

Syrian Refugee Response JORDAN

JULY 2013



MAP OF JORDAN



OVERVIEW



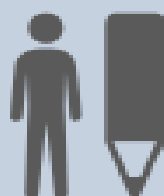
- **Over 240,000** new arrivals in 2013 alone.
- The Government of Jordan (GOJ) estimates that **554,000** Syrian refugees have arrived since march 2011.
- Of those more than **501,000** Syrian refugees have been registered or are awaiting registration
- Emergency registration currently underway in urban areas to clear 68,000 backlog as of mid July (of which 29,000 are in Amman)
- **75% of refugees** are accommodated in urban areas, where UNHCR has large scale cash assistance, outreach and information services.
- High concentrations of Syrian refugees in the north have created pressure on water, electricity, public services, rental prices, and demand for employment.
- Zaatari camp now holds **120,000++ residents**. It is the second largest refugee camp in the world, and fifth largest settlement in Jordan.
- In addition to Za'atri camp, there are two settlement centres near Ramtha / Irbid: Cyber City and King Abdullah Park.
- The Emirates Jordan Camp (EJC) officially opened on 10 April. The camp is run by the UAE Red Crescent and has a current population of **3,600**.
- The new camp at Azraq is being built for a max capacity of **130,000** refugees. It is expected that works related to the initial phase of WASH facilities will take until mid-August 2013.
- GoJ has maintained an open border policy permitting Syrians to seek refuge, thus providing them *de facto* temporary protection.
- Despite the government's officially maintained open border policy there has been a drop in new arrivals since mid May. An increased proportion of those arriving are crossing through the Eastern border.
- In his address to the UN Security Council on the 16 of July 2013, the High Commissioner for Refugees repeated his call to all states, in the region and further afield, to keep borders open and receive all Syri-

KEY FIGURES



501,330

Syrian registered &
awaiting reg. refugees



434,298

No of Registered
Refugees



5,155

No of newly arrive
during July 2013 (IOM
Figures)

2,470

Syrian Returnees
(30 June -6 July 2013)



1,582

Syrian Returnees
(7 -13 July 2013)

888

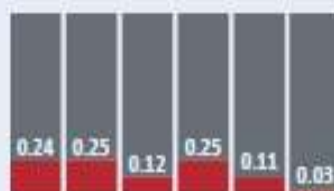
54,000

Gov estimate of Syrian
Returnees during 2013

Age & Gender breakdown



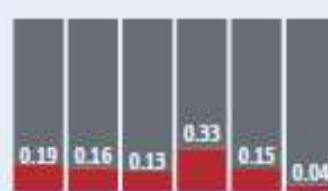
Male 49%



0-4 5-11 12-17 18-35 36-59 60+

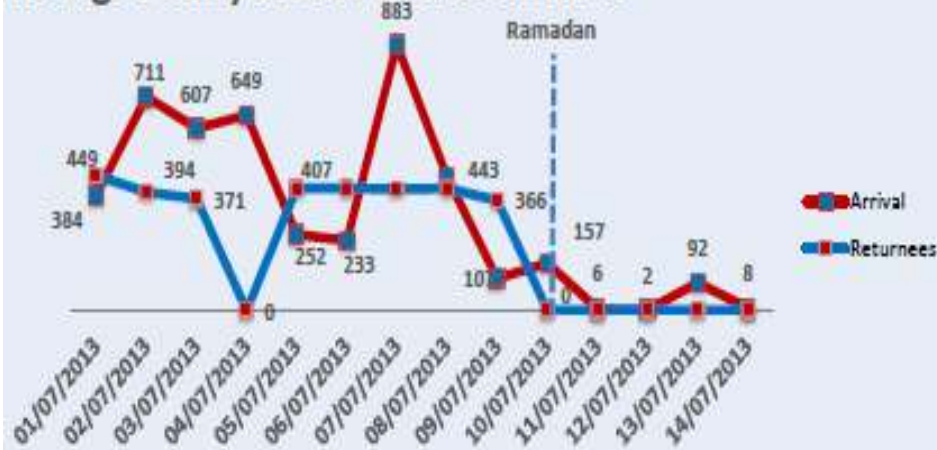


Female 51%



0-4 5-11 12-17 18-35 36-59 60+

Refugee daily arrival and Returnees



Refugees Monthly new arrival

From Jan-June 2013 (source IOM)



KEY FACTS: ZAATARI



- Zaatari was established in late July 2012, and covers 8.75 square kilometers. With a population of 120,000, it is the **second largest refugee camp in the world**, and the **fifth largest settlement in Jordan**.
- Initially a tented camp, refugees are increasingly housed in pre-fabricated units (over 16,000), many of which are generous donations by Gulf states, Korea and private and government donors.
- On arrival in Zaatari, refugees are provided with blankets, a sleeping mat and a welcome meal. UN and NGO teams are present 24 hours a day, with registration teams working during the night.
- Upon registration, the head of household receives a ration card and is provided with essential non-food items. The family is then directed to a tent.
- Refugees receive regular dry food rations from WFP. On site are 760 operational communal kitchens constructed by UNHCR. WFP provides approximately 500,000 flat bread loaves to Zaatari every day.
- Health facilities on site are provided by a number of actors including UNHCR, JHAS, the Jordanian Ministry of Health and three military field hospitals.
- Several schools are functioning. UNICEF and partners also manage child friendly spaces, available to children 7 days a week.
- UNICEF and partners provide water and sanitation facilities. Over 3.8 million litres of water are transported to Zaatari every day.
- 60% of the camp population are children and many of the households are headed by women. The vast majority of the population are from rural areas, with elementary or basic education.



ZAATARI CHALLENGES



- 1) A concentration of shelters around the original western section of the camp, closest to services and the market street. This presents a camp management, safety and hygiene challenge.
- 2) A lack of community ownership of common facilities, which has led to vandalism and theft of fixtures in administrative and communal areas, including WASH and cooking facilities.
- 3) With the previously limited avenues for dialogue with aid agencies and the GoJ, refugees tended to express frustration through demonstrations and violence. This is however changing as more order is brought to the camp, and avenues for dialogue are encouraged
- 4) An insecure living environment, in which vulnerable groups may face serious protection risks, including rent-seeking behavior and sexual exploitation and abuse, without recourse to the Jordanian justice system.



Population: 100,000 (UNHCR, 2012)
 Date of data collection: 31-03-2013
 Data source: UNHCR, 2012
 Data processing: ACTED, 2013
 Data validation: ACTED, 2013
 Data use: For humanitarian relief purposes only
 Data disclaimer: The data is not intended for use in any other context and is not a guarantee of accuracy or completeness.

