

## Jordan

### Update on the context and situation of children

2019 was another challenging year for Jordan. The nation's 10.5<sup>[1]</sup> million people continued to host nearly 3 million non-Jordanians, including over 1.3 million Syrian refugees. Despite this, Jordan made considerable progress towards realizing the rights of the country's 4 million children. During the 2018/2019 school year, more than 1.4 million children were enrolled in formal education at primary and secondary levels; with 93 per cent of 6-12-year children enrolled in primary education. Also, 84 per cent of children aged 4-5-year enrolled in kindergarten<sup>[2]</sup> (SDG 4). Almost all children and their families (98 per cent<sup>[3]</sup>) have access to improved water sources, sanitation and hygiene.

Yet despite government efforts, vulnerable children faced a more precarious situation during 2019. Eight years of sub-regional humanitarian crises have taken their toll along with economic decline, austerity measures, increased socio-economic disparities and tensions, and strained basic services and systems.

Jordan has limited economic latitude to address its socio-economic needs. In 2019, the economic performance remained stagnant, and the growth rate fell to 1.9 per cent in the third quarter, with the public debt reaching over 94 per cent of the GDP<sup>[4]</sup>. Regional trade remained limited; even with Iraq and Syria, despite the re-opening of the borders in 2019. The country remains reliant on foreign aid and concessional borrowing. The economic situation sparked renewed mass protests over youth unemployment and teachers' salaries, the latter triggering a month-long teachers' strike, disrupting the beginning of the 2019/2020 school year. In December 2019, the Government launched the fourth economic stimulus package which focuses on KG2 universalization, the new health insurance programme and transportation support for schools and the vulnerable households.

According to official statistics, 15.7 per cent of Jordanians are categorized as poor. Jordan, however, made progress in accelerating efforts towards poverty reduction (SDG 1). To break the intergenerational cycle of poverty and to strengthen the national social protection system, the Government, with UNICEF's support launched Jordan's first National Social Protection Strategy (NSPS 2019-2025). The strategy's three pillars include opportunities for families to be economically self-sufficient through the labour market; people's empowerment through education, health care, and social services; and targeted social assistance.

Jordan's young, educated population presents an enormous opportunity to accelerate growth and positive change. About 99 per cent of the youth (under the age of 30) are literate; they constitute about 63 per cent of the population. Yet youth unemployment and gender equity (SDGs 5 and 8) remain challenging. With one of the highest youth unemployment rates in the world (38.8 per cent DOS 2019) and female youth unemployment being almost triple that of males, the youth's potential, particularly female youth, remains largely untapped<sup>[5]</sup>. The ILO has identified a mismatch between the knowledge and skills of young people and the needs of the labour market. Moreover, self-employment and/or entrepreneurship are not options for most because they require resources and a conducive regulatory framework.

The Vulnerability Assessment released in 2019 (UNHCR) provided insights into inequality (SDG 10). Some 55 per cent of the Syrian refugees in Jordan were identified as severely vulnerable regarding basic needs; with a further 40 per cent classified as highly vulnerable<sup>[6]</sup>. Most Syrian refugees in host communities struggle to meet basic needs with 85 per cent of their children living below the poverty line.<sup>[7]</sup> Many conflict-affected children and youth are out of formal or accredited non-formal education, including an estimated 84,000 Syrian refugees, 36 per cent of those of school age (5-17 years old) <sup>[8]</sup> (SDG 4). Many demand- and supply-side barriers remain, including access barriers for vulnerable children<sup>[9]</sup>, child labour, violence at school; and child marriage, especially among Syrian refugee girls (SDG 16).

Despite meaningful progress, Jordan's efforts to address violence must be accelerated (SDG 16). Jordan's Demographic Health Survey (DHS2017/2018) showed that 21 per cent of women aged 15-49 have experienced physical violence since age 15 (decreased from 34 per cent in 2012), and 81 per cent of children aged 1-14 have experienced violent discipline (decreased from 89 per cent in 2012). These statistics reconfirm that violence is widely socially accepted.

