

## Jordan

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### Executive Summary

The ongoing crisis in Syria and influx of refugees to Jordan continued to strain the provision of public services, with children and women being the most affected. In particular, education, health and water are being stretched beyond their existing capacities, resulting in compromises in access and quality of the services provided to children.

Inequality in the country, as evidenced by disparities in key indicators, has continued to be a key concern requiring innovative solutions. With the Syrian crisis becoming protracted, a significant proportion of the refugees that fled the country have subsequently depleted their savings and are reliant on support from host communities, the Government and the international community. Although incredibly resilient, many families were forced to resort to negative coping mechanisms that have had a direct impact on children, including increased child labour, child marriage and school drop-outs. Meeting the growing humanitarian needs is becoming increasingly challenged as international support diminishes in the country, and security concerns become paramount.

UNICEF continued providing humanitarian assistance to the most vulnerable children in the country at scale during 2015, while also increasingly utilising innovative solutions to further strengthen the resilience of host communities in the country. Notable examples included: providing cash assistance to Syrian refugees through cutting-edge technology; large-scale monitoring of incidences of violence in schools and follow-up action, and; providing alternative education opportunities to vulnerable children not accessing formal schooling. With the humanitarian crisis transitioning to a protracted emergency, greater emphasis is being placed on promoting cost efficiency and sustainability of programme interventions.

Notable achievements included the following:

- An innovative programme approach under the banner of Makani ('my space' in Arabic), was scaled-up during the year, resulting in hundreds of thousands of children receiving tailored and appropriate support including meeting their psychosocial needs, life-skills training and alternative learning opportunities. This resulted in more comprehensive support to each child, based on their identified needs. Combining these services in one community platform increased both effectiveness and efficiency.
- Large-scale construction of a water and sanitation network in Za'atari camp that will serve 80,000 people. The networks will significantly reduce the cost of delivering the service, and also increase efficiency, safety and environmental protection.
- Scale-up of cash-support programme reaching over 50,000 children per month through innovative, iris scan technology. Results from the post-distribution monitoring system have shown that the US\$27 per month provided for each child was used to meet basic needs, and mitigates impact of negative coping mechanisms.

Shortfalls in 2015 included the following:

- The scaling-up and integrated approach to addressing violence against women and children was constrained due to funding shortfalls. The Ma'an campaign in schools has shown a

positive impact on reducing school violence, although violence in schools continued to be a challenge throughout the country. It will be a priority in 2016 to expand the approach both in terms of geographic coverage and approach.

- Improving the cost-effectiveness of certain interventions of the programme continues to require more attention, particularly those that involve international partners. In 2016, a process will be undertaken to further rationalize the number of international partners in certain programme areas, including the Makani approach, to further “nationalize” and rationalize the number of partners involved and their specific role and value-added.

The country programme continued to adopt a “vulnerability approach” to the identification of children in need of support, including analysing the situation of vulnerable Jordanian children and also refugee children of various nationalities. Furthermore, building on the success of the large-scale humanitarian assistance, support will be provided to strengthen the resilience of communities, services and individuals – enabling all children, regardless of status, to realize their rights. Inclusive approaches also enable programme initiatives to promote social cohesion between children from diverse backgrounds and nationalities, which continues to be a key priority for UNICEF’s work in the country.

## Humanitarian Assistance

The developing situations in Syria, Iraq and other surrounding humanitarian crisis, resulted in an increasing number of refugees and asylum seekers requiring assistance and protection in Jordan. UNICEF Jordan continued and expanded humanitarian assistance and protection in the country during 2015. Humanitarian interventions in Za’atari refugee camp focused on creating more sustainable and effective assistance to the refugees, while in Azraq camp assistance to new arrivals was expanded.

The creation of a water network and waste water system in Za’atari camp created a strong basis for better management, reduction in costs, and increased effectiveness in water supply operations and managing waste water. The humanitarian child cash assistance programme was expanded to address urgent needs of 55,000 vulnerable children and prevent refugee families living in Jordanian communities resorting to negative coping mechanisms such as taking children out-of-school, forcing them to work, or marrying off their children. Additionally, there was a renewed focus on reaching children and women in the most underserved and vulnerable groups with services through the expansion of UNICEF Jordan-supported centres in all the Kingdom’s Governorates.

UNICEF Jordan closely coordinated with the Government to provide critical and lifesaving services to Syrian children and women at the border who had crossed over from Syria to escape the conflict. UNICEF specifically supported child-focused medical and immunization services, trained health workers on nutritional support, created protective spaces and provided water and hygiene support at the border transit locations. In terms of sectoral interventions, in health and nutrition, the UNICEF support focused on protecting the health of children and women (pregnant and lactating mothers) through emergency, as well as standard, immunisations, breastfeeding promotion and child nutrition, training of medical professionals on integrated management of childhood illnesses, along with other initiatives. Water, sanitation and hygiene (WASH) efforts focused on establishing medium- to long-term reductions in operational costs for essential water and sanitation services, such as the operation of boreholes, piping systems and wastewater treatment solutions for camp settings. Child protection and education programming focused on psychosocial support and on expanding education opportunities to underserved refugees and vulnerable Jordanians in host communities, especially children at risk

of dropping out-of-school, entering into child labour or early marriage. UNICEF Jordan sought to create positive engagement options for adolescents and youth, including those who were no longer eligible to return to formal education.

## Summary Notes and Acronyms

AMP Annual Management Plan  
BCP Business continuity plan  
BIS Break-in-service  
CBO Community-based organisations  
CDC U.S. Centres for Disease Control and Prevention  
CERF Central Emergency Response Fund  
CFS Child Friendly Spaces  
CMC Child Municipal Council  
CP Child Protection  
CPR/AED Cardiopulmonary Resuscitation/ Automated external defibrillator  
DoS Department of Statistics  
DRR Disaster Risk Reduction  
ECD Early Childhood Development  
EJC Emirati Jordanian Camp  
EMIS Education Management Information System  
EPI Expanded Programme on Immunisation  
ESWG Education Sector Working Group  
ETB Emergency Trauma Bag  
EU European Union  
FAO Food and Agriculture Organization  
FPD Family Protection Department  
GAM Greater Amman Municipality  
GBV Gender Based Violence  
HACT Harmonised Approach to Cash Transfers  
IA Inter-agency  
ICT Information and Communication Technology  
IFE Informal education  
IMEP Integrated Monitoring and Evaluation Plan  
INEE Inter-Agency Network for Education in Emergencies  
IOM International Organization for Migration  
IYCF Infant and Young Child Feeding  
JENA Joint Educations Needs Assessment  
JOHUD Jordanian Hashemite Fund for Human Development  
JPD Juvenile Police Department  
JRP Jordan Response Plan  
LTA Long Term Arrangement  
MENA Middle East and North Africa  
MENARO Middle East and North Africa Regional Office  
MoE Ministry of Education  
MoH Ministry of Health  
MoSD Ministry of Social Development  
MoWI Ministry of Water and Irrigation  
NCFA National Council for Family Affairs  
NFE Non-formal education  
NGO Non-Governmental Organization

NID National Immunisation Day  
NRC Norwegian Refugee Council  
OR Other Resources  
ORE Other Resources Emergency  
ORT Oral Rehydration Therapy  
PDM Post-Distribution Monitoring  
PFHS Population and Family Health Survey  
RPM Bureau of Population, Refugees and Migration  
RR Regular Resources  
RSTC Raba Sarhan Transit Centre  
SOP Standard Operating Procedures  
TA Temporary appointment  
TVET - Technical education and vocation training  
UN United Nations  
UNDP United Nations Development Programme  
UNESCO United Nations Educational, Scientific and Cultural Organization  
UNFPA United Nations Population Fund  
UNHCR United Nations High Commissioner for Refugees  
UNOPS United Nations Office for Project Services  
UNRWA United Nations Relief and Works Agency for Palestine Refugees in the Near East  
USAID United States Agency for International Development  
WASH Water, Sanitation and Hygiene  
WFP World Food Programme  
WHO World Health Organization

## Capacity Development

2015 saw UNICEF Jordan intervening on a large scale in capacity development of local community-based organisations (CBO), especially through the flagship “Makani” programming approach. Various training and training-of-trainers sessions were delivered in child protection and education-related topics, reaching an estimated 2,000 frontline workers in 151 CBOs implementing the Makani approach.

In addition, as part of the effort to improve capacity development of national partners in monitoring and accountability, UNICEF Jordan conceptualised in the second half of 2015 a web-based monitoring and information management system (Bayanati, “my data”) to monitor in real-time the performance of centres applying the Makani approach. As a structured, standardised system, Bayanati is expected to dramatically improve capacity of CBOs to collect, store and report on data. Bayanati was built in cooperation with implementing partners and CBOs based on existing good practices, and taking into account lessons learnt from similar experiences. Bayanati has often replaced outdated systems for record keeping at the CBO level. The system was piloted in five UNICEF Jordan-supported centres, and will be rolled out in January to February 2016, when it will be storing individual information of approximately 200,000 children.

Capacity development is central to the UNICEF Jordan programming, and specific efforts and results are reported in the Programme Analysis section of the annual report.

## Evidence Generation, Policy Dialogue and Advocacy

Utilising the Jordan Out-of-School-Children report earlier in the year, UNICEF continued raising visibility of the growing number of out-of-school Syrian refugee children and vulnerable Jordanian children through traditional and social media. UNICEF Jordan also used the

“Education Under Fire” report on children’s education being severely affected by conflict to further highlight the issue. This contributed to forging stronger partnership and dialogue with the Ministry of Education (MoE) and increased commitment from donors for improving access to quality education.

UNICEF Jordan launched a Child Labour Assessment in Za’atari refugee camp which reported over 3,000 children (13 per cent children aged 7 to 17) were working in the camp. This increased media interest, and also supported the expansion of services for working children including learning, life skills training and psychosocial support. UNICEF Jordan supported several international media missions to highlight increasing child marriage cases among Syrian refugees.