A product of
REACH Mapping and Assessment
 In partnership with
UNOSAT Imaging **IMPACT** Assessment



MAIN PROTECTION CHALLENGES



Civilian Character of the camp

- Separation of combatants from civilians is the responsibility of the Government
- UNHCR and the Government of Jordan have agreed not to return any unaccompanied or separated minors to Syria without first being referred to UNHCR for assessment

Documentation

- Persons crossing the border are transported by the Jordanian Armed Forces (JAF) to Raba Sarhan transit center
- In Raba Sarhan, people of concern that come through the illegal border crossings must temporarily hand in their documents in exchange for a 'pink receipt' listing these documents
- In early June, the Jordanian Ministry of Interior (MOI) has agreed that documents would not be retained as soon as biometrics and MOI service cards would be introduced for all new arrivals
- It has also been agreed that all documents would be handed back to their rightful owners during the upcoming verification exercise in Zaatar and then in the urban settings
- Since 3 July, UNHCR is assisting the Government of Jordan in Raba Sarhan with the classification and filing of these documents to ensure easy retrieval for these documents to be handed back to Persons of Concern

Registration

- Registration is the process of recording, verifying and updating information on persons considered to be refugees or otherwise of concern to UNHCR
- It is a protection tool as registration would enable those fleeing the conflict in Syria to temporarily reside in Jordan and find safety.
- Registration of refugees is conducted at Zaatari 7 days a week, 18 hours a day. Three registration teams are covering the two daily shifts
- Persons that are identified as having specific needs during the registration process are referred to the relevant units (such as health, community services, protection) for follow up.
- A full verification exercise will soon be conducted in Zaatari camp by the end of the year to establish accurate figures, and to profile new arrivals. The aim is to support a better planning and implementation of assistance programs and camp management.
- A nationwide registration with the MOI is planned to commence shortly.

Returns from Zaatari

- Over 60,000 persons have returned through GOJ organized transport from Zaatari to Syria since 2012. The current average is 250 per day. Many returnees subsequently travel back to Jordan.
- Since April 2013, 50%-75% of the returns are families.
- A number of returns appear to be temporary
- When returning, refugees are supposed to receive their identify documents, taken from them by the Government of Jordan on arrival
- UNHCR is monitoring returns, and counseling refugees on 1) the safety of returning to Syria, 2) the possibility of receiving back their personal documents before returning , 3) the possibility of facing difficulties should they wish to re-enter Jordan again

MAIN PROTECTION CHALLENGES

Gender Based Violence



- Refugees face risk of gender-based violence (SGBV), both during flight within Syria and in Jordan.
- Fear of SGBV, including sexual violence, is reported as one of the motivations for refugees to leave their country.
- Domestic Violence is reported as main type of SGBV faced by Syrian refugee women and girls in Jordan.
- Increased risk of exposure to early (forced) marriage and transactional and survival sex has been reported consistently in refugee settlements, including as a survival coping mechanism.
- Obstacles in accessing services due to restricted movements and limited participation in decision making.

Causes

- Separation from families and male providers during the flight and in displacement in Jordan.
- Organized crime in refugee camps, including prostitution rings
- With limited assets and access to livelihoods, refugee women in urban areas may be forced into transactional and survival sex.
- Some traditional practices—such as early marriages— present a more deep-rooted social challenge.
- As survivors of SGBV, refugee women, men, and boys face serious social stigma and even honor killings. They represent serious impediments to the effective identification and delivery of assistance.

MAIN PROTECTION CHALLENGES

UNHCR Actions



- A key component is UNHCR's plan to improve governance and security in Zaatari, clamping down on illegal activities and organized criminal groups
- Ensuring that assistance to refugee women is adequate and effectively targeted
- UNHCR and partners are conducting AGD assessment into refugee communities to better understand the causes and dynamics behind this phenomenon
- UNHCR is also working to increase access of survivors to specialized and comprehensive services of SGBV both in camp and urban areas, including medical, legal aid, law enforcement, and psycho-social support
- UNHCR has signed a sub-agreement with SRCD that includes a specific objective to increase protection from SGBV, including more female staff in the camp (1/3 uniform police, 30% civilian administration)
- On 17 July 2013, the National Council for Family Affairs, in cooperation with Save the Children, UNHCR, UNICEF and UNFPA, launched procedures for the enhancement of child protection and prevention of gender-based violence, with a particular focus on those affected by the Syrian crisis.

Achievements: Jan to June 2013

- 14 safe women's spaces functioning.
- Case Management provided to 530 survivors (150 girls, 290 women, 60 boys & 30 men)
- 2300 individuals (1300 females & 1000 males) received psychosocial support.



THE ZAATARI GOVERNANCE PLAN



In 2013, UNHCR and its partners are tackling these challenges head on. The plan to reassert governance and security in Zaatari is a combination of :

Re-structuring the camp

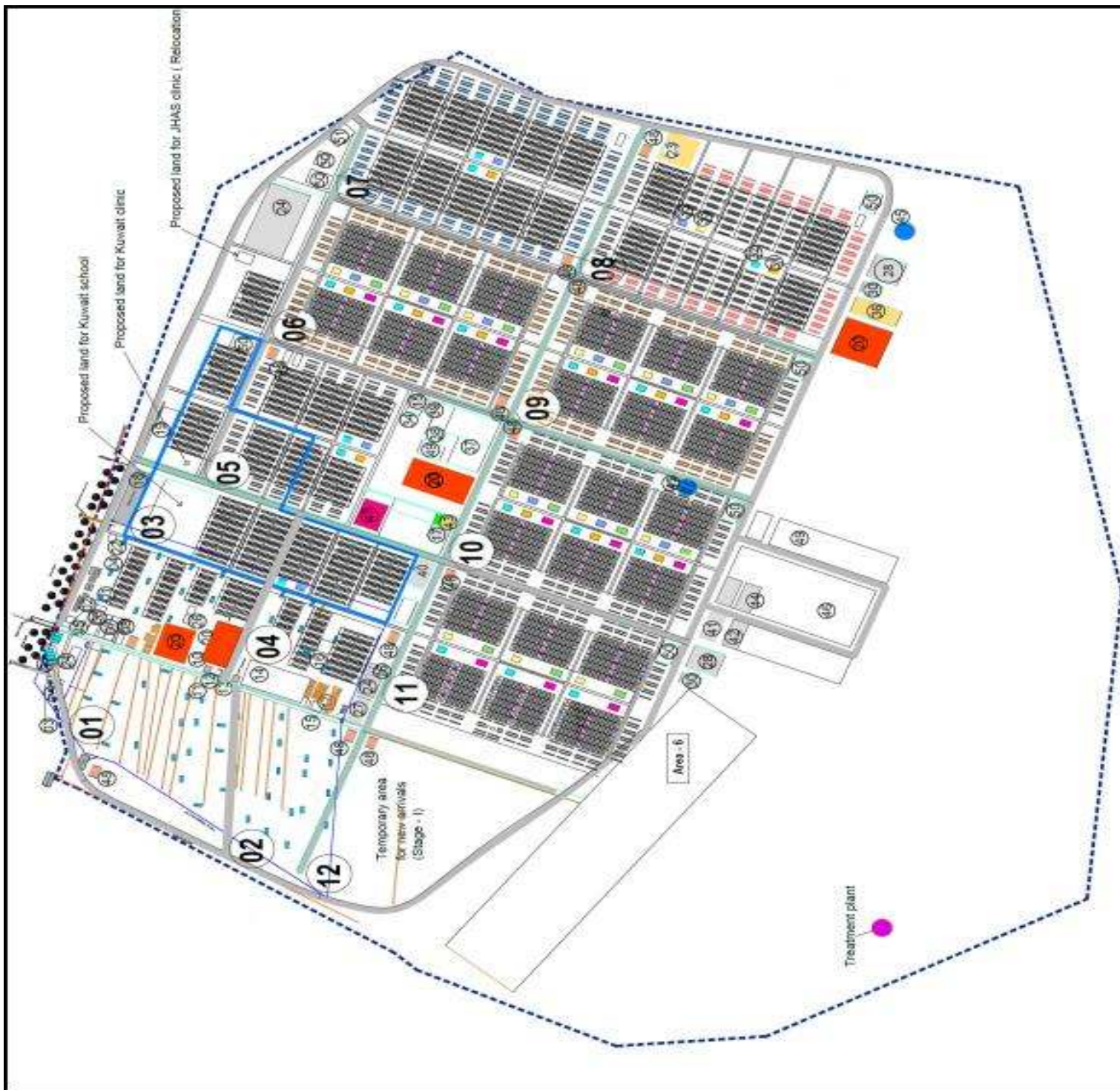
- Restructuring of the camp into 12 neighborhoods.
- Decongestion of the crowded western sections of the camp, transferring families to pre-fabricated housing ('caravans') further to the eastern part of the camp.
- Decentralization of camp administration and service delivery, providing 'governance dividends' to the newly relocated families.
- Implementation of a new address system in each neighborhood.