The country has made progress in basic health indicators (SDG 3). For example, the under-five mortality fell from 28 to 19 deaths per 1,000 live births between 2009 and 2017/18. However, neonatal mortality remains a concern (11 per 1,000 live births). Although the basic vaccination coverage is relatively high (86 per cent of 12-23-month-olds), children in hard-to-reach areas, including those from mobile communities of Syrian refugees and Jordanian ethnic minorities, remain difficult to vaccinate.

Jordan is experiencing an epidemiological transition with non-communicable diseases (NCDs) being the major cause of mortality. According to WHO, 78 per cent of adult deaths in 2018 were attributable to NCDs<sup>[10]</sup>.

Moreover, Jordan has a double burden of micronutrient deficiency and overweight occurring concomitantly (SDG 2).

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Micronutrient deficiency, particularly iron-deficiency anaemia, is widespread. One in three children (32 per cent) aged 6-59 months and 43 per cent of women aged 15-49 are anaemic<sup>[11]</sup>. Only 26 per cent of babies under 6 months are exclusively breastfed, and 23 per cent of children aged 6-23 months receive a minimum acceptable diet.<sup>[12]</sup>

Longer-term concerns, such as climate change (SDGs 6 and 13), are becoming more challenging. Jordan, one of the world's most water-scarce countries, is under pressure to adapt to the future impacts of the global climate crisis but its response is constrained by the economic situation, increasing population, and declining water resources. Jordan's annual renewable water resources are estimated at less than 100 m<sup>3</sup> per person – significantly below the threshold of 500 m<sup>3</sup> per person for severe water scarcity; and water network leakage and rates of Non-Revenue Water (NRW) are exceedingly high at over 52 per cent nationally. UNICEF has been supporting the Government and water utilities to undertake major rehabilitation works to repair leaking networks and extend existing networks.

[1] <http://dosweb.dos.gov.jo/>

[2] Source: Ministry of Education, 2019.

[3] DHS 2017/2018.

[4] International Monitoring Fund, Second Review, <https://www.imf.org/en/Publications/CR/Issues/2019/05/08/Jordan-Second-Review-Under-the-Extended-Arrangement-Under-the-Extended-Fund-Facility-46879>

[5] [http://www.dos.gov.jo/dos\\_home\\_e/main/archive/Unemp/2019/Emp\\_Q3\\_2019.pdf](http://www.dos.gov.jo/dos_home_e/main/archive/Unemp/2019/Emp_Q3_2019.pdf)

[6] <https://reliefweb.int/sites/reliefweb.int/files/resources/68856.pdf>.

[7] UNICEF Jordan (February 2019), <https://reliefweb.int/report/jordan/unicef-assessment-shows-85-cent-syrian-refugee-children-host-communities-live-poverty>

[8] UNICEF, March 2019, <https://reliefweb.int/sites/reliefweb.int/files/resources/68406.pdf>.

[10] WHO 2018.

[11] DHS 2017/2018.

[12] DHS 2017/2018.

### Major contributions and drivers of results

This second year of the Country Programme renewed the focus on the most vulnerable regardless of nationality or refugee status. UNICEF continued to move towards more national and local ownership through system strengthening to deliver sustainable and scalable results for children. The Annual Management Plan (2019) prioritized interventions that addressed Social Protection, National Youth Engagement, Early Childhood Development (ECD), Children with Disability (CWD), Ending Violence Against Children (EVAC), and the humanitarian response. An investment of over US\$ 96 million was financed by UNICEF partnering key bilateral, multilateral and private donors. To support fundraising and communication efforts, 20 multimedia packages were produced to advocate for Jordanian children, nationally and globally.

#### Bolstered national capacity

Supported by UNICEF, Jordan adopted its first National Social Protection Strategy (NSPS, 2019–2025) in May. The associated Action Plan identifies three critical pillars: (a) social assistance, (b) social services, (c) social insurance and

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labour market policies. UNICEF is supporting the Ministry of Social Development (MOSD) to establish a NSPS Implementation Support Unit (ISU) to elaborate social protection system-wide analysis and monitoring and reporting.