In 2015, UNICEF Jordan also supported the Government in their Census. After successful advocacy to include a disability module in the Census for the first time in the country, substantial technical assistance was provided. The testing of the module brought out a more realistic picture of people with disability at 13 per cent, compared to 1.8 per cent as previously recorded through the old model. Data collection for the Census was completed in December, and preliminary data is expected in early 2016. When available, the data is expected to inform policy such as for the accelerated inclusion of children with disability in formal education.

The first National Youth Survey was also conducted, and preliminary findings were discussed in December. When the final report is ready in early 2016, the findings are expected to provide critical information on the situation of youth in a comprehensive manner, which has not been available to date.

## Partnerships

UNICEF Jordan significantly increased its relationships with the private sector in 2015 in order to leverage resources for children. A staffing position was created in 2014 for enhancing private partnerships with Jordanian and Gulf country’s companies and individuals. As a result, opportunities with 18 companies were explored, leading to six confirmations of contributions in supplies, equipment and services. Innovative training in software-coding were provided by Microsoft Jordan to facilitators of more than 30 Makani centres who subsequently trained hundreds of children and youth. An interactive digital learning platform was launched in October in five Makani centres with the support of the Orange Foundation, contributing to quality learning opportunities for thousands of out-of-school children. Each centre received a kit including 50 tablets, a video projector and interactive Mathematics, Arabic and English learning modules for Grades 1 to 6 aligned with the Jordanian education curriculum. Facilitators in the Makani centres are being trained by Orange on blended learning methodologies, and receive continuous support on the use of the digital kits as well as on the techniques of adding an information technology dimension to the informal education materials.

In 2015, UNICEF Jordan worked with 37 civil society organisations as implementing partners, in addition to seven Government counterparts. More than half of these organisations are national, and many international partners also work with community-based organisations to develop their capacity, expand the reach of services to vulnerable population and make UNICEF-supported programmes more sustainable.

Strategic partnerships were also sought for major initiatives, including the National Youth Survey. The Higher Council for Youth, King Hussein Foundation, the University of Jordan Centre for Strategic Studies, UNICEF and the United Nations Population Fund (UNFPA)

brought their individual and collective strengths to this survey, such as in engaging youth in the survey, developing a questionnaire in a consultative manner, and quantitative and qualitative data collection and analysis.

### **External Communication and Public Advocacy**

UNICEF Jordan focused on highlighting four priority areas for children in the country through the “No Lost Generation” initiative, including education, violence against children, deteriorating protective space for vulnerable children, and positive engagement of adolescent and youth.

Continued awareness-raising on the increasing number of out-of-school children in Jordan contributed to a stronger partnership with the Ministry of Education and increased donor commitment. Media work around child labour contributed to expansion of drop-in centre services for working children. Media missions were supported which highlighted increasing child marriage cases involving Syrian refugee children in Jordan. Increased media work around Syrian and Jordanian children not accessing any form of education helped expand UNICEF Jordan’s Makani initiative.

During the global launch of the Sustainable Development Goals at the UN General Assembly, UNICEF Jordan and the UN Millennium Campaign set up a video portal in Za’atari camp that allowed Syrian youth to interact with delegates and media in New York. UNICEF Jordan collaborated with UNICEF New York for the children’s ‘twitter-take-over’ initiative. A Syrian girl and boy from Za’atari camp shared their lives through tweets and interacted with people globally. The European Union (EU) and UNICEF Jordan’s photography project helped Syrian and Jordanians school children portray their lives through photographs that were exhibited during the Europe Day in Amman, at EU Brussels, and during high-level visits. The photographs were published as a book titled ‘AYA.’ The EU used it as a symbolic portrayal of vulnerable children during the grant signing ceremony with the Government of Jordan. UNICEF Jordan also published over fifty press releases, media notes, videos and stories. Its website received around 40,000 hits, and there was an increased social media engagement: 20,000 likes on Facebook, 50,000 reach, 1,828 engaged, and 3,600 followers on Twitter.

### **South-South Cooperation and Triangular Cooperation**

In July 2015, a delegation from the Ministry of Social Development visited Turkey to learn its experience in providing alternative care arrangements for unaccompanied and separated refugee children in Turkey, and discussed some of their legislation in that regard. The delegation met with the Ministry of Family and Social Affairs and the Ministry of Emergency Response and Migration in Turkey. During the visit, the Jordanian delegation also presented its experience in formalising alternative care arrangements to refugee children who are unaccompanied and separated. This provided an opportunity for the two governments facing a significant impact resulting from the refugee crisis to share experiences and initiatives. Turkey is looking to place more emphasis on de-institutionalisation of children and home-based care arrangements for unaccompanied and separated children.

### **Identification and Promotion of Innovation**

UNICEF Jordan stepped up its commitment to innovation in 2015, including the recruitment of an Innovation Specialist. UNICEF Jordan’s network of 151 (and growing) Makani centres provide access to a comprehensive set of services to vulnerable Jordanians and refugees. With a strategic shift from child- and youth-friendly centre with focused services, Makani provides at minimum psychosocial support, informal education, and life skills, and serves as a community-

based platform for social cohesion. This streamlines service delivery for affected populations, thereby decreasing costs for services providers. Furthermore, UNICEF Jordan established five e-learning centres, designed to promote self-directed learning for students in Makani. This was made possible through collaboration with Orange and UNICEF Jordan's continued efforts to develop private sector partnership to meet public sector needs.

To enhance effectiveness and efficiency through innovation, UNICEF Jordan also built "Bayanati" in 2015, a real-time monitoring tool designed to track the participation of vulnerable children at Makani and performance of implementing partners.

Across programmes, UNICEF Jordan sought programming approaches which benefit both the refugee and host communities, so that emergency interventions support long term development. For example, in Za'atari refugee camp, WASH facilities (including industrial boreholes and waste water treatment plants) were built to decrease cost and increase reliability of services to the refugees. They also strengthened WASH in the area more generally: the borehole eased the water burden on the host community, while the waste water treatment plant is being used by nearby towns, in addition to the camp. Finally, treated waste water is being used to grow animal feed for Jordanian farmers.

In 2015, UNICEF Jordan launched two data science projects, in collaboration with UN Global Pulse, to better understand how data science can drive and enhance programming.

### **Support to Integration and cross-sectoral linkages**

To address the loss of a generation of children deprived of their right to education due to the crisis in Syria, UNICEF Jordan's strategy has been to support the formal education system while scaling up alternative education as an immediate stop-gap solution for the girls and boys out-of-school in Jordan. This was integrated into a comprehensive approach to programming, called Makani, "My Space". The Makani model fits within emergency settings by offering cost-effective, multi-sectoral services (child protection, psychosocial support services, alternative education, and life skills) to girls, boys, young people and women. It also creates an environment that helps improve their safety, health and well-being, as well as to provide young people in Jordan with skills to help them shape their future. As of November 2015, UNICEF Jordan had developed a network of 151 operational Makani centres with 151,659 children registered (52 per cent girls), maximising the existing partnerships with non-governmental and community-based organisations. An additional 80 centres are scheduled to be operational. UNICEF Jordan also developed a plan for an integrated health promotion project at Makani as well as in schools, to promote positive practices around health and hygiene. The underlying approach which is integrated in all the components of Makani is community mobilisation and social cohesion. Each Makani centre is the reference point for the community with a community-based committee formed in the catchment area. Members and volunteers, including Jordanians and Syrians, are trained to strengthen outreach to vulnerable children in the surrounding areas, to refer identified children in need to appropriate services, and to raise awareness on child rights.

### **Human Rights-Based Approach to Cooperation**

The principles of the human rights-based approach are mainstreamed in all UNICEF Jordan programmes, in both the humanitarian response and support to host communities to build resilience. One innovative approach is the "tea" indicator for water quality in Azraq refugee camp. The newly constructed borehole in the camp started operating in October 2015, and serves more than 26,300 Syrian refugees. For those receiving the water, an important metric of success is "How does the water affect the taste of the tea ('chai')?" For something as essential

to everyday life, the taste of the tea determines their sense of trust of the water. Since the operation of the borehole, the refugees say that their tea tastes more delicious. This preference to internal water will be an important stabilising factor for transitioning from water-trucking to the more cost-effective means. Such transitions often face resistance, especially by those who stand to lose money. The tea indicator informed evidence-based decision-making which places people first.

Many other human rights-based examples also exist around Makani, UNICEF Jordan's approach to provide holistic services to children victims of violence, abuse and neglect, out-of-school children and marginalised youth. Each of 151 Makani centres is encouraged to apply approaches that respond to the diverse needs of communities. For example, some centres are placed within public schools to accommodate out-of-school children who are unable to enrol due to lack of absorption capacity in the school. At these centres, children receive informal education and other services until they get seats in the formal education system. At other Makani centres, youth deliver awareness sessions to younger children on different topics, such as the importance of hygiene. The youth delivering the sessions have an increased sense of responsibility, significance and belonging, and an opportunity to serve as role models to younger children. As a result, they have become more active members of the centre. It has also been observed that younger children are more positively influenced by their older peers and more likely to follow advice.

## Gender Mainstreaming and Equality

Targeted interventions under the Gender Action Plan are led by the UNICEF child protection programme, in close collaboration with the education, youth, health and nutrition, and WASH programmes to accelerate gender mainstreaming. A dedicated Gender-Based Violence in Emergency Specialist is in place, and as Gender Focal Point for the office dedicated 80 to 90 per cent of time on gender-related activities and implementing the Gender Action Plan. The Gender Focal Point participated in and provided technical assistance to sectoral review and planning processes, and provided technical support to inter-agency initiatives along with co-chairing the Sector Gender Focal Point Network with the United Nations High Commissioner for Refugees (UNHCR) and the World Food Programme (WFP). UNICEF Jordan dedicated around US\$800,000 for gender-based violence (GBV) activities in host communities in 2015, in addition to GBV mainstreamed in other programmes. Services for child survivors of GBV were provided in camps and host communities. UNICEF Jordan also supported a shelter for GBV survivors in the north which has been operational since June 2015. Continued efforts are being made with Ministry of Social Development to improve the quality of services. UNICEF Jordan also supported the Ministry of Health in establishing stronger detecting, tracking, referral and management mechanisms for GBV and child protection.