Enhancing security capacity and outreach

- Strengthening access and perimeter security controls.
- Capacity building and expansion of preventative community policing and patrolling by Jordanian police, inside the camp.
- Under the oversight of the Jordanian police, set-up of refugee neighborhood watch structures.
- Mechanisms for referring criminal cases to the Jordanian judicial system, and specific measures for juvenile cases.

Engaging with the Community

- Re-verification of the camp population, using biometrics, profiling, and the linking of this profile to the address system.
- Regular dialogue between relocated families and the neighborhood administration.
- Identification and empowerment of new community leadership, and participation in governance and security mechanisms.



01	UNHCR Registration Office	27	JHCO Children's play area
02	Police Post	28	WFP Market Place
03	Rub-halls	29	Boundary Fence
04	Transit Centre	30	WFP Bread Distribution Centre
05	WHO / Ministry of Health	31	Community Centre
06	French Field Hospital	32	Child Friendly Space
07	Moroccan Field Hospital	33	Youth Centre
08	Jordanian-Italian Hospital	34	IMC Clinic
09	THW Office and Stores	35	Mosque
10	Mercy Corps	36	Qatari Clinic
11	WFP Prefab	37	MSF Clinic
12	JHAS Clinic	38	Psycho-social Centre
13	ICRC Office	39	Handicap Clinic
14	WFP Distribution Point	40	SC Women's Centre
15	Medecins du Monde	41	SC Men's Centre
16	IMC Youth Centre	42	NRC Non-formal education center
17	Saudi Clinic	43	UNFPA Clinic
18	Base Camp	44	NRC YEP Clinic
19	Security Base	45	UNICEF Water-pump station
20	UNICEF Schools	46	Proposed sports area
22	Civil Defense	47	Proposed administrative area
23	Proposed Qatari School	48	Proposed sub-administrative area
24	NRC Distribution Centre	49	Proposed JFF/NRC football field
25	ACTED Office and Stores	50	Korean football field
26	Feeding Centre	51	Proposed ACTED water truck park

KEY FACTS: AZRAQ



- Azraq site approved by the SRCD / Jordanian government in March 2013. Site is to be ready for refugees in August.
- The area is arid and desert, with hard, sharp stones. The summer heat, hot wind and very limited water supply will make it particularly challenging.
- UNHCR and partners aim to build a camp with a capacity of approximately 130,000 refugees.
- The site is being divided into 12 'villages', with capacity varying from 5000 to 15000 persons. Village 1 corresponds with the base-camp.
- Total surface area will be 8.5million m2 with habitable area of 4.5 million m2.
- Climatic conditions may prevent use of tents. The winds and heat may mean that other options – including Transitional Shelter – are required. GOJ has approved the use of transitional shelters.
- A major challenge is water and sanitation. Boreholes may be deeper than 300-400 meters. Waste water will have to be removed by tanker **and transported out for dumping around 80 km.**
- The costs for water/sanitation in Azraq will be approximately 4 times per refugee per month compared to Zaatari. (18.72 USD for 50,000 compared to 9.27 USD for 100,000 – Zaatari – incl. water supply, solid waste removal, camp cleaning, de-sludging, wash repairs, hygiene promotion , soap monthly replenishment).
- Predicted Budget : 65 million USD for major civil works.



AZRAQ PROGRESS

(As of 15 July 2013)



Co-ordination

- Weekly co-ordination and information sharing forum up and running. In at the camp site.
- Full engagement of partners, including GoJ, UNICEF, WFP, IOM, THW, ACTED, CARE, IMC, NRC, Mercy Corps, World Vision, and others.

Civil Works

Construction Completed

- 27.5 km of primary road 40.8 of the secondary road completed.
- Compaction of 1.5 million sq.m settlement space completed.
- Main police station and two sub-police stations asphalted
- Construction of 410,295 square meters of base course works for special areas (ware house, base camp, security post, reception, hospital)
- Public parking area and main camp entrance: asphalted.
- Reception, protection and warehouse areas: asphalted and fenced, installation of containers ongoing

Shelter

- Transitional (T) Shelter have been designed and tested.
- Evaluation of T shelter completed. The final design of the T shelter selection has been completed and tendering done

Surveying

- Contour Survey for 14 sq.km area completed
- Detail road alignment survey for all contracted works and tendered works completed for village 1,2,3,5,6 & extension 6
- Detail demarcation of service plots continues

Site Planning and development

- Preparation of Master plan for Azraq Refugee Camp completed.
- Seven water storage points: Asphalted and construction is being completed by UNICEF's partners
- Water pipeline works: Ongoing by UNICEF's partners
- Septic (holding) tanks installation: More than 650 holes have been dug and more than 150 tanks installed by UNICEF's partners

Site Planning and development

- Tertiary roads construction
- Shelter installation
- Laying of continuous water pipe laying, and septic tanks and water taps installation by UNICEF's partners
- Service facilities construction and installation




