committee

Refugee projects will be presented to IMCC through MOPIC/HRCU which will have the responsibility to circulate a project appraisal summary report ahead of the IMCC meeting. On occasions, it may be necessary for implementing partners to be present to supplement the presentation and/or provide clarification. In the case of no objection, the project will be approved.

Where projects occasionally fall short of the quality required through the detailed project appraisal process outlined above, or where some aspect of the project appears to be conspicuously lacking, feedback will be provided to the applicant advising what elements of the project document should be addressed prior to its re-submission. HRCU with support of the JRPSC Secretariat, will keep the submitting institution informed of the status of review of its project(s).

## 5.4 Monitoring and Evaluation

### Monitoring and Reporting

Monitoring of results against the JRP 2015 targets will be an on-going responsibility within each line ministry, in cooperation with the relevant Task Force, which will have the responsibility to provide quarterly, half-year and annual reporting to the JRPSC Platform through its JRPSC Secretariat. The process will be the following:

- Each project approved will have to be implemented, monitored and reported by the implementing entity as per the arrangements stipulated in the approved project document and in accordance with the underlying JRP 2015 principles.
- The implementing entity will prepare quarterly progress reports following the JRP 2015 reporting template.
- Monitoring reports will be formally submitted to the line ministry and to line Task Force Chair (if different) copying HRCU and the JRPSC Secretariat.
- The line ministry will lead the preparation of consolidated quarterly, half-year and annual sector report(s), including financial expenditures, based on the information provided by the implementing agencies. The reports will be submitted to HRCU and JRPSC Secretariat for its review and subsequent submission to the JRPSC.

The annual report of results and expenditures will provide an opportunity to JRPSC to review and bring adjustments to the direction of the JRP 2015.

### Evaluation

A final evaluation will take place to assess the results of the JRP 2015 response within each sector on mitigating the impact of the Syria crisis on Jordan. Recommendations will be made at that time to be used in the elaboration of any other response plan in the country.