UNICEF Jordan implemented key components of the early marriage action plan that was developed in 2014. The plan focuses on reducing risks and mitigate the consequences of early marriage for Jordanians and Syrians, with particular attention to the growing trend of early marriage among Syrian refugees, which constituted 32.3 per cent of registered marriages among Syrians in 2014. Key activities included community awareness-raising and mobilisation, empowerment of vulnerable adolescent girls through eight dedicated Makani centres for girls and women, comprehensive case management services and advocacy with duty bearers. UNICEF Jordan also co-chairs with UNHCR the early and forced marriage task force.

UNICEF Jordan continued to play a leadership role in key interagency GBV prevention and response initiatives, including the development and roll-out of Inter-Agency (IA) Standard

Operating Procedures for the Prevention and Response to Child Protection and GBV, IA Child Protection and GBV case management training manual, and the inter-agency Amani ('my safety') campaign.

## Environmental Sustainability

Jordan has one of the lowest levels of water resource availability per capita in the world. In 2015, it was ranked the second most water-scarce country, as per the global index. Located in a semi-arid area, the desert constitutes about 80 per cent of the land area. Rainwater decreased from around 3,600 cubic metres per annum in the past to less than 150 cubic metres per annum in 2015. According to the Government, the water supply situation has further deteriorated with the influx of 1.4 million Syrians into Jordan. In general, basic services including water and sewerage are particularly affected in northern Jordan. In 2015, UNICEF closely collaborated with the Ministry of Water and Irrigation in mitigating the impact of the refugees in the host communities. UNICEF Jordan supported the rehabilitation of existing water and sewerage municipal infrastructure to increase the efficiency of the systems, and more effectively meet the needs of the increased population, which benefitted over one million people in Northern and Central governorates.

Hygiene and water conservation education continued in 2015, reaching over 200,000 people in camps and host communities, and well as 127 schools across the country. UNICEF Jordan also continued its efforts to protect the country's valuable underground water resources. In close collaboration with the Ministry of Water and Irrigation and the Water Authority of Jordan, UNICEF established mobile waste water treatment units in Za'atari and Azraq refugee camps. Routine assessments also continued to check for pollution risks. UNICEF also started construction of a water distribution network in Za'atari camp. Scheduled to be completed by mid-2016, this will further reduce water wastage and pollution created by water supply trucks in the camp.

## Effective Leadership

In 2015, UNICEF Jordan successfully closed all audit observations and recommendations from an internal audit which took place in October 2014 and an external audit in March 2015. Building onto the lessons learnt from the audits and the updated risk control self-assessment, UNICEF Jordan reviewed management indicators on a monthly basis at the Country Management Team Meeting. Special attention was paid to tracking of outstanding direct cash transfers over six months, expiring grants, and implementation of Harmonised Approach to Cash Transfers (HACT) assurance activities. These issues, among other management priorities, were also reviewed extensively at Mid-Year Review. Staff well-being was a key priority for the UNICEF Jordan leadership. A staff retreat was organised in January, where issues facing staff were discussed in a consultative manner. As a result of the retreat, a staff well-being task force was formed, and a plan for office improvement was developed. The implementation of the plan was monitored at monthly all-staff meetings, as well as Joint Consultative Committee meetings with Staff Association representatives. UNICEF Jordan also conducted online staff surveys in June and November to track changes in staff members' perceptions related to well-being, such as recognition for good work and work-life balance. Results were discussed at all staff meetings. In view of the protracted nature of the Syria crisis, UNICEF Jordan submitted to the regional Programme Budget Review a request to convert temporary appointment positions to fixed-term posts. This transition will enable the office to attract and retain talent, and contribute to staff morale. As part of the Annual Management Plan (AMP), UNICEF Jordan updated the early warning and early action plan, the office emergency response plan and business continuity plan

(BCP). A table-top BCP exercise was conducted in early December to identify areas of further improvement to inform the BCP and AMP for 2016.

## Financial Resources Management

UNICEF Jordan continued to improve on contribution management, budget control and financial procedures with strict monitoring of expenditure, grant expiry and donor conditionalities. As a result, UNICEF Jordan had an annual financial implementation rate of 99 per cent utilisation (Regular Resources/RR, Other Resources/OR and Other Resources Emergency/ORE combined).

UNICEF Jordan continued to implement programmes ensuring adherence to the HACT, and risk assessments were undertaken of implementing partners. Assurance activities were conducted, including programme monitoring, spot checks, and audits to provide reasonable assurance that funds were utilised for the planned and intended purposes. The office succeeded in completing 100 per cent of its planned micro-assessments, 100 per cent of spot checks, 65 per cent of programmatic visits and 100 per cent of audits. The outstanding Direct Cash Transfers between six and nine months was 2.6 per cent, with none outstanding more than nine months as of 31 December 2015. The office ensured that monthly accounting processes including bank reconciliations were strictly and consistently adhered to. The office followed a strict funds optimization policy with good cash forecasting and close monitoring of bank closing balances in an effort to contribute to the global savings in treasury operations. Service efficiencies were maintained through the Common Services Unit, which processes transactions for the UNICEF Jordan office and the UNICEF Middle East and North Africa Regional Office (MENARO). The office continued to enhance efficiency and effectiveness by regular reviews of work processes, which included the revision of old and development of new Standard Operating Procedures, and implementing them.

## Fund-raising and Donor Relations

In 2015, UNICEF Jordan appealed to the international community for US\$179.5 million under the Jordan Response Plan (JRP), the Jordan chapter of the Regional Refugee and Resilience Plan, known as 3RP. As of November, the funding needs were 80 per cent met under the refugee pillar and 20 per cent under the resilience pillar of the JRP. By November, UNICEF Jordan had successfully mobilised US\$134.3 million, including US\$0.9 million in ORR and US\$133.4 million in ORE (74 per cent of the total funding appeal).

UNICEF Jordan was supported by a wide range of donors, namely, Australia, Canada, European Union, France, Germany, Ireland, Italy, Japan, Republic of Korea, Kuwait, Malala Fund, Mexico, Netherlands, New Zealand, Norway, Orange Jordan, Switzerland, United Kingdom, UNFPA, the United States of America (Bureau of Population, Refugees and Migration/PRM, US Agency for International Development/USAID, Centres for Disease Control/CDC), the UNICEF National Committees in the United States, Australia, Germany, South Korea, Spain, Switzerland and Italy, and the UN's Central Emergency Revolving Fund (CERF).

In 2015, UNICEF Jordan submitted 54 donor reports, achieving a 100 per cent timely submission. Twenty reports fell within the Consolidated Emergency Report while 34 reports were prepared specifically for each grant. To keep donors engaged and informed, UNICEF Jordan also shared monthly situation reports, regular donor updates, highlights and links to news articles and videos regarding its work with all current and prospective donors. Close

monitoring of reporting, expenditures and grants expiry dates was conducted, leading to over 93 per cent utilisation of funds planned for implementation in 2015.

## Evaluation

The evaluation function is overseen by the Planning, Monitoring and Evaluation section in UNICEF Jordan. In 2015, UNICEF Jordan developed a prioritised and strategic Integrated Monitoring and Evaluation Plan (IMEP) that included 17 activities (four evaluations, 12 studies, one survey). All IMEP deliverables followed internal quality assurance processes, while major ones including evaluations were reviewed by the MENARO. Progress on IMEP implementation was monitored on a quarterly basis and shared with the Country Management Team and UNICEF MENARO.

To generate strategic knowledge and lessons learned of the UNICEF-supported programmes in the humanitarian situation, two evaluation were completed (Evaluation of Emergency Education Response and Evaluation of Psychosocial Support), one initiated, and another postponed to 2016. Evaluations were co-managed by the relevant programme section and by the Planning, Monitoring and Evaluation section to ensure independence. Evaluation reference groups were formed to advise the evaluation managers throughout the process. Findings and recommendations from evaluations were presented and discussed with various stakeholders from the Government, implementing partners and donors. Discussions contributed to realistic management responses which are being implemented.

UNICEF Jordan also contributed to three regional and global evaluations, including evaluation of UNICEF's Regional Humanitarian Response to the Syria Crisis. With the issuance of the new UNICEF ethical and quality assurance procedures, four sessions were organised for staff members and implementing partners. Also in line with the standard procedures, necessary changes were made to the internal quality assurance process.

As part of Jordan's contribution to the International Year of Evaluation 2015, UNICEF Jordan supported the launch of the Jordan Development Evaluation Association (EvalJordan), which included a workshop on evaluation targeting Government officials.

## Efficiency Gains and Cost Savings

In 2015, UNICEF Jordan achieved cost efficiencies and savings of over US\$70,000. Upon renewal of the annual agreement with Royal Jordanian and Air France airlines, UNICEF Jordan successfully negotiated for discounted air fares. This resulted in savings in travel costs. UNICEF Jordan reached an agreement with its contracted travel agency, whereby from January 2015, the cost of airport transfer was discounted to US\$59 per roundtrip from the previous fee of US\$71. An agreement with the mobile network provider allowed UNICEF Jordan to receive free handsets, which is estimated to have a total annual value of US\$35,310. The renewed Long Term Agreement with Zain mobile network provider allowed UNICEF Jordan to also retain a monthly discount at 10 per cent of the total value of the monthly bill. Total discounts achieved for the year were US\$26,000.

UNICEF Jordan also reached an arrangement with a paper recycling organisation to collect all consumed papers from the office premises for recycling. This service provides new paper reams for free of charge in lieu of the weight of used papers.

The office also achieved time efficiencies, including the following. The Administrative unit and the Information and Communication Technology unit upgraded a mobile calls management

system. With the upgraded E-billing system, mobile users take only few minutes to settle telephone bills. The upgraded system also enables the administrative unit to generate the monthly report on mobile call settlement in a few minutes, rather than hours as previously experienced.