KEY FACTS: URBAN



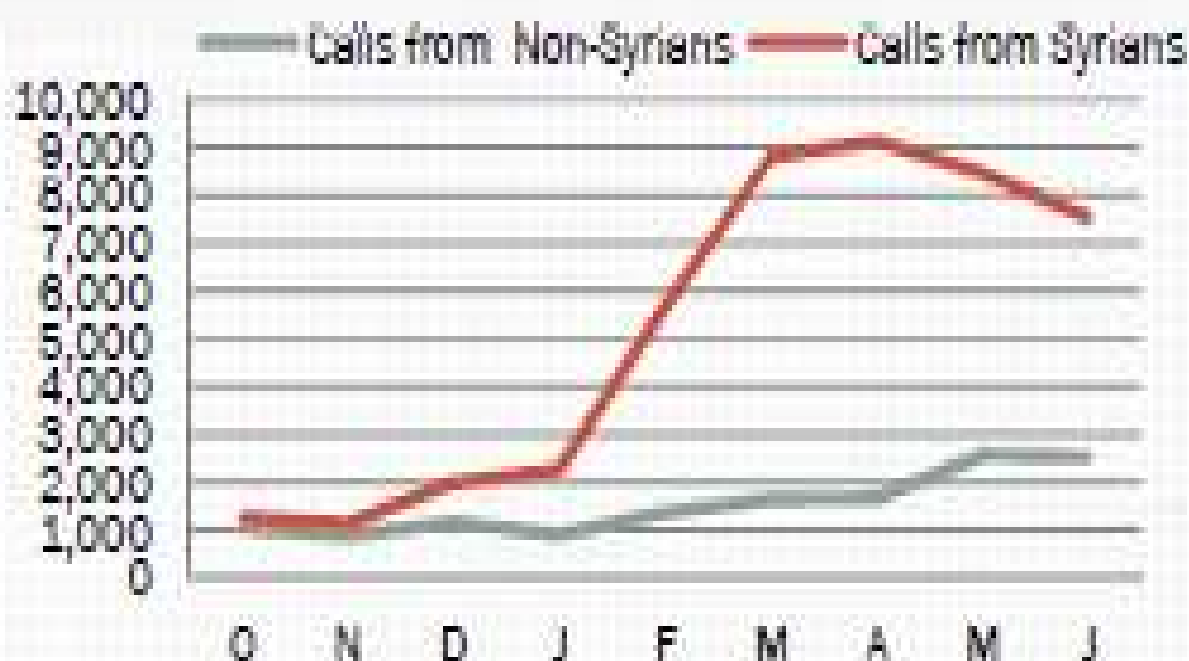
- 75% of Syrian refugees are accommodated in host communities across Jordan.
- Refugee presence is placing significant pressure on water and electricity resources, in addition to health, education and waste management infrastructure.
- UNHCR's interventions include:
 - Co-ordination of sectors delivering in urban areas.
 - Assessments, including home visits to refugees (19,000+), leading to solid evidence-based programming..
 - Cash Assistance (45,000 persons), through innovative biometrics banking system.
 - Outreach into urban communities
 - Multi-functional helpdesks in urban areas and info-lines based in Amman.
 - UNHCR registers and issues asylum-seeker certificates, which guarantees them temporary protection and basic services
 - Provision of legal counseling, detention monitoring, community service activities and child protection services as well as support and referral for victims of sexual and gender based-violence.

Cash Assistance

- UNHCR offers regular cash assistance to vulnerable Syrian refugees, amount depends on family size and ranges from 50 JD to 120 JD.
- The total amount of cash assistance paid out to Syrian refugees in 2013 has amounted to over 11 million JOD. Benefiting over 45,000 persons benefited from cash assistance
- Budget constraints continue to hamper UNHCR's ability to expand the cash programme.

Registered Refugees outside of camps		291,279
Persons recieved at help desks		222,209
Home Visits Conducted		27,957
Calls on Info Line		91,423

Calls answered by Info Line



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

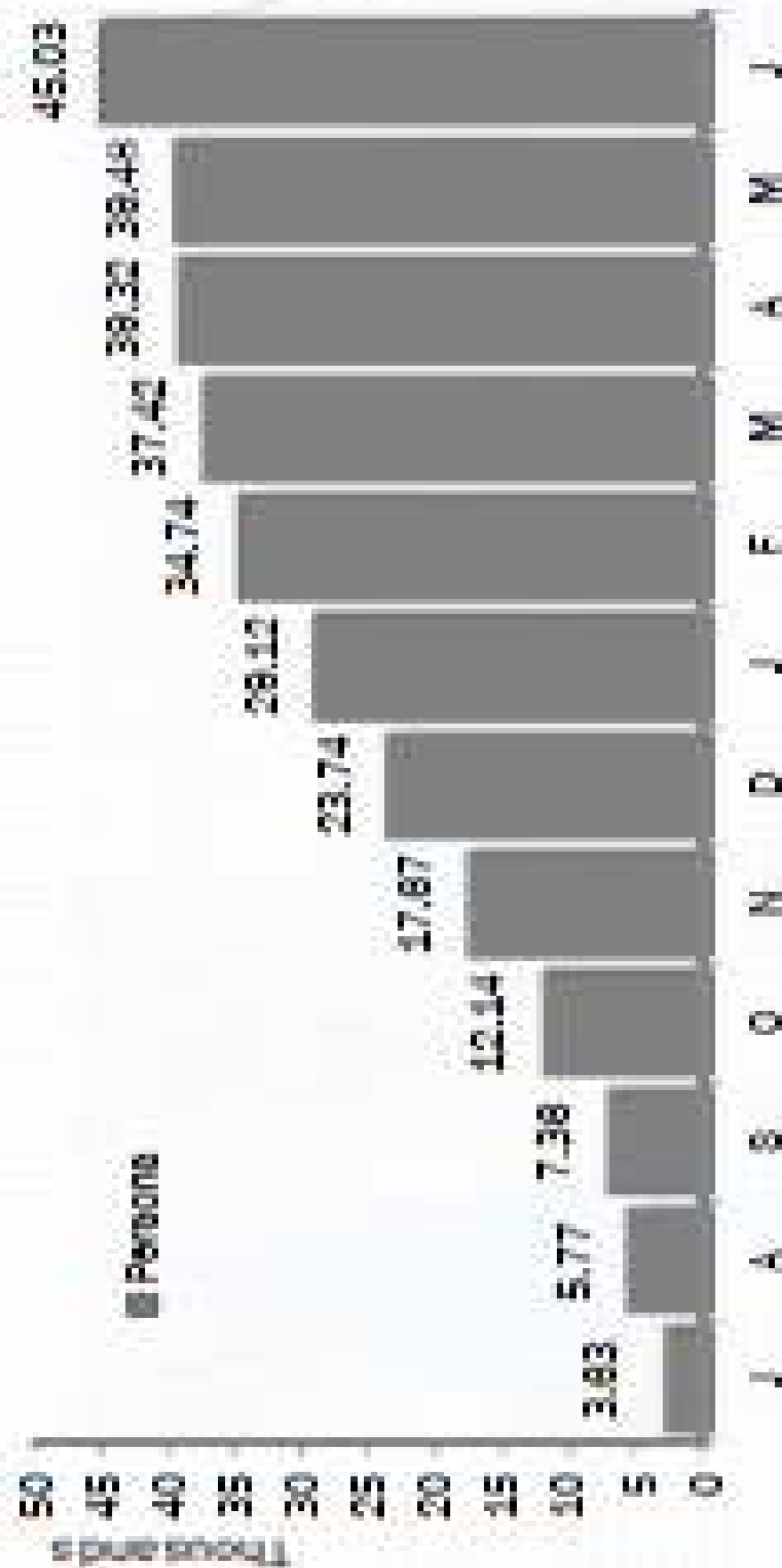


Financial assistance in Jordan is provided through ATMs using iris scanning software