Renewing the emphasis on influencing public finance decision-making, UNICEF partnered with the Government's Economic and Social Council to produce three new sectoral annual budget briefs (education, health and social protection). The briefs strengthen linkages between policy/planning and budget allocations and promote equitable spending, focusing on results for the most vulnerable. Also, UNICEF initiated the planning to conduct a public expenditure review for the social protection sector in Jordan.

The adoption of both the National Youth Strategy 2019–2025 and the National Employment Charter were milestones for young people's empowerment. UNICEF advocated for, and technically supported, the development and operationalization of these national strategies, including building the capacity of MOY on budget review, formulation and monitoring. UNICEF's shift from programming for adolescents and youth towards system-strengthening and the capacity-building of local partners have finally resulted in long-term engagement and the necessary support structures.

Jordan continued to develop national child protection systems to prevent and respond to violence against children (VAC) and gender-based violence (GBV). The national standard operating procedures (SOPs) for GBV and Child Protection (CP) and the new national protocol for Clinical Management of Rape (CMR) were jointly launched by the National Council for Family Affairs (NCFA), governmental institutions, UNICEF, UNFPA, UNHCR, civil society and the international community. A national social norms and behavioural change committee on child protection was established to coordinate activities in the prevention interventions.

Internal guidelines and procedures were developed and adopted by the Ministry of Education (MOE), the Ministry of Health (MOH) and the Family Protection Department (FPD). The Family Violence Tracking system (FVTS) was developed and rolled out with UNICEF support. Over 8,900 children received specialized child protection case management services, including through the FVTS run by the Government institutions.

To support the Ministry of Labour (MOL), UNICEF assisted with the creation and operationalization of a Programme Strategic Unit within the National Framework for Employment and Engagement, establishing the first coordination mechanism on youth and women within the Ministry. The MOL will work jointly with UNICEF on the national accreditation of career counsellors and on the establishment of World Skills Jordan to make technical and vocational training opportunities available.

As part of its shift from a direct humanitarian response to a broader-systems focus, UNICEF increasingly engaged with the Ministry of Water and Irrigation (MOWI) and associated utilities to help prepare Jordan to adapt to the impacts of climate change. This included launching the country's first high level risk assessment for water and wastewater vulnerability and supporting the development of Climate Resilient Water Safety Plans (CRWSP).

To integrate climate change more directly in its programmes, UNICEF supported various initiatives, including the development of Environmental Awareness clubs in schools and the integration of climate adaptation into programmes, such as rainwater harvesting, decentralized wastewater treatment and greywater reuse with schools.

### Strengthening social inclusion and cohesion

This year, UNICEF completed a *Geographic Multidimensional Vulnerability Analysis (GMVA)*, a socio-economic vulnerability multidimensional mapping, including governorate level disaggregation covering 13 sectors. UNICEF is also collaborating with WFP and UNHCR to develop the analysis for the *Joint Comprehensive Vulnerability Assessment for Jordan* to establish a profile of vulnerability, irrespective of nationality, and enabling monitoring of vulnerability. Furthermore, with UNICEF's and WFP's support, a national *Micronutrient Deficiency and Nutrition Survey (JNMNS)* was conducted in 2019 to inform the future national nutrition policy.

To improve the programme design and inform advocacy and policies on adolescents and youth, UNICEF invested in strengthening evidence for decisions-makers. This included the ongoing *Youth Socio-Economic participation and aspirations in Jordan*, a profiling of over 4,000 youth to highlight the drivers for young people's social and economic engagement; and an evaluation of the youth economic engagement programme.

In 2019, UNICEF supported the Government to finalise the *Drivers of Child Marriage Study*, which informed the revision of the national framework and the Strategic Plan of Action against Child Marriage. Social norms, poverty and family disintegration were identified as the three top drivers of child marriage. Other studies, which has started in 2019, included *the National Violence against Children (VAC)*, a formative research on bullying and Social Norms and Behavioural Change

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(SNBC) on VAC, as well as an investment case for foster care to advocate for family-based care and to promote de-institutionalization.

To assist the Government to deliver on its commitment to universalize ECD by September 2020, UNICEF constructed or refurbished over 74 KG classrooms in both camps and host communities; enabling a 15 per cent national increase in KG2 enrolment (1,875 children) in camps. UNICEF also supported 3,798 children (50 per cent female) with pre-primary education; and UNICEF and the Ministry worked to reform the regulatory framework required for the rapid expansion of accredited private, community-based KG2s.