## Supply Management

In 2015, UNICEF Jordan procured services, supplies, assets and consumables worth US\$9.6 million. This consisted of US\$7.2 million for services, US\$2 million for programme supplies, and US\$0.3 million for consumables and assets.

Out of the procured services, US\$6.5 million was through institutional contracts with 165 vendors, and US\$0.6 million through individual consultants.

UNICEF Jordan's supply section leveraged Long Term Arrangements (LTA) worth US\$2.7 million for essential and frequently required commodities and services, such as hygiene kits, playgrounds, gravelling, school furniture, fencing, latrines, stationery and school-in-a-box, design and printing, warehousing, transport and customs clearance services, venue hire and equipment and consumables. There are 27 LTAs in place, of which 13 were established in 2015.

The supply section also provided an array of technical support, most notably the formalised work processes for the procurement of services from institutions and individuals. The section also continued to provide support and training to staff on the VISION Supply stream.

The section also continued to use the Service Desk tool to facilitate and monitor the incoming work requests. By the end of November, 441 requests from UNICEF Jordan were processed.

As of 30 November and recorded in VISION, the value of the inventory of programme supplies physically in the warehouse and controlled by UNICEF Jordan was US\$487,843. Of this, US\$16,398 were supplies prepositioned for emergencies. Also as of 30 November 2015, and as recorded in VISION, the value of programme supplies issued from local warehouses controlled by UNICEF Jordan was \$1,968,401.

## Security for Staff and Premises

UNICEF Jordan continued to closely monitor developments in the country and region. At the time of reporting, no critical security issues existed. During 2015, the following steps were taken to enhance the safety and security of staff and premises.

Training/Briefings:

- 120 incoming staff briefings
- Four Active Shooter trainings
- Defensive Driver familiarization for 24 staff (ongoing)
- 304 IDs issued (new and renewals)
- A variety of first aid and driver training courses conducted both in Jordan and within MENA:

Equipment and Facilities: Public Address system installed in the main office; fire alarm system replaced and upgraded; shatter resistant film installed on all new interior glass surfaces following renovations; emergency 'panic' alarm installed; VHF radio; Automatic External

Defibrillator and Emergency Trauma Bag (ETB) placed at rear exit; VHF radio and ETB placed in the safe haven; additional security door installed at the annex and ID card reader installed for rear entrance; upgraded main building fire escape in progress.

Security Risk Management: Security Risk Assessments conducted quarterly for all schools in Za'atari and Azraq camps; 38 UNICEF Security advisories issued; emergency evacuations rehearsed; warden system tested quarterly.

## Human Resources

During 2015, UNICEF Jordan strived for timeliness and efficiency in recruitment of national and international staff (this was added from June onwards). As of November, nine full-time and seven temporary appointment (TA) positions were identified and appointed. While many staff members completed the two-year TA tenure in 2015 and the break-in-service (BIS) requirement considerably increased from two weeks to two months with the removal of BIS waiver under emergency operations, UNICEF Jordan faced a major challenge in retaining capacity. To ensure uninterrupted services for vulnerable children and enhance capacity, a number of temporary positions are being replaced with full-time positions. Competency-based interviews were used. Efforts to achieve gender parity were made. The status at the end of the reporting period was 53 females and 42 males.

The completion rate for 2014 Performance Appraisals was 100 per cent by November 2015 (similar to 2014). The completion rate for 2015 key performance objectives was 100 per cent and mid-year performance review rate was 96 per cent as of mid-November 2015. UNICEF Jordan implemented regular monitoring through Country Management Team Performance Indicators reporting.

UNICEF Jordan took a number of actions following the results of the Global Staff Survey to secure a better working environment, including, but not limited to: discussions and application of flexible working arrangements within sections to ensure work/life balance; mandatory induction sessions for new staff; career and personal development discussions. The Learning and Training Committee played an active role to support the staff wellbeing plan. During the year, eight group training were completed and 16 individual training requests were approved by the Learning and Training Committee. Face-to-face training on ethics was conducted for all staff in July, and staff views and feedback were reported to management. The office also strengthened its on-boarding and off-boarding Standard Operating Procedures.

## Effective Use of Information and Communication Technology

The onset of Level-3 emergency in Yemen and ongoing crisis in Syria brought a large volume of workload to the Information and Communication Technology (ICT) section throughout 2015. This included day-to-day ICT support to in-house and mobile staff, including provision of ICT services at the refugee camps in Jordan. The section managed to maintain serviceability of critical ICT systems/services 99.99 per cent during 2015.

The effective usage of the new Office 365 platform increased staff efficiency in terms of accessing emails, sharing documents, and web-conferencing. SharePoint was used to create many Team Sites and documents repositories. Skype for Business was utilised as a cost-effective tool for conducting online meetings, chatting, and free audio and video calls, which contributed to staff collaboration. In addition, OneDrive helped staff upload important documents, share them, and access them virtually from anywhere. A significant improvement was made in office connectivity. This included an increase of bandwidth from 32MB to 40MB

each on two independent links with over US\$8,000 worth of yearly savings. This contributed to improved accessibility to social media content. Digital imaging services were improved by replacing all outdated printers and digital senders with more efficient models. Migration to Windows 8.1 and 2012R2 servers is in progress, and a new Citrix server for remote accessibility is being implemented. ICT was rated 'satisfactory in compliance' by two audits. Three ICT4P (ICT for Programmes) projects were implemented in 2015. These were: (1) technical assistance to Makani (a web-based monitoring and information management system to obtain data on performance of each UNICEF-supported centre), (2) a Mobile Data Collection and Monitoring of Routine Immunization Outreach Services, and; (3) education projects to equip schools at refugee camps with computers and 4G routers.

## Programme Components from Results Assessment Module

### ANALYSIS BY OUTCOME AND OUTPUT RESULTS

#### OUTCOME 1 Health and Nutrition

##### **Analytical Statement of Progress:**

Jordan has made remarkable progress in the fight against vaccine preventable diseases as a result of the successful national vaccination programme, however, inequities in immunisation still exist. The rate of measles vaccination by wealth quintile varies between 90.7 per cent (lowest) to 97.2 per cent (middle). In addition, a measles coverage gap of over 21 per cent exists between mothers without education and with high education (74.8 per cent and 96.4 per cent) (Population and Family Health Survey/PFHS, 2012).

Since December 2014, Syrian refugees have paid the uninsured Jordanian rate to access health care at all levels posing a significant challenge, while immunisation is free to all, regardless of nationalities. The health sector vulnerability analysis found that 41 per cent of Syrians are part of households with severe health vulnerability, and 15 per cent are part of highly health vulnerable households.

In 2015, UNICEF Jordan provided upstream policy level guidance and technical assistance to the Ministry of Health (MoH). This was done in reviewing and updating seven existing new-born care protocols and guidelines, conducting a national launching event on cabinet approval of the prescript of the Jordanian code of marketing breastmilk substitutes, and initiating reviews of existing neonatal and perinatal death audit/review and monitoring system.

Support to life-saving health and nutrition interventions for refugees as well as vulnerable Jordanian children and women were accelerated and scaled up in the host communities. A "Reach Every Community" outreach immunisation programme was initiated in July covering 33 high risk areas in all 12 governorates. In addition, a real time immunisation data monitoring system was developed to identify and provide critical services. The capacity of community health workers to provide home-visits for the new-born care services and promoting best practices through Infant and Young Child Feeding plus (IYCF+) approach was improved. In order to ensure sustainability, six five-day capacity building workshops for MoH staff, public and private hospital providers, and staff of CBOs were conducted throughout the year. These targeted 180 health professionals, including 128 MoH referral hospital staff, who were equipped with the necessary skills to help the community and the health services clients to better apply IYCF practices.

UNICEF Jordan provided technical and financial resources to emergency health, immunisation

and nutrition services in response to the increasing number of Syrian refugees at the border. Actions contributed to averting outbreak of vaccine preventable diseases and treating malnourished women and children at early stages. UNICEF Jordan, through a partnership with the MoH and International Organization for Migration (IOM), continued to support immunisation of nearly 12,410 Syrian refugee children between the ages of six months to 15 years against measles and 12,274 children under age 15 against polio upon their arrival to Jordan. Vitamin A supplementation was also provided to 4,630 children (aged 6-59 months). UNICEF Jordan also initiated a pilot school health programme in Za'atari camp, conducting health screening of over 7,000 children. More than 3800 girl children received tetanus and diphtheria vaccine, and over 800 children were referred for further check-up.

Through a partnership with Save the Children Jordan, UNICEF Jordan enabled malnutrition screening and IYCF service provision at the Raba Saharan Transit Centre (RSTC) caravan (3,207 screened), contributing to early identification and management of moderately and severely malnourished cases, monitoring of health and nutrition conditions of new arrivals, and smooth referring and following-up of malnourished cases within the camps. Good practices in IYCF were scaled up: 25 per cent of IYCF beneficiaries in the reproductive age (15-49 years) received new services such as anaemia screening and supplementation services. IYCF services reached over 59,500 pregnant and lactating mothers, 82 per cent of the target. An evaluation of this three-year IYCF programme is being conducted and is expected to be completed in early 2016.

In 2015, UNICEF Jordan faced limited capacity at the MoH directorates in the implementation of programmes. Lengthy internal procedures for programmatic decision-making and financial transaction resulted in a delay in the implementation of activities through cash assistance to the Government. To address these challenges, UNICEF Jordan initiated a more frequent and periodical dialogue and communication with the MoH officials to enhance understanding of UNICEF-supported activities. Until further clarifications are made within the MoH, other assistance modalities such as direct implementation by UNICEF Jordan will be explored in 2016.

**OUTPUT 1** Policy and capacity to develop strategy exist for newborn child health.

**Analytical Statement of Progress:**

To commemorate the approval of the prescript of the Jordanian code of marketing breastmilk substitutes, UNICEF Jordan supported the MoH in partnership with Royal Medical Services, the private sector, national institutions, and the nutrition working group. The code ensures appropriate marketing and distribution of breastmilk substitutes. UNICEF Jordan also initiated discussions with the MoH in developing a legislative framework, including the adoption of national legislation, regulations or other suitable measures, to ensure the full and proper implementation of its articles throughout the Kingdom.