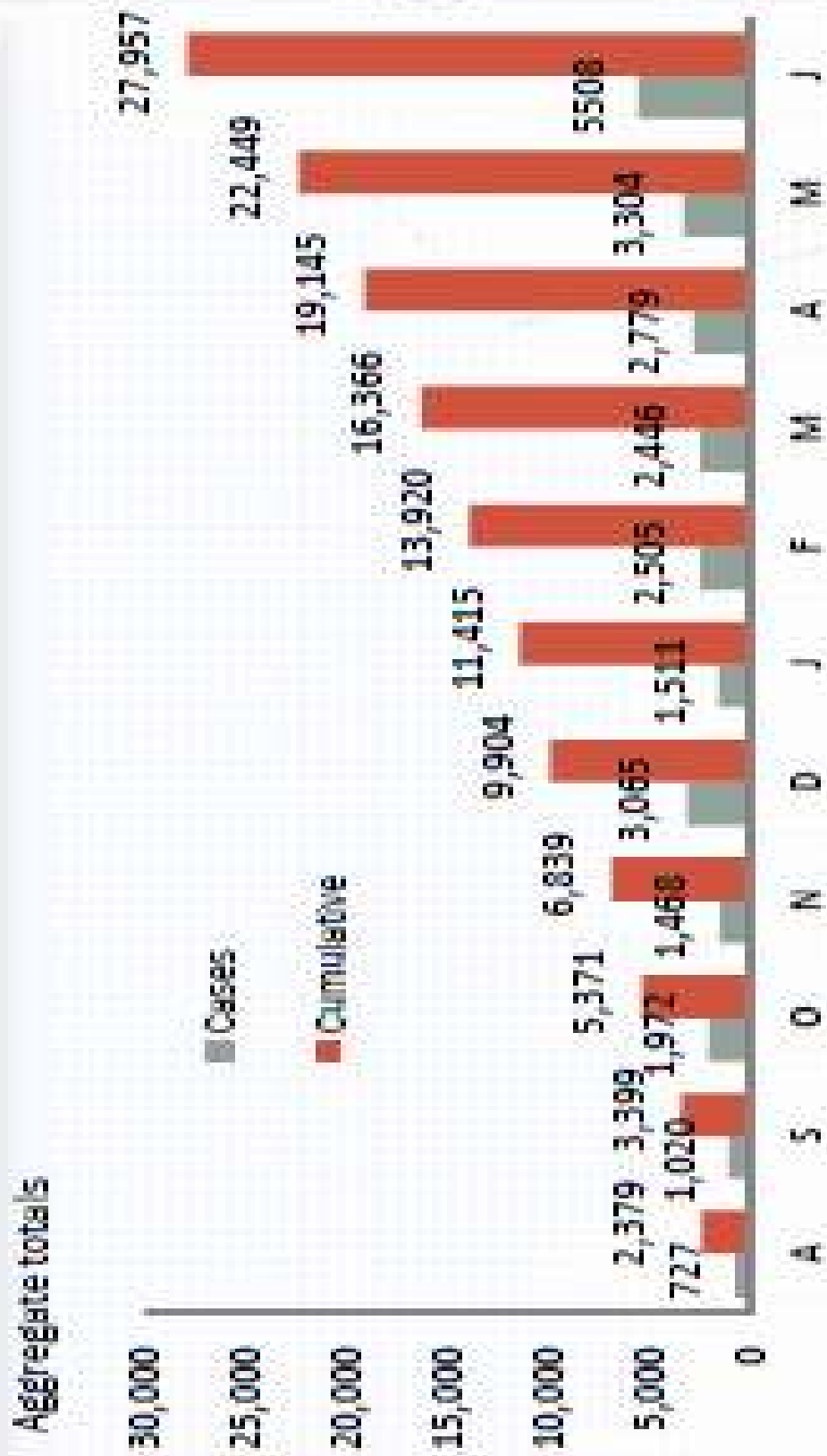
Beneficiaries from Cash Assistance (started in July 2012)



A cash assistance lumpsum is defined according to the family size and number of children or specific needs (in '000)