UNICEF's close partnership with the Ministry of Youth (MOY) also resulted in the streamlining and institutionalizing UNICEF Jordan's tested models and expertise in skills development. A total of 65 MoY centres are now supported with comprehensive packages, which include life skills, social innovation skills (UPSHIFT), volunteering and youth-led initiatives. UNICEF with MoY also supported the institutionalization of the 'Maharati' life skills and citizenship programme, 16 social innovation incubators, and the national volunteering and engagement movement (Nahno), which was launched in December 2018 in partnership with MOY, Naua Philanthropy, and the Crown Prince Foundation. Furthermore, in 2019, UNICEF also secured the MOE's endorsement to mainstream Nahno in 20 schools, starting in 2020. UNICEF is developing career counselling support, four pilot youth information corners, and is working with MOY on national accreditation and certification of youth workers. Since November 2019, UNICEF has partnered with the MOL, the Royal Hashemite Court and the Central Bank of Jordan in "Inhud" (Rise Up), an entrepreneurship programme supporting vulnerable youth with technical training and comprehensive, very low risk financing. The initiative aims at reaching 900 youths over three years; and in two months the initiative had received 8,000 applications.

### Targeting the most vulnerable children

In 2019, one of UNICEF Jordan's flagship social protection initiatives, the 'Makani' (My Space) programme, provided an integrated package of services to 184,000 vulnerable children and parents (141,576 children – 54 per cent girls, both refugees and Jordanians, in camps and host communities across the country). Over 80,000 children were reached through the Learning Support Service (LSS), 90,000 with child protection related awareness and services, 66,000 with life skills, 20,000 with ECD services, while over 42,000 caregivers (90 per cent female) were reached mostly through the Better Parenting Programmes (BPP) – with 94 per cent of them, or 40,000, self-reporting improvement in knowledge and skills on positive parenting practices. Among the participating children, the percentage of children who believe they have the right to be protected from violence increased from 86 to 91 per cent; and the percentage of those who reported experiencing violence decreased from 24 to 14 per cent.

To improve quality, UNICEF redesigned Makani services to streamline learning, skills building and child protection age-appropriate integrated curriculum. This enabled 89 per cent of children benefiting from the Makani programme to access a package of integrated services, a significant increase compared to 43 per cent of children in 2018. To ensure sustainability, UNICEF supported the institutionalization of Makani within MOSD and nationalized the programme by only partnering with national NGOs, investing in their capacity development, enhancing cost-sharing, and piloting income-generating projects and sustainable infrastructure projects. The 2019 *Gender and Adolescent Global Evidence Baseline* (GAGE) study – a multiyear research on adolescent capabilities and effectiveness of the Makani programme – shows the services have improved children's and adolescents' learning and wellbeing.

UNICEF supported monthly cash assistance to over 10,000 children through the 'Hajati' (My Needs) programme – Jordan's first equity-driven cash plus approach to increase children's enrolment and decrease drop-out in targeted double-shift schools. The cash transfers were linked to education services plus behavioural change communication, as well as case management activities in synergy with the Makani Programme. In the 2019/2020 school year, the vulnerability formula to predict poverty was improved. Preliminary findings from the Hajati impact evaluation, conducted jointly with the UNICEF Innocenti Research Centre, showed that this programme contributed to a 23 per cent increase in household expenditure on education, and to an increase in school retention and enhanced psychosocial wellbeing of the beneficiary children.

To support national social protection systems, technical assistance was provided to the National Aid Fund (NAF) by formulating and implementing a new targeting mechanism that led to cash assistance for over 110,000 vulnerable children across Jordan – a 90 per cent increase in children covered and supported by the NAF programme compared to 2018. Finally, UNICEF Jordan supported over 23,000 vulnerable children with one-off cash assistance to meet needs during the 2019 winter.