UNICEF Jordan provided technical assistance and guidance to the MoH to reactivate the Steering Committee and two technical working groups for the implementation of two priority actions in the 'A Promise Renewed' Plan of Action identified in 2014. This was possible via a strategic partnership with the MoH, national academic institutions, private sector institutions, Royal Medical Services, the World Health Organisation (WHO), UNFPA and USAID. Through this effort, reviews were initiated on seven neonatal care protocols and guidelines (resuscitation, congenital heart disease screening, sepsis, management of asphyxia management, preterm, and low birth weight baby, and respiratory distress). In addition, an assessment was conducted on the existing neonatal and perinatal death audit, review and monitoring system.

While progress was made in reactivating the Steering Committee and technical working groups, the implementation of the Plan of Action was delayed in the first half of the year. To address this, UNICEF Jordan involved two national experts to support the MoH and initiate implementation of priority actions.

UNICEF Jordan, in partnership with the High Health Council of Jordan, commissioned an economic analysis study to assess the impact of out-of-pocket health expenditure on inequity in use of primary and secondary health care services with specific focus on children and adolescents. Once completed, expected in March 2016, the findings will inform advocacy efforts for a more equitable and pro-vulnerable health financing policy reform, with a focus on children and adolescents.

**OUTPUT 2** Institutional and community-based health systems provide quality newborn, child health and nutrition services.

**Analytical Statement of Progress:**

UNICEF Jordan promoted a resilience approach to strengthen the link between the refugee response and national health systems strengthening (immunisation systems in particular) through a new partnership with the MoH, CDC, the IOM, WHO, and UNHCR. This led to an enhanced temperature monitoring and alarm system of the national cold room for the Expanded Programme on Immunization (EPI). A mobile, real-time routine immunisation data collection system was also established, with the first ever immunisation coverage survey in Jordan initiated in June. Data collection was completed in December.

UNICEF Jordan supported the MoH in training over 1,000 (almost 98 per cent) of vaccinators (nurses and midwives) nationwide on routine immunisation, supporting the national efforts to fill the gaps in immunisation coverage and reaching the unreached. Thirty-five Royal Medical Service and 75 MoH health providers gained improved knowledge on IYCF and diarrhoea prevention and management. Some 128 health professionals at the third referral hospital were trained on early initiation and exclusive breastfeeding support and counselling, and assessed and certified for the Baby Friendly Hospital.

Through two external consultants from academic institutions, UNICEF Jordan support the MoH in the review and establishment of perinatal death review and audit system, and finalization of reviews and adaptation of guidelines and protocols and to develop training plan from November-February 2016. UNICEF Jordan will support implementation of a death review system and newborn guidelines and protocols in the next two years.

**OUTPUT 3** Parents, caregivers are aware of and utilise newborn, child health, immunization, and nutrition services

**Analytical Statement of Progress:**

UNICEF Jordan complemented the efforts to strengthen the health system with increasing the demand for quality maternal and perinatal care services. This was done through behaviour change communication, education campaigns, one-to-one counselling, and capacity development at the community level.

UNICEF Jordan continued to support IYCF programme which covers refugee camps, host communities (Aqaba, Maan, Karak, Jordan Valley, Irbid and Mafraq) and Raba'a Al Sarhan (RSTC) new arrival registration site (three breastfeeding caravans in Za'atari camp, one in EJC

camp, two in Azraq camp, one in RSTC). Services included provision of safe and calm areas for mothers to breastfeed, along with a roving IYCF mobile van designed to conduct sessions in the remote, hard-to-reach areas. These efforts were possible due to strong partnership with a range of CBOs, health centres, public and private hospitals, and the Ministry of Social Development. Over six thousand (6,469) pregnant and lactating mothers were reached with IYCF education and counselling (individual and group counselling sessions) on breastfeeding and early initiation of breastfeeding through IYCF centres and outreach activities in the camps and CBO centres in the host community. In addition, 5,556 children under the age of five benefited from the supplementary feeding programme.

Under the new partnership with the MoH, the Community Health Task Force (MedAir, International Rescue Committee, International Federation of Red Cross and Red Crescent Societies, Save the Children Jordan) and UNFPA, UNICEF Jordan designed a training package and initiated a five-day training-of-trainers. This was the first-ever training in Jordan aiming to equip community health workers with the necessary skills in area of antenatal, postnatal and newborn care counselling, early referral and support services. Building on this experience, UNICEF Jordan agreed to support the MoH in training at least 150 community health volunteers during 2016.

**OUTPUT 4** Urgent needs of vulnerable children and women are met through quality and timely immunization and nutrition services.

**Analytical Statement of Progress:**

UNICEF Jordan ensured access to emergency immunisation services while supporting the national system for the EPI. From April to May 2015, concerted efforts and a strong communication for development media campaign around sub-national immunisation days and World Immunisation Week reached more than 397,000 children between the ages of 0 and 5 years in the high-risk and other areas. An outbreak of vaccine-preventable diseases was averted by supporting the IOM to immunise over 12,400 Syrian refugee children between the ages of six months to 15 years against measles and 12,274 children under the age of 15 against polio upon their arrival in Jordan.

Technical and financial assistance was provided to initiate community-outreach immunisation services using the “Routine Immunization Reach Every Community” approach to enhance vaccination coverage in 33 high risk areas across 12 governorates. As of end October, the mobile team had fully immunised 1,185 Jordanian children under the age of five and 670 Syrian children under the age of two against polio, and 449 Jordanians and 414 Syrians vaccinated for measles.

A continued malnutrition screening and IYCF service was provided to 3,207 women and children at the RSTC caravan, contributing to early identification of moderately and severely malnourished cases, monitoring of new arrivals, and referring and managing moderately and severely malnourished cases in the camps. Oral Rehydration Treatment (ORT) corners were established in the three IYCF caravans in Za’atari camp, and two caravans in Azraq where educators show mothers how to prepare ORT and provide them with sachets for children who have diarrhoea. IYCF services were expanded to include anaemia screening and supplementation covering 25 per cent of IYCF beneficiaries in reproductive age (15-49 years). IYCF caravans were supported in the refugee camps, reaching nearly 60,000 pregnant and lactating mothers (82 per cent of target and as of November) with one-to-one counselling sessions on breastfeeding, nutrition support and guidance.

## **OUTCOME 2 Education**

### **Analytical Statement of Progress:**

By the end of 2015, UNICEF Jordan and partners contributed towards reducing out-of-school children by 47 per cent, through supporting formal education and expansion of alternative education. In formal education, there was a 10 per cent increase in enrolment in public school amongst Syrian children: from 129,342 in 2014 to 143,259 in 2015.

At the start of 2015, the educational system faced the challenge of accommodating approximately 99,000 children who were out-of-school, representing 44 per cent of school-going aged children. To address this, UNICEF Jordan interventions focused on expanding access to educational opportunities in the formal system, including improving quality. At the same time, UNICEF Jordan supported the scale-up of educational opportunities in alternative education pathways in non-formal education (NFE) and informal education (IFE) to reach children who cannot enrol in formal school due to eligibility, lack of available space, or age. Through these efforts, an additional 13,917 Syrian children were enrolled in formal education. In addition, the IFE programme reached over 32,000 children and the NFE programme enrolled 1,548 children. Through these actions, 46,680 (47 per cent) previously out-of-school children had access to either formal or alternative education by the end of 2015.

The education needs of children with disabilities was another important priority for the year. They represent approximately three per cent of all school-going aged children (Joint Education Needs Assessment in Host, JENA 2015). The formal education system was made more inclusive to the needs of children with disabilities. Fifty-five double-shifted schools were improved with the inclusion of a resource room for the use of children with disabilities. Teachers were trained on inclusive education and how to care for the special needs of students. Parents and their children were guided with rehabilitative sessions, depending on the type of disabilities. Through these different activities, 2,093 children with disabilities were integrated into formal schools by the end of 2015. Children with severe disabilities were supported with home schooling opportunities.

Apart from expanding access to education, UNICEF Jordan invested heavily in improving the quality of education. In formal education, classroom sizes in camp schools were halved through a process of intensive operational planning with the Ministry of Education. This led to a reduction of teacher-student ratio from 1:70 in 2014 to 1:40 in 2015. In 2015, 32,000 Syrian children were supported with remedial activities to improve their learning outcomes. Almost 4,000 teachers and other MoE personnel underwent a capacity building initiative that included a range of trainings (new curricula grades 1-6, English language instruction, inclusive education, psychosocial support and Education Management Information System/EMIS). These trainings were critical in ensuring that duty-bearers, such as teachers and headmasters, were equipped with the right skills for the delivery of educational services. Furthermore, school supervisors followed up on trained personnel to ensure that the knowledge was being applied at school and in the classroom. In doing so, children benefited from improved quality of teaching that enhanced their learning experience and outcomes.

UNICEF Jordan's role in coordinating education in emergencies was highlighted as a good practice in a 2015 evaluation. The UNICEF-led Education Cluster Working Group (ESWG) was recognised as the highest-attended working group according to a Sector Performance Survey conducted by UNHCR. In 2015, specific efforts were dedicated to improving the sector's capacity in delivering emergency education through a series of Inter Agency Network of Education in Emergencies training. The ActivityInfo reporting portal was revised to avoid double

counting and increase reporting accuracy.

Several challenges were encountered during the year. One of them was related to rapid expansion of the IFE program. In order to meet the high IFE target, UNICEF Jordan needed to expand the pool of implementing partners, as the current partners could not increase their volume of activities. As a result, three were added, which increased the total number of implementing partners to 15. Another challenge was the long delay UNICEF and partners faced in obtaining project approvals for IFE/Makani projects from the Government. This delay hindered implementation progress for five months (from April-September). As a result, the scale-up of IFE programme was only effective in the last quarter of 2015. To overcome challenges related to the Government approvals, UNICEF Jordan leadership engaged the MoE decision-makers, including the Minister, to present the advocacy agenda and obtain agreements. This was effective, and will be used in 2016 to push forward other important advocacy issues.