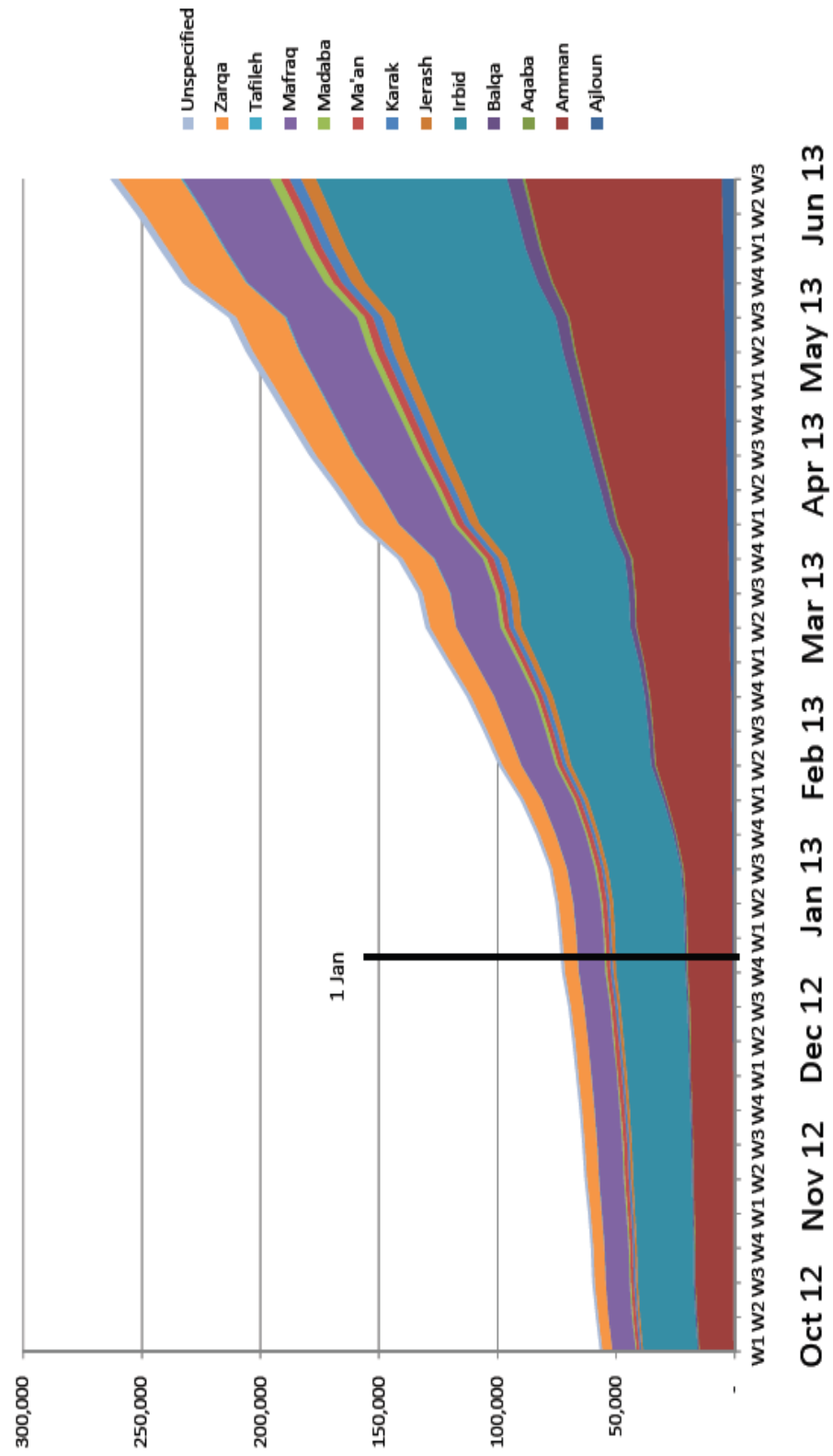


Home Visits (started in July 2012)



Evolution of Registration Statistics Syrian Refugee Response (outside camp)

October 2012—June 2013



Non Syrian trends

- In 2013, some 2000 new cases approached UNHCR. 75% Iraqi, and 25% Somali and Sudanese.
- **26,820 Iraqis registered with UNHCR as of July 2013.**

Refugee Status Determination (RSD)

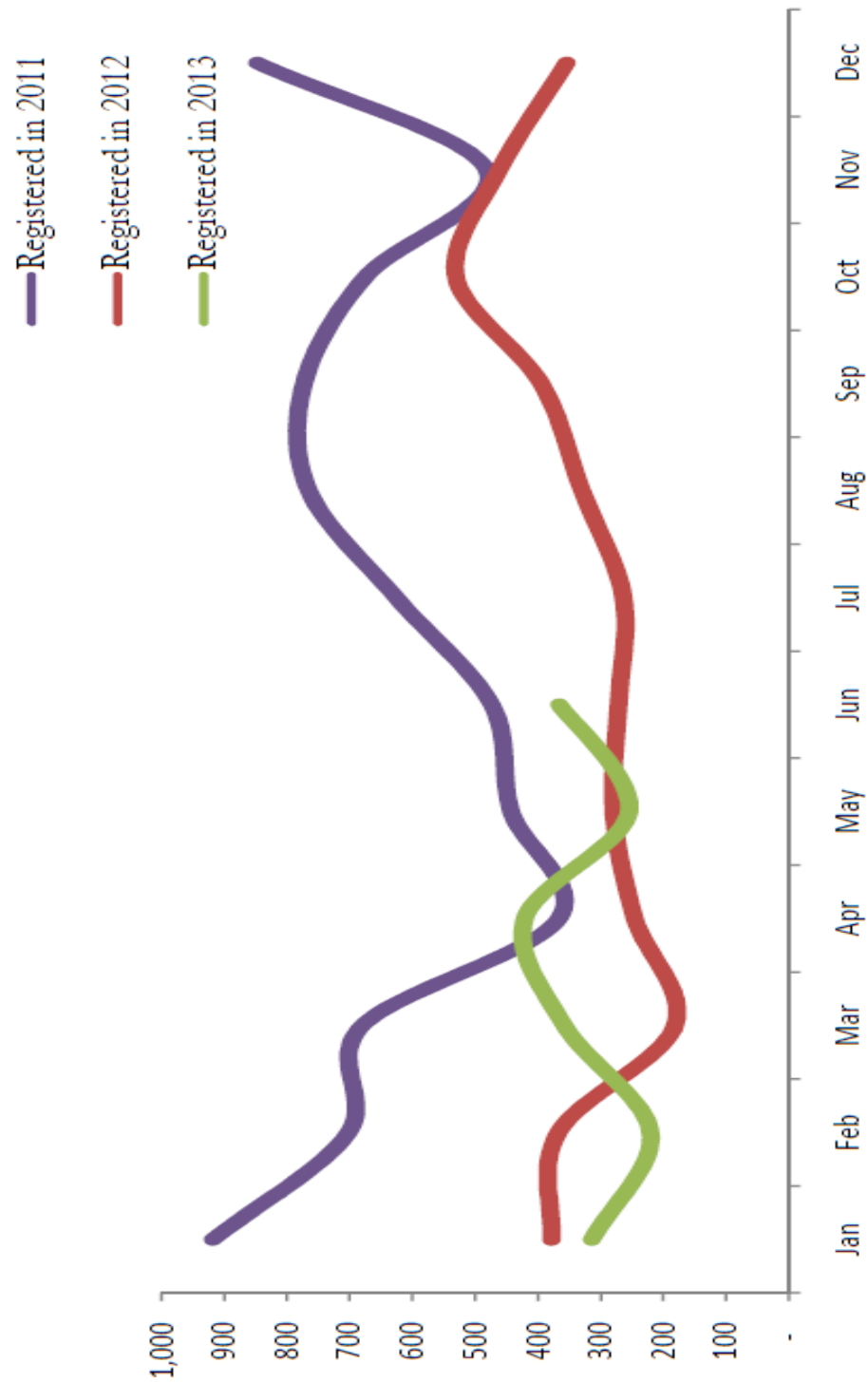
- All non-SYR cases are processed through individual RSD Iraqi new arrivals are processed through Simplified RSD. Full RSD is conducted for Non-Arabs from Darfur [8 cases per week/1 caseworker full time].
- The current waiting period for an RSD appointment is 6 months. The main caseload: Iraqis, Sudanese, Somalis.
- The average monthly processing of the unit consists of 65 interviews, 68 recommendations for review, and 60 reviews.

Resettlement

- 481 cases/1164 individuals were submitted in 2013 (75% to USA)
- 1419 resettlement departures in 2013, 90% to USA
- 36 individuals voluntarily repatriated this year to Iraq.