UNICEF's education programmes supported hundreds of the most vulnerable children across the country to access quality inclusive education (IE), which included training teachers and the administration on IE techniques. UNICEF continued to support the provision of IE services in 85 schools (67 selected areas with high needs in the host community and 18 in

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Syrian refugee camps). Thirty of these schools are being handed over to MOE during the current school year. Five inclusive playgrounds were constructed in camps, whilst improvement of school infrastructure helped over 800 children with disabilities enter or be retained in education.

Through system strengthening approaches, UNICEF Jordan expanded access to quality education at primary and secondary levels via technical support and institutionalization of programmes into MOE structures. UNICEF supported MOE by establishing technical committees for action planning of national education reform through teacher licensing. UNICEF also supported the development of non-core teacher standards and supported quality education by expanding its social cohesion and life skills (Nashatati) programme and institutionalizing it within MOE's co-curricular activities programme, scaling up to 1,000 schools and 150,000 children (50 per cent females) in 2019/20.

UNICEF remained a lead actor for education provision in Syrian refugee camps and host communities. In close collaboration with MOE, UNICEF strengthened accredited non-formal education (NFE) programmes for out-of-school children in underserved areas; benefiting over 6,000 children (39 per cent female) this year. Other support included students undertaking the Tawjihi examination, providing supervised transport outside the camp to test sites for students sitting the Grade 12 examination, providing stationery, and facilitating the required administrative documents. UNICEF also provided daily buses for over 2,000 children living in the most vulnerable Informal Tented Sites (ITS).

UNICEF supported the implementation of the school health strategy and the enhancement of the school health programme, including preparing training packages for school health workers, revising the school health curriculum at MOE, developing school health guidelines and providing various health supplies to more than 450 schools. More than 200 school health workers and 20,000 students benefit annually from these activities. Additionally, 10 school health facilities were rehabilitated and made operational in the governorates of Mafraq, Irbid, Amman and Zarqa.

UNICEF took a strategic decision to approach violence against children, including in schools, through a multi-layered interventions package that included: a) Supporting the implementation of the multi-sectoral national plan for social norms and behaviour change; b) Supporting MOE in the institutionalization of "Ma'An" (Together) programme, implemented in camps and host communities; and c) Enhancing the capacity of parents and children to protect themselves – including through Makani centres, as reported above.

Nationwide efforts continued to address the high levels of violence against children and women. End violence messages reached over 800,000 people via social media, and online episodes promoting parenting skills to prevent violence against children reached 355,000 viewers. The Ma'An programme continued to benefit a student population of 1.25 million across 3,300 MOE schools by enhancing a protective school environment. Also, Tarbiyah, a behavioural change initiative, was introduced this year, prioritizing all boys' schools in camps with the highest rates of violence. Some 1,102 staff were trained on the Code of Conduct and positive disciplinary methods.

Working closely with national justice partners, and through strategic advocacy, technical support and provision of equipment, the judicial system was strengthened to deliver a more child-friendly and gender-sensitive service. The opening of two new Juvenile Police Departments (JPD) meant JPD services are now available in 12 locations across Jordan, resulting in almost 3,900 children being diverted from the formal justice system (64 per cent of all children in conflict with the law who were brought to the police). The official accreditation by INTERPOL of the Unit on Prevention of Online Exploitation of Children under the Family Protection Department (FPD) was also a significant achievement. Over the past four years, UNICEF has supported the Unit with procurement of materials and specialized software, and training of staff on technologies to respond to online exploitation. Since its establishment in 2016, the Unit examined 325 cases of digital evidence, 114 of them recorded in 2019.

To scale up the national systems to identify children with disabilities and developmental delays, UNICEF supported MOSD to establish three Early Intervention Units and provided training for 25 staff on early intervention knowledge and practices. Additionally, 73 CWD (65 per cent boys) received home- and centre-based early intervention services.