In 2016, UNICEF Jordan and partners look forward to further expanding the capacity of the formal education system and scaling-up IFE and NFE programmes. Both actions are part of operationalising the Jordan Response Plan. UNICEF and ESWG will look towards increasing inter-sectoral work, primarily with the health sector and provide guidance to ensure quality reporting. In addition, there will be increased focus on improving the planning capacity of the MoE at all levels: central, district, and school. All these activities are planned with the goal of halving the remaining number of out-of-school children.

**OUTPUT 1** Policies and planning capacity exist for quality, safe and inclusive education.

**Analytical Statement of Progress:**

Since the onset of the emergency in 2012, the education sector has been stretched beyond capacity as it grapples to absorb an additional 222,000 school-aged Syrian refugee children needing access to school. In order to increase access for all children, the national policies and regulations have to allow for the formal education system to increase its absorption capacity.

Since 2012, UNICEF Jordan has successfully advocated for Syrians to be enrolled in formal education schools. A key success was the improved planning at the school-level to decongest classrooms in overpopulated schools in refugee camps, especially in Za'atari camp. As a result of intense collaboration between the MoE and UNICEF Jordan, more than 22,000 enrolled children benefitted from lower teacher-student ratio (1:40), which is more conducive for learning. This is significantly lower compared to the previous school year, when on average as many as 75 students were in a classroom. Children now enjoy learning in more conducive environment and could potentially acquire better learning outcomes.

Policy-level activity for disaster risk reduction (DRR) faced delays due to procurement processes. In 2016 UNICEF Jordan will continue to support the development of policy and regulations on DRR.

Since 2014, UNICEF Jordan has been advocating for an NFE programme to be developed for younger children aged from 9 to 12. As per MoE regulations, the current enrolment starts from 12 years of age. UNICEF Jordan led the process by chairing several meetings in the past two years and requesting the MoE to establish two committees (regulations and curriculum) within the ministry. These advocacy efforts stalled, due to some changes in key leadership positions within the MoE.

In 2016, UNICEF Jordan will increase its support to improve operational planning capacity. Through a consultancy, UNICEF will develop a two-year detailed plan aimed at improving planning capacity within Planning Directorate of MoE down to the school level. This will include capacity development on improving the use of EMIS to enhance operational planning. Concomitantly, school principals will benefit from management and leadership skills enhancement for providing better quality supervision in their schools.

**OUTPUT 2** The education system provides alternative education pathways and quality teaching and learning.

**Analytical Statement of Progress:**

UNICEF Jordan supported the quality of education through building the capacity of the MOE personnel in pedagogy and leadership. It also supported the delivery of MoE's alternative education pathway. Key achievements included a scale up of NFE programme, reaching more than 1,500 children and professional development of nearly 4,000 MoE personnel.

UNICEF Jordan partnered with Questscope in supporting the delivery of NFE, a MoE-certified education pathway. The objective is to reach 3,400 vulnerable children in host communities and another 100 in Azraq camp by the end of 2016. The first half of 2015 saw a rapid expansion, with 60 centres in 11 governorates established. By end of 2015, 1,548 out-of-school children aged 12 and above (60 per cent boys, 40 per cent girl, 70 per cent Syrians, 30 per cent Jordanian and others) received quality learning. Children learned in interactive learning environments from their 120 trained facilitators. They benefitted from extra-curricular activities which enhanced social cohesion amongst students and between students and teachers. The NFE programme in camps was equally in high demand. NFE was introduced in Azraq camp on a small scale (100 children) while the current enrolment has exceeded the planned target by 45 per cent. A key challenge for the NFE programme was the limited financial support available to expand the programme on a large scale. Nonetheless, UNICEF Jordan will add 30 new centres in early 2016. NFE in camps will reach 540 youth in Za'atari and Azraq camps through an adult literacy programme delivered in partnership with Relief International.

Quality issues in the provision of formal education were cited in a 2015 UNICEF-supported evaluation as a bottleneck to education. In order to improve quality learning and teaching in formal education, UNICEF Jordan supported a range of activities targeting MoE personnel. By the end of 2015, nearly 4,000 MoE personnel benefitted from pre-service and in-service trainings, and 800 newly appointed teachers had received induction training focused on planning, classroom management, and teaching methods; critical skills for improving the quality of teaching particularly in double shifted and camp schools. Another 2,250 teachers benefitted from training on new curricula (grades 1-3 and grades 4-6). To sustain the impact of the training, teachers were supported by MoE personnel responsible for providing supervision and guidance. One challenge UNICEF faced was obtaining timely approval on planned training activities. In 2016, UNICEF will work with the MoE towards resolving this issue.

**OUTPUT 3** Children, parents and community members are engaged in outreach, school life and social cohesion.

**Analytical Statement of Progress:**

Realising the important role the community has on influencing the demand for education, UNICEF Jordan implements interventions directly at the community and school level. The objective is to engage parents, community members, teachers and principals to value education; its role and potential in producing resilient and cohesive societies. Important

achievements included the operationalisation of DRR, the nationwide launch of a Learning for All campaign, and social cohesion activities.

In DRR, UNICEF Jordan collaborated with the MoE to build the resilience of Jordanian schools against natural and man-made disasters. At the school level, UNICEF Jordan partnered with International Medical Corps, to deliver DRR activities in 50 identified schools in Irbid, Balqa, Madaba, Karak, Tafilah and Aqaba governorates. In each school, a committee was established and trained on disaster preparedness, disaster response and recovery and social cohesion. The last component aimed to reduce tensions between Jordanian and Syrian refugee children by strengthening networks and linkages within the school communities and between different student groups. In 2016, schools are expected to continue with DRR activities, while UNICEF Jordan will withdraw its support.

From August 2015, UNICEF Jordan led all education-related outreach activities through the Learning for All campaign. The focus was expanded to include all children, so that each has equal access to formal or alternative education. The campaign was launched to coincide with the new academic year, and was intended to encourage new enrolment. It contributed towards the 10 per cent enrolment increase from the previous school year. Campaign messages were developed at the community level. In order to have a wide geographic coverage, UNICEF Jordan and 13 partners conducted outreach activities nationwide.

Social cohesion activities were provided to 2,500 youth. These included remedial classes, enrichment programmes such as sport, art, music and ethics. Participants developed skills such as communication, leadership, decision-making, team work, and dealing with diversity enabling greater confidence and empowerment. UNICEF partners also reported, based on informal feedback, that the participants improved academic performance through remedial classes in basic subjects (Arabic, English, mathematics and sciences).

Unforeseen delays were experienced due to late project approval from the Government. This hindered the implementation of We Love Reading campaign. Campaign activities will be scaled up in 2016 to make up for the delay. In 2016, UNICEF will close DRR activities and shift its focus to outreach campaigns and social cohesion activities.

**OUTPUT 4:** Urgent needs of vulnerable children are met through equitable, safe and quality learning.

**Analytical Statement of Progress:**

In 2015, UNICEF Jordan focused on expanding access and improving quality education within schools hosting Syrian children and vulnerable Jordanian children. Other priorities included expanding the provision and quality of informal education and increased support to inclusive education for children with disabilities.

One major achievement was a 10 per cent enrolment increase from 2014 resulting from quality-driven activities such as distribution of school bags, supplies and furniture, and remedial education. More than 32,000 children received remedial activities targeted at improving learning outcomes. Children and teachers benefitted from improved learning spaces through the rehabilitation of schools and new furniture. Enrolment in camps was maintained at 22,757 (49 per cent boys and 51 per cent girls). As of May 2015, collaboration between UNICEF Jordan and the MoE led to reducing the student-teacher ratio in camp schools. A significant achievement was made in Za'atari camp, where the number of students per class reduced from an average of 75 to 40.

For children ineligible for formal education, UNICEF Jordan increased its efforts to expand alternative education opportunities. By the end of 2015, more than 32,000 children (43 per cent boys, 57 per cent girls, 70 per cent Syrian) benefitted from informal education. To further enhance the quality of IFE, learning materials were standardised. All UNICEF partners were trained on IFE delivery and use of materials.

While assessments conducted in 2014 and early 2015 revealed that more than half of children with disabilities were not in school, more than 2,000 students with disabilities were integrated into formal schools in 2015 through a UNICEF Jordan and Mercy Corps partnership. Children with disabilities also benefitted from schools that were adapted for their needs. Resource rooms were established in 55 double-shift schools where children received accommodative and mobility equipment, as well as rehabilitative sessions. Training and awareness sessions were provided to 951 teachers and 7,476 community members to encourage the education of children with disabilities.

UNICEF Jordan's role in coordinating education in emergencies was highlighted as a good practice in a 2015 evaluation. The UNICEF-led Education Cluster Working Group was recognised as the highest-attended working group according to a Sector Performance Survey conducted by UNHCR. Achievements included sector members' strengthened capacities in emergency education, with approximately 136 participants were trained in minimum standards. In 2016, the ESWG will look towards increasing inter-sectoral work, primarily with the health sector, and provide guidance to ensure quality reporting.

### **OUTCOME 3 Adolescent and Youth**

#### **Analytical Statement of Progress:**

In 2015, UNICEF Jordan, in collaboration with the national and international partners, responded to the key priorities of adolescents and youth for life skills, informal education, psychosocial services and experiential learning. Substantial efforts were taken to increase opportunities for civic engagement, volunteering, and participation. Results of a life skills assessment conducted found that when adolescents and youth were empowered to play meaningful roles in their communities, given a sense of purpose and the chance to have their voices heard, they were more likely to make positive/healthy choices and act as change agents, contributing to social cohesion and tolerance in their communities.

The National Youth Survey was conducted with the support from UNICEF Jordan and UNFPA, in partnership with the Centre for Strategic Studies at the University of Jordan, King Hussein Foundation, and the Department of Statistics. The findings provided critical information on the situation of youth, trends in their development, and addressed gaps of knowledge in areas where information was not available.