IRAQI REGISTRATION TRENDS

Iraqis Registration Trends from Jan 2011 - June 2013



REGIONAL RESPONSE PLAN 5

REGIONAL FIGURES

1,761,866 refugees fleeing Syria have sought protection in neighboring countries

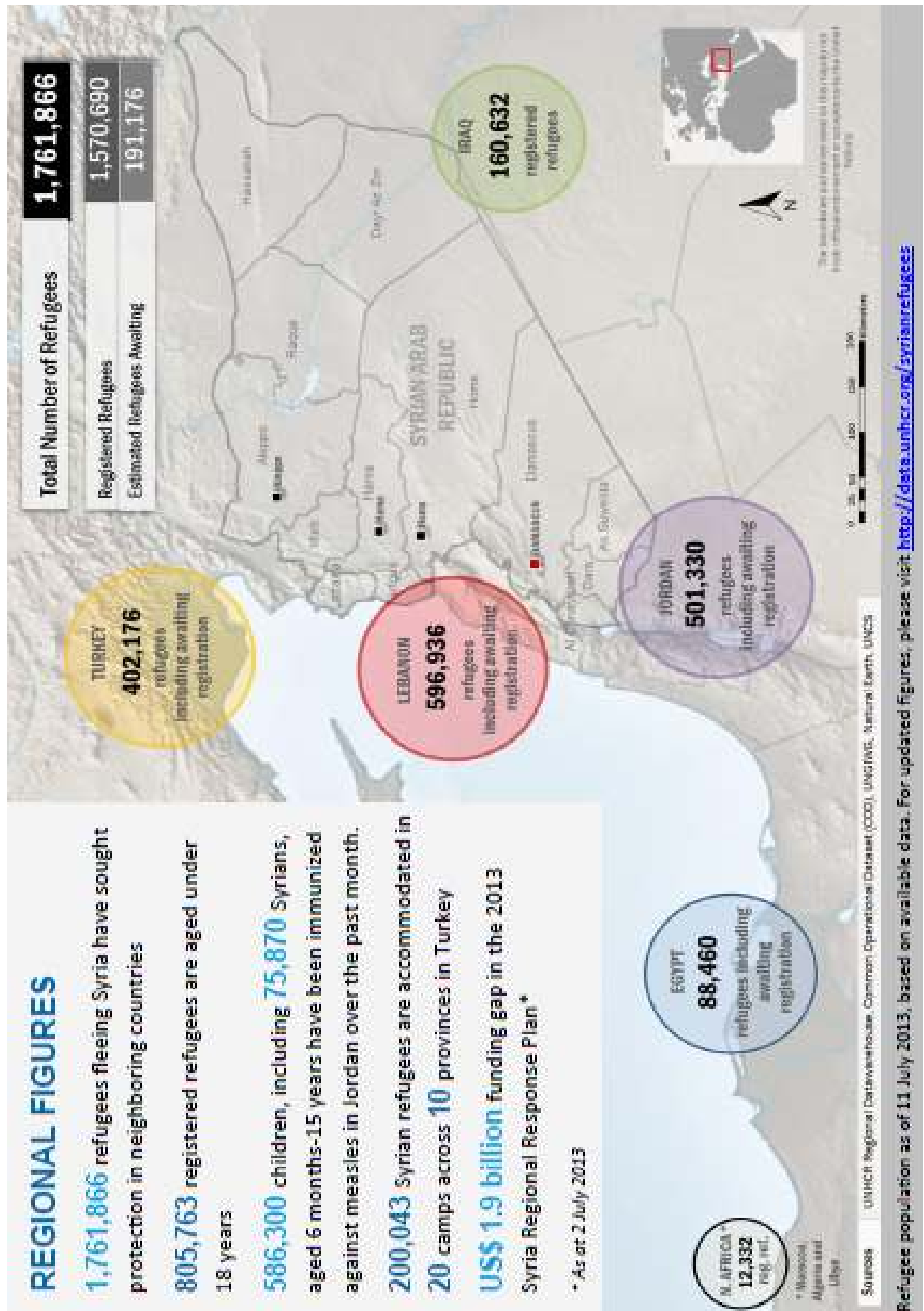
805,763 registered refugees are aged under 18 years

586,300 children, including **75,870** Syrians, aged 6 months-15 years have been immunized against measles in Jordan over the past month.

200,043 Syrian refugees are accommodated in **20** camps across **10** provinces in Turkey

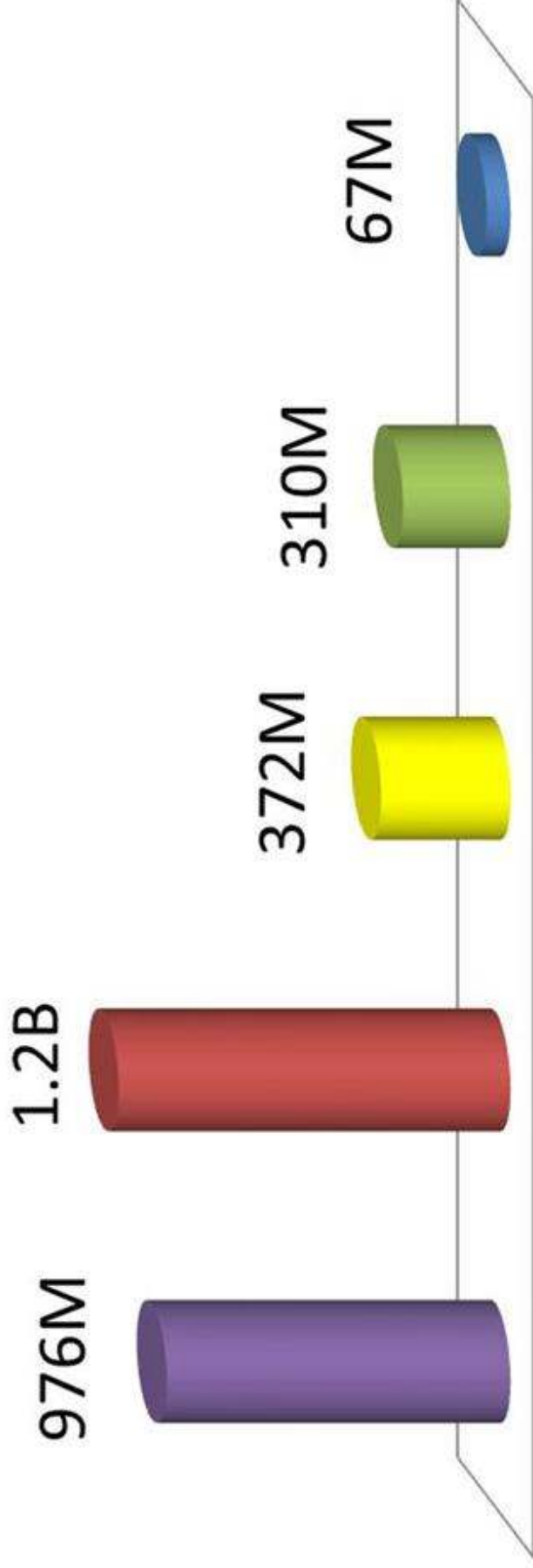
US\$ 1.9 billion funding gap in the 2013 Syria Regional Response Plan*