In 2019, Jordan launched a set of national strategies and a programme focusing on advancing the social, civic and economic engagement of young people. The strategy involves using mentoring and coaching to improve three key outcomes for young people: transferable skills building, civic participation and economic engagement. Over 180,000 young people aged 10-24 years (55 per cent female) received opportunities to acquire key skills in life and employability, social innovation and entrepreneurship skills, and to practise those skills by engaging in communities. This represents close to 14 per cent of vulnerable young people in Jordan. In 2019, over 70 per cent of the 1,648 youth aged 18-24 (65 per cent female) participated in demand-driven vocational training through the UNICEF's 'Amaluna' 'My Hope' programme. The Amaluna engagement programme is currently supported by 350 private sector entities. In 2019, 222 private companies signed up to the Nahno engagement portal providing more than 42,000 volunteering opportunities for young people, with 24,000 opportunities matched.

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In the health sector, UNICEF sustained its financial and technical support to strengthen the national expanded programme for immunization (EPI), which reports over 95 per cent full immunization coverage, according to the national EPI data. However, children in hard-to-reach areas, including those from mobile communities of Syrian refugees and Jordanian ethnic minorities, remain difficult to vaccinate. To reduce missed opportunities for vaccination (MOV), with UNICEF's technical support and MOH's leadership, 600 health workers (63 per cent females) from all national centres were trained. Job aids were provided to health workers to increase awareness and build capacity.

### Humanitarian Response

The country office continued to deliver a large-scale humanitarian response programme throughout 2019. In the camps, UNICEF continued the delivery of safe water, supplying 158,000 people residing in the three large camps and the north-eastern border, including over 80,000 women and girls and 10,000 people affected by disability. In addition to safe water provisions, access to appropriate and safely-managed sanitation systems was provided to the 115,000 people living in the three camps while water, sanitation and hygiene (WASH) services were expanded in the north-eastern border to include solid waste campaigns and hygiene promotion, reaching 45,000 people, 35,700 of whom were children and women. UNICEF prioritized the rehabilitation and construction of water and wastewater network projects in vulnerable communities, improving water supply quality and reliability as well as proper sanitation management for more than 76,500 people of whom 39,000 were female.

Syrian refugee children were reached with immunizations and malnutrition screening services and therapeutic feeding programmes. Over 30,000 children (47 per cent girls) benefited from medical consultations at the paediatric ward; and UNICEF distributed newborn kits for mothers in both camps. In 2019, through UNICEF's support, almost 800 critical life-saving and restorative surgeries were performed on Jordanian and Syrian children. UNICEF conducted a knowledge attitude and practices (KAP) survey for Rukban settlement in May 2019 and used the data to introduce new WASH interventions. The emergency response programme included medical treatment for 8,630 children under the age of 5 (4,177 girls); vaccinations for 8,919 children under the age of 5 (4,303 girls); and immunization for 7,523 pregnant and lactating women (PLW). Malnutrition screening of 7,392 children under the age of 5 (3,654 girls) and 4,983 PLW allowed for the timely identification and treatment of cases of severe or moderate malnutrition.

Upon MOE request, UNICEF oversaw the maintenance of all camp schools and began several infrastructure projects to ensure safe learning environments, although significant funding gaps remain. UNICEF continued to co-chair the Education Sector Working Group (ESWG), composed of more than 40 partners.

### Lessons Learned and Innovations

Guided by the Grand Bargain Commitments, UNICEF Jordan promoted local efforts to develop a more efficient response to the Syrian crisis. In 2019, UNICEF Jordan used resources more effectively through vulnerability and innovative approaches across both programmes and operations.

Advancing its sustainability strategy, in mid-2019, with the involvement of the MOSD and established national NGOs, UNICEF Jordan completed the 'nationalization' process for the Makani programme. The shift resulted in stronger outreach to the most vulnerable children in vulnerable areas in Jordan while reducing implementation costs. It also strengthened the national social protection system by facilitating the national NGOs to become leading agents for child wellbeing across the country. This required UNICEF's increased investment in capacity building and monitoring to ensure service quality. Also, the direct programme implementation in camps increased UNICEF's relevance and accountability to refugees and created opportunities for incentive-based volunteering. Additional focus was given this year to intensified training for facilitators and semi-skilled Syrian refugees, resulting in greater buy-in.

To strengthen localization, the office provided innovative best practices in the selection of suppliers and contractors, with 'added-value' considerations factored into the selection decision, including community engagement, women's empowerment and environmentally-friendly approaches. Bidders were encouraged to propose innovative approaches and/or products, while UNICEF introduced best practices adopted in other countries. For example, a GPS was introduced to improve the monitoring of office vehicles and those of the contractors for water trucking and desludging in the refugee camps.