Through strategic partnership with Greater Amman Municipality (GAM), UNICEF supported establishment of the Children Municipal Council (CMC) that ensures involvement of youth in the planning and decisions related to child friendly initiative in Amman. An interactive mobile application and U-report portal in Arabic were developed in 2015, and will be used to raise key issues and concerns, as well as receive feedback from youth about initiatives in Amman. Three innovation labs in host communities were established. UNICEF Jordan received support from the MENARO and the UNICEF Kosovo innovation lab on the design and the structure of the labs.

UNICEF Jordan and the National Council for Culture and Arts in cooperation with the MoE and Jordanian Hashemite Fund for Human Development (JOHUD) launched the 34th International Arab Congress in August 2015 under the patronage of Her Majesty Queen Noor Al Hussein, founder of the Congress. The theme was “Investing in Young People as Agents of Positive Change for Human Development”. The congress addressed quality education, skills building and entrepreneurship, early marriage and reproductive health for adolescents, youth engagement and civic participation. Around 150 youth from Jordan and twelve delegates from Pakistan, Lebanon, Morocco, Palestine, Tunisia, Holland, Serbia, Iraq, Kuwait, United Arab Emirates and Libya joined the congress and presented their community initiatives.

UNICEF Jordan supported JOHUD to institutionalise life skills programme in their core programming. In addition, JOHUD’s institutional capacity was strengthened in the implementation, monitoring and evaluation of the life skills programme. A core team of 33 trainers nationwide were trained on various topics related to life skills programming for youth, including relevant issues on gender-based violence. Significant support was provided to JOHUD to enhance and expand the outreach, which included tools and approaches to ensure reaching out to the most vulnerable and marginalised young people.

Over 100 young trainers, of whom 54 per cent were females, were trained on UNICEF’s life skills curricula. UNICEF Jordan supported the establishment of a steering committee that will work out the process of operationalising the life skills programme across the country. These efforts will further support institutionalisation of the life skills programme.

Quality assurance of the life skills programme was maintained through over 220 monitoring and follow-up visits conducted to all centres implementing the programme. The findings and recommendations were presented and discussed at the quarterly meetings with the core team of trainers and the steering committee, which facilitated addressing challenges and bottlenecks which were identified.

UNICEF Jordan, with the support from MENARO, launched an experimental learning programme with a routine monitoring system for the life skills programme. More than 50 staff from implementing partners were trained on its use, which will result in regular and real-time data collection and reporting to inform the programme and maintain the quality of the services provided to young people. This system was developed with support from the UNICEF Kosovo innovation lab, and was based on a package of tools and checklists for routine monitoring that was been developed jointly by UNICEF Jordan and partners to systematically conduct routine monitoring of life skills programme.

UNICEF Jordan provided increased opportunities for the youth to be part of the UNICEF Change Agents Network: to become change agents among their peers and their communities. With the support of Tech Tribes, 40 members are currently active and acting as change agents. Though a partnership with Oasis500, young people were given an opportunity to submit proposals over innovative social interventions. Implementation of those initiatives will start after finalisation of the selection in early 2016.

Strengthened outreach efforts are needed to reach the high number of inactive youth in host communities. Taking into consideration the limited resources available for the programme and identified priorities, UNICEF Jordan used a vulnerability criteria to attract most marginalised and vulnerable youth and adolescents. Engaging working youth, especially Syrians, remains an outreach challenge for the programme. UNICEF Jordan will continue its strategic partnership

and try flexible and innovative approaches to ensure reaching out to the most marginalised youth and adolescents to deliver quality services.

**OUTPUT 1** Institutions and community-based organizations provide equitable and quality civic engagement opportunities for young people.

**Analytical Statement of Progress:**

UNICEF Jordan supported GAM in establishing the Child Municipal Council (CMC). The CMC is mandated to enable involvement of youth in a dialogue with policy makers and planning processes at the municipality, to ensure that the voices of children are heard and that the best interest of the child is placed at the forefront of the municipality. The CMC worked on various issues in 2015 related to child labour, violence, and children participation, amongst others. The CMC was characterised with a strong sense of partnership among the different organizations involved: Greater Amman Municipality, UNICEF Jordan, MoE, Ministry of Social Development (MoSD), Ministry of Labour and others, who all demonstrated a great deal of commitment in creating an enabling environment for children's and adolescent's participation. This initiative has mobilised municipality staff, schools and other in the community to provide opportunities for children and adolescents to voice their views and their opinions, and to enable them to play a role in ensuring that Amman is a child-friendly city.

UNICEF Jordan, with the support of UNFPA and in partnership with the Centre for Strategic Studies at the University of Jordan, King Hussein Foundation, and the Department of Statistics completed Jordan's National Youth Survey. The data collection covered 12,000 household nationwide representing 14,000 young people between the ages of 10-24 covering all governorates in Jordan. The qualitative component of the survey was completed in November focusing on youth perceptions and aspirations. The survey contributed in updating the existing data on the situation of young people, trends in their development and address gaps of knowledge in areas where information is currently not available. A similar assessment is being conducted by Norwegian Refugee Council (NRC) in the camps and aims to be completed in the first quarter of 2016.

In close collaboration with GAM, UNICEF launched the U-Report – an interactive mobile application that is linked to an online portal in Arabic. The portal will engage a wider network of youth and enable cross platform engagement among young people. The platform will enable young people across Jordan to provide feedback on key initiatives in their communities in Amman. The data from the application will feed into an Interactive Digital Map that will facilitate analysis of locations against key socio-economic data and allow “click through” to further details and a variety of feedback tools.

**OUTPUT 2** Young people use opportunities to engage decision-makers and participate in civic engagement platforms.

**Analytical Statement of Progress:**

UNICEF Jordan, in partnership with 13 implementing partners, reached more than 38,000 young Syrian and Jordanians (16,493 boys and 21,729 girls) between the ages of 10 and 24, in host communities through integrated Makani approach.

The first season of a joint life skills radio show) was completed. It was developed by youth who completed the life skills programme. The radio programme was aired on Farah Al Nas, a radio station for young people and local communities, launched by HRH Princess Basma and affiliated with JOHUD.

UNICEF Jordan, in partnership with Oasis500, provided business and entrepreneurial training opportunities to empower 30 marginalised youth (13 females). This partnership helped refine the life skills curricula by adding entrepreneurial content to support learning. Oasis500 linked social innovation with business innovation to create opportunities for young people with unique insight into the challenges that affect their communities. This initiative allows young people to team up with local leaders to develop creative and sustainable solutions in their communities.

UNICEF Jordan supported experiential learning, a sustained mechanism for youth-led initiatives that was established to follow the life skills learning phase, with 58 youth-led initiatives implemented nationwide. The project started with “One Step at a Time”, a national community service initiative emanating from the International Arab Youth Congress National Initiative. An event was organised by UNICEF Jordan and the National Centre for Culture and Arts, in cooperation with the MoE and JOHUD. Twenty-two community service projects were implemented in Jordan by 72 winning school students and out-of-school young people from across the country.

Generations for Peace, with support from UNICEF Jordan, implemented a programme focused on social cohesion through sports and art in selected host communities. Fifty-two delegates, including peer educators, trainers and facilitators working with youth, were trained on peace building and conducting behaviour change activities. In addition, more than 500 young people between the ages 10 and 24 (225 girls) were trained on peace building by enhancing their capacity in conflict transformation and improved relationships amongst and between Jordanians and Syrians. An additional 18 community initiatives were designed to promote social cohesion with Generations for Peace, involving 450 community participants.

**OUTPUT 3** Vulnerable young people are agents of social cohesion and benefit from quality learning opportunities.

**Analytical Statement of Progress:**

UNICEF Jordan in partnership with NRC provided learning opportunities to 3,058 young people (1,732 boys, 1,326 girls) and other partners supported reaching an additional 700 (560 girls) with learning opportunities in camps. In Za’atari camp a mini practical intake for graduates was launched at the NRC centre to support working youth.

UNICEF Jordan continued to build the capacity of NRC on experiential learning. This partnership allowed young people to carry out more than 165 community service activities that allowed them to practice their skills. The programme achieved 81 per cent completion rate, with the few students dropping out due to reasons such as internal movement of the families and transportation to the centres. Girls’ participation was limited due to challenges in mobility and because of early marriage. In response to these challenges, a number of online learning courses were introduced in collaboration with EDRAAK, the Queen Rania Foundation’s online learning platform. These courses range in content from life skills to languages. Female participation in the programme increased compared to last year, due to the day care facilities operated in Za’atari and Azraq camps.

A challenge remains in reaching out to those who are out of school and out of employment. To address this gap, UNICEF Jordan supported NRC to prioritise reaching out to the young people who are most in need, while focusing on younger adolescents especially between the ages of 14 and 18.

A Lab on Wheel, an innovative project implemented in 2015 will support reaching out to young people to collaborate with other stakeholders on issues of their concern in their communities, including addressing the challenges of those who are not mobile.

UNICEF Jordan continues advocating with the Government and currently engaged with the Ministry of Planning and Interior Cooperation and the MoSD to launch the provision of post basic in the host communities.

## **OUTCOME 4 WASH**

### **Analytical Statement of Progress:**

During 2015, UNICEF Jordan made considerable progress in WASH at a number of levels. At a national level, UNICEF Jordan worked to strengthen the strategic planning of the Ministry of Water and Irrigation (MoWI) in prioritising critical interventions based on evidence. For this, UNICEF Jordan supported the Water and Sanitation Vulnerability mapping, the Project Monitoring Database and the nationwide WASH in Schools assessment; and the integration of the key findings into the National Water Strategy 2016-2030 and the Jordan Response Plan 2016-2018. The findings from these assessments enabled the Government and partners to accurately prioritise those areas in most need of support with key projects listed in the JRP.

UNICEF Jordan led the WASH sector coordination in the camps and ensured the standardisation of approaches and interventions, as well as the agreement on the prioritisation of the needs. Contingency plans were developed for a variety of scenarios in the camp, and the WASH strategy was finalised, with inputs collated from a broad range of partners. UNICEF Jordan's coordination of the Hepatitis A response in Azraq ensured that the approaches were agreed across all partners and between the respective sectors, including health and education. As a result of UNICEF Jordan's leadership in social mobilisation, tools were finalised for the dissemination of messages on effective handwashing.