* As at 2 July 2013



RRP5 2.9 Billion

■ Jordan ■ Lebanon ■ Turkey ■ Iraq ■ Egypt



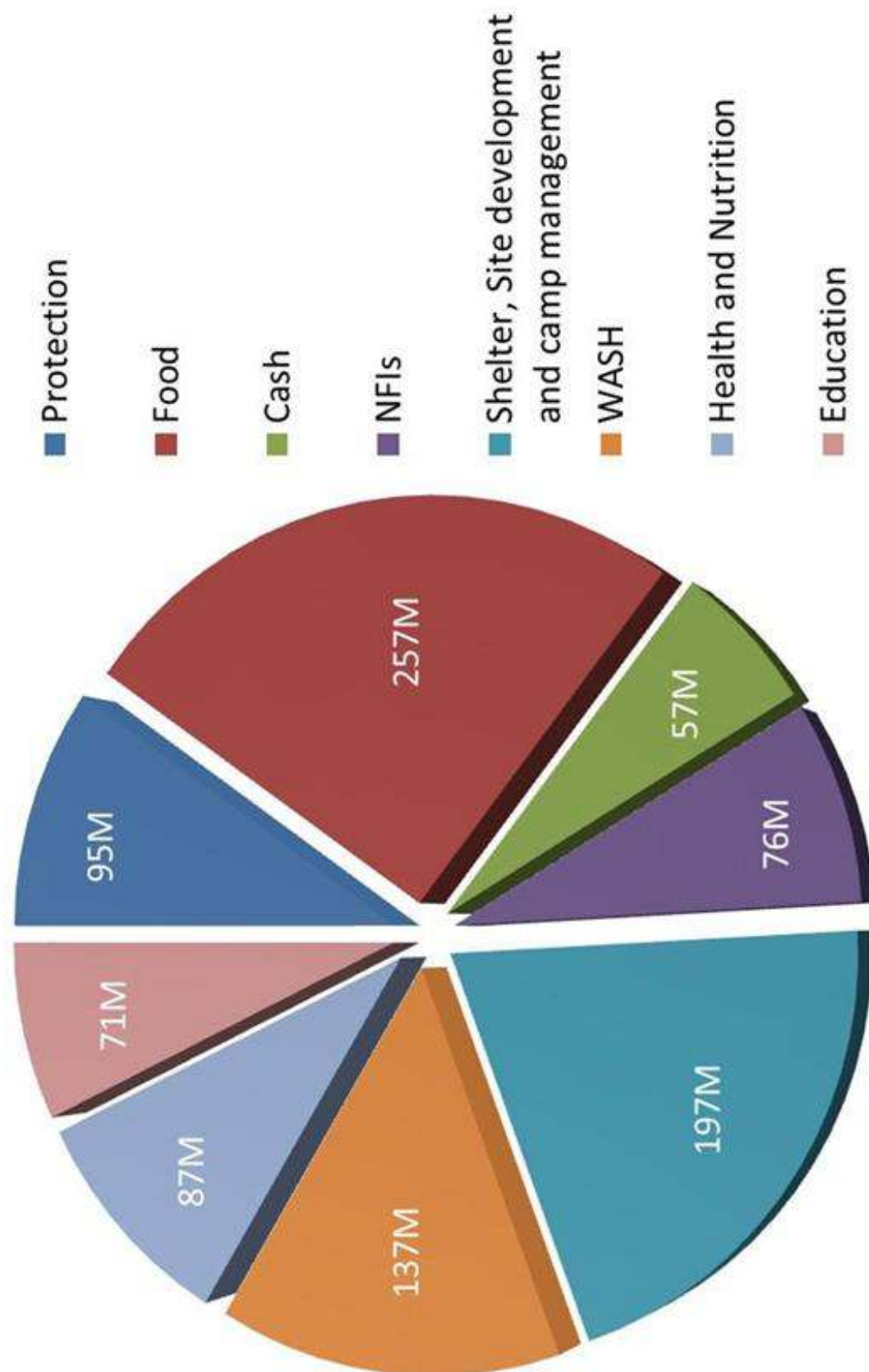
KEY FACTS: RRP5 JORDAN

1 million refugees by end 2013

976 million USD

397,841 USD funded—45%

59 humanitarian agencies



Overall Donor Support earmarked to UNHCR Jordan Operation for Syrian Refugees (18 of July)

Donor (grouped according to level of contribution)	Amount in US Dollars
USA	70,500,000
KUWAIT	47,526,882
EUROPEAN UNION	14,448,214
JAPAN	12,000,000
CANADA	4,924,833
CERF	4,900,000
UNITED KINGDOM	4,477,612
RUSSIAN FEDERATION	3,500,000
PRIVATE DONORS	3,046,311
AUSTRALIA	1,445,087
BELGIUM	1,356,852
GERMANY	1,356,852
NETHERLANDS	783,231
SPAIN	662,177
FRANCE	388,098
BRAZIL	150,000
ESTONIA	135,000
MALTA	31,928

Total Funds for UNHCR Jordan (RRP Component)	171,633,762 USD
Total Funds that UNHCR Jordan ap- pealed for in RRP 5	352,605,000 USD
Percentage of Funding	49%

Media and Visitor Guidelines

Respect privacy

Reception centres/refugee camps are the only private homes that refugees or asylum seekers have. Therefore be polite and respectful. Greet, ask permission and do not enter rooms/tents unless you are invited in.

Take your time and listen

Refugees are not our usual interview partners. They have dramatic and very personal experiences, and speaking about them may be a painful process. Give them time, listen, do not ask too many questions, rather give cues and let them decide on the speed and path of the tale.

Be sensitive

Torture or witnessing death are traumatising experiences. Do not re-traumatise people by asking too direct questions. Rather talk to aid workers, doctors etc. if you need to know these details. They will provide you with accurate, albeit anonymous reports.

Be responsible

Refugees might confide in you, happy to have found a human being who listens to them. Do not misuse this trust. Exposing names or specific details may lead to the identification of a refugee by the persecutors at home. This can seriously endanger the persons themselves or their families back home. Use initials or fake names, change details that may lead to the person's identification.

Check the details

The accuracy of figures, reports on combat operations or political circumstances have to be verified, in particular if the source – an individual or a group – defends particular interests. Incorrect or distorted information may have dramatic consequences.

Do not stigmatise

Like any other population group, asylum seekers or refugees may get involved in incidents or be accused of crimes. Overemphasising their status or origin may incite hostility and discrimination affecting not only the individual but may stigmatise the entire community.

Do not unsettle children

Do not put sensitive or disturbing questions to children as it can unsettle their psychological balance. If you need to know details about their stories, talk to their parents or legal representatives.

Avoid misunderstandings

Refugees usually have no experience with media. They might have mistaken you for an aid worker. Therefore make clear that the story is going to be published in the media. Ask back explicitly what you can make known. Get the explicit consent of your interlocutors.

Get a good interpreter

Talking about disturbing personal experiences is difficult, especially in a foreign language. Improvised interpretation by fellow refugees may lead to serious misrepresentations of what has been said. Therefore use the services of a professional interpreter.

Ask for permission to take pictures and images of refugees

When visiting refugee facilities, ask permission of the persons you want to take pictures of. Exposing the identity of a refugee or asylum seeker might put these persons and their families at risk.

Respect anonymity

Respect the wish of interview partners who do not want their picture published. Offer to take pictures from the back or against the light so they cannot be identified.

Be culturally sensitive

In some cultures being photographed/filmed is a touchy issue. Aid workers or community leaders will be happy to brief you.

CONTACT INFORMATION



For additional Information:

Website
www.unhcr.org

Syrian Information webportal
<http://data.unhcr.org/syrianrefugees/syria.php>

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