UNICEF participated in two innovative cash transfers and assistance projects. Firstly, the successful pilot of the RapidPro system in cash assistance led to many national partners and sectors adopting the tool to better communicate with

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beneficiaries. Additionally, the Jordanian National Aid Fund (NAF) used the RapidPro system to reach over 300,000 people to register during its programme expansion phase. Based on this experience, other UN agencies and humanitarian partners are working to roll-out RapidPro as a service for members of the Common Cash Facility.

Secondly, UNICEF Jordan supported the development of a new cash delivery platform based on mobile money, building on its positive experience in 2019 of providing up to 350 volunteers with monthly incentives through mobile money. The mobile money project provided Syrian refugees and vulnerable Jordanians with access to digital financial services, facilitating their financial inclusion.

To address high rates of non-revenue water (water lost to leaks and meter bypassing), UNICEF supported the MOWI to develop a mobile phone application in collaboration with the Water Authority of Jordan (WAZ) and three semi-government utility companies to enable the public to report water leakage and wastewater overflow. While originally envisaged to only cover areas in Amman, on request from MOWI and water utilities, the application scope was expanded to the whole country, with the roll out to take place in 2020. The objective is to integrate the app into the water utility maintenance response systems, reducing response times and the volume of water lost due to leaks. The application also acts as a platform to disseminate messages through nationwide campaigns.

Following two years of construction, the final phase of the Za'atari water and wastewater networks project was completed and now delivers safe water directly to households, benefiting over 79,000 residents (44,420 children). This has ensured a more equitable distribution of water, reducing safety risks and service interruptions related to water trucking and desludging, relieving women and girls of the responsibility for collecting water, and improving the quality of life for the 5 per cent of the camp population living with disabilities. Furthermore, the complementing community mobilization strategy sustains awareness of network regulations and of the importance of water conservation. The investment in the Za'atari WASH infrastructure has reduced operating costs by two thirds, while improving quality of services and access to clean drinking water and sanitation facilities.

In NFE, implementation by organizations rooted in local communities has boosted the attendance and performance of both parents/caregivers and children in the overall programme. UNICEF supported partners to unify and simplify training and implementation; for example, by combining NFE initiatives, notably drop-out and catch-up programmes, into one methodology. Individual partners were able to integrate practices based on each of their unique added-value, while ensuring the standardization of key NFE procedures. For example, strong community mobilizers of one local NGO engaged community leaders for outreach and retention purposes, while another NGO, which excelled at enrolling and including children with disabilities in NFE programming, employed shadow teachers in classrooms to ensure inclusive education.

A significant humanitarian response continued at the north-eastern border between Jordan and Syria where the Syrian population, mostly women and children, continued to live in extremely difficult conditions in the Rukban settlement. By leveraging partnerships, UNICEF ensured the provision of life-saving services to a highly vulnerable yet inaccessible population. Together with UNHCR and UNFPA, UNICEF Jordan continued to deliver integrated primary healthcare clinics for children and infants under the age of 5, as well as for pregnant and lactating women; some limited psychosocial first aid was also provided. Hygiene and solid waste management campaigns were implemented. UNICEF engaged in an innovative approach enlisting the support of trained community volunteers to implement a rapid need assessment in the areas of education, health, nutrition, child protection, and water, sanitation and hygiene. The volunteers' training, supervision during data collection, and the subsequent transmission of the data were all remotely managed through UNICEF's globally tested on-line platform.

Across nationwide programmes, UNICEF has also sought to find innovative ways to involve young people in the design of its programmes and community engagement to ensure programmes are tailored to the needs of Jordan's children and youth. On the 30th Anniversary of the Convention on the Rights of the Child, UNICEF launched the U-Report for young people, reaching over 40,000 active subscribers in less than three months. The national platform Nahno has proved to be an innovative, scalable and transferable solution to drive youth volunteerism and engagement, while also establishing a continuum of support to enable adolescents to contribute to communities and national development, and experience positive transitions into adulthood.