An important strategy employed by UNICEF has been to mitigate the impact of the refugees in the host communities. UNICEF Jordan supported the rehabilitation of existing water and sewerage municipal infrastructure to increase the efficiency of the systems and more effectively meet the needs of the increased population. This reached over one million people. Importantly, the water projects have reduced leakage rates along critical sections of the distribution network, which has increased the amount of water available for supply, while lowering the operational costs. Using the prioritisation developed in the nationwide assessment, 127 schools were supported with improved WASH facilities.

During the year, over 122,000 people were provided with a range of WASH services in four camps (Za'atari, Azraq, King Abdullah Park and Cyber City), with the registered population of Azraq more than doubling over the period. On a daily basis, more than four million litres of water were provided to meet the agreed minimum standards. To ensure a clean environment, UNICEF Jordan facilitated the collection and safe disposal of all of the wastewater and solid waste generated in the four camps. Substantial progress was made on the implementation of the transitional strategy formulated in 2014 to improve the sustainability, quality, consistency, reliability, cost-effectiveness and equity of the WASH services. This strategy was achieved in five key areas, highlighted below.

- The operationalisation of an additional two boreholes, bringing the total number of operational boreholes to four. These have substantially reduced the costs associated with water trucking and increased the quality, reliability and consistency of water in the camp.

The provision of water from the internal boreholes reduced the unit cost of water delivery by almost 50 per cent.

- The operationalisation of the two treatment plants in Za'atari (in early 2015) and Azraq (in late 2015). The unit cost of internal wastewater tankering has reduced by more than 50 per cent.
- The completion of Phase I of the Za'atari Water Network, which will be operationalised in early 2016.
- The construction of Phase I of the Za'atari Wastewater Network which commenced in November, and is scheduled for completion in mid-2016.
- The progressive streamlining of partnerships to ensure a consistent UNICEF approach (integrating WASH with health and nutrition messages) across the camps.

To improve access to water and sanitation facilities and services by vulnerable people and households, UNICEF Jordan supported interventions at community and household level, reaching over 16,800 people.

The progress in the sector by UNICEF Jordan was facilitated by a number of strategic partnerships which were expanded throughout 2015. The WASH Programme continued to work closely with the MoWI and facilitated the Ministry's highly active participation in the respective Task Forces for the Za'atari infrastructure projects. UNICEF Jordan also collaborated with UN agencies including UNHCR, the United Nations Development Programme (UNDP), the United Nations Educational, Scientific and Cultural Organisation (UNESCO), the Food and Agriculture Organisation (FAO) and the United Nations Office for Procurement Services (UNOPS), as well as a range of donors including the Government of Germany (KfW - Kreditanstalt für Wiederaufbau, GIZ - Gesellschaft für Internationale Zusammenarbeit, THW - Bundesanstalt Technisches Hilfswerk), the Government of the United States (USAID and PRM), the United Kingdom's Department for International Development and the Swiss Agency for Development and Cooperation, in addition to NGOs, commercial enterprises and international municipalities, including the City of Amsterdam and Bremen Overseas Research and Development Association.

Although significant progress was made, particularly in the transitioning to more equitable service delivery, many challenges in the WASH sector remain including the limitations associated with short-term and unpredictable funding, particularly for infrastructural projects. The uncertainty relating to the duration and scale of the Syrian crisis, as well as challenges faced by refugees for livelihood opportunities in Jordan and the perception of opportunities elsewhere, pose challenges for the planning of interventions. UNICEF Jordan will continue to advocate for improvements for the refugees in terms of access to services and opportunities, while protecting the natural resources of Jordan.

**OUTPUT 1** Government and WASH sector partners plan and optimally utilise WASH resources and services for equitable access.

**Analytical Statement of Progress:**

Throughout 2015, UNICEF Jordan supported the MoWI and WASH sector partners through a range of mutually enforcing interventions. Importantly, this support was applied across different layers of the sector, and in a sequential manner, to ensure that the needs identified were incorporated into the development of priorities. In preparation for the three-year planning of the JRP 2016-2018, UNICEF Jordan led the development of Water and Sanitation Vulnerability Mapping to ensure that the areas of most critical need were clearly prioritised for both water and sanitation. Complementing this, support was provided to the development of a Project

Monitoring Database to highlight the areas where WASH interventions are underway or planned. The overlaying of the vulnerability maps with the project database clearly highlighted areas of critical need. Since the Water and Sanitation Vulnerability Maps were finalised, they have been used extensively by the Government and partners to target areas for planning. The work undertaken during the comprehensive nationwide WASH in Schools assessment resulted in a prioritised categorisation of all 3,681 schools, in consultation with the MoE and the database has already been used to prioritise interventions by UNICEF Jordan and sector partners. Both the Vulnerability Mapping and the nationwide WASH in Schools Assessment were handed over to the respective Government ministries, and capacity building is being undertaken to ensure that the work is maintained and updated.

While the planning process for the JRP was led by the Government, UNICEF Jordan's extensive experience in WASH policy and strategy planning was utilised by the Government in the formulation of the JRP. As lead agency in the WASH sector, UNICEF Jordan supported the Government to revise the National Water Strategy (2016-2030) to support critical advocacy on water scarcity in Jordan and the necessary evolution towards using renewable and more efficiency projects, and the key role of reducing water loses.

In the host communities where more than 85 per cent of the 632,762 Syrian refugees live, UNICEF Jordan supported a range of projects which have benefitted an estimated 1.02 million people, including over 500,000 children. In addition, nearly 92,000 children have benefitted from improved access to WASH facilities as a result of interventions in 127 schools.

Although good progress was made, the water target was not reached, primarily through a chronic lack of funding for host community projects.

**OUTPUT 2** Children, parents and community members are aware of and practice hygiene and water conservation.

#### **Analytical Statement of Progress:**

In Jordan, the rates of practice of key WASH behaviours are very high amongst adults, although to a lesser degree amongst children. As a result of this and the high rates of access to safe water and the clean environment, incidences of vector-borne diseases are low amongst adults. Although an outbreak of Hepatitis A was declared in Azraq in July, the number of cases reached 199 by 28 October in the camp for an effective population of 15,357 people, with 42 per cent of the cases in children under the age of five. UNICEF Jordan effectively coordinated the response in Azraq, with strong collaboration between the WASH, health and education sectors.

In the camps, a particular concern has been the lack of water conservation, most likely attributable to the fact that Syrians have little experience or historical need to conserve water. To address this and many other issues, work commenced on a water network in Za'atari. To ensure the protection, support and appropriate operation and maintenance of the network, a Working Group on Community Mobilisation was established, which was instrumental in mobilising support for the network across the camp.

In the four refugee camps and in targeted vulnerable households, almost 100,000 people (including 55,000 children) were reached with messages on key hygiene practices and water conservation. This large number was reached through a combination of household visits, focus group discussions and school sessions. The key messages disseminated included safe water storage, handwashing with soap at key times and water conservation. In Za'atari, the Children's Club structure was expanded and more than 26,000 children were reached. In Azraq, a new

integrated approach using Block Mothers and Care Groups was piloted to better integrate WASH, nutrition and health approaches.

In host communities, messages on key WASH practices were disseminated to almost 100,000 people through mobilisation sessions in the targeted vulnerable households and schools. In the target 127 schools, students' hygiene kits were distributed to complement the construction and rehabilitation work. To further support the mobilisation, 75 school health committees were either established or reactivated to mobilise students on key hygiene practices in school and at home. As part of the assistance to vulnerable households and to ensure the effective use of the facilities and the safe storage of food and water, mobilisation sessions were carried out reaching 5,387 people.

**OUTPUT 3** Urgent needs of vulnerable people especially children are met through quality and lifesaving WASH services

**Analytical Statement of Progress:**

Throughout 2015, UNICEF Jordan supported a comprehensive package of WASH services to 133,494 people, including 122,055 refugees in four camps (including over 67,700 children) and an additional 11,439 vulnerable people living outside of the camp environment.

The implementation of the Transitioning Strategy was significantly scaled-up with the operationalisation of two additional boreholes and the two wastewater treatment plants, as well as the commencement of works for the water and wastewater networks in Za'atari camp. The implementation of this strategy is critical for the predictable, sustainable, cost-effective and equitable delivery of services across the camp and has already resulted in significant cost savings. However, challenges were encountered while implementing the strategy due to resistance encountered from local enterprises as a result of the reduction in the dependence upon external services. Such resistance resulted in a five day water and wastewater strike in May. UNICEF Jordan coordinated the response and immediately implemented a contingency plan to mitigate the impact.. As a result of the strike, the completion of the third borehole was accelerated and a mini water network constructed, both of which led to an immediate reduction in water tankering costs. To redress the imbalance between the free services in the camps and metered municipal services outside, UNICEF Jordan facilitated the review of services to the surrounding communities, and advocated strongly with donors on this issue.

Although the construction of the water network was slightly delayed due to the decision to extend the network to a household level, Phase I of the network was completed in November to mitigate against the risk of vandalism and illegal connections. It is anticipated that sections of the network will be operational on a gradual basis, progressively reducing the dependence upon tankering. Work on the wastewater network in the camp commenced in November and by early April 2016, household connections will be completed and the open pits backfilled and WASH blocks progressively replaced.

UNICEF Jordan oversaw the provision of a daily package of WASH services in four camps which included almost four million litres of treated water; desludging of household, communal and institutional latrines; collection and disposal of 850 cubic metres of solid waste, and the repair and maintenance of communal WASH blocks.

**OUTCOME 5** Child Protection

**Analytical Statement of Progress:**

In 2015, UNICEF Jordan continued to focus on a broad range of child protection systems building and service delivery initiatives. This included support for reforming the juvenile justice and alternative care systems, decreasing the prevalence and acceptance of violence in schools, providing quality psychosocial support and multi-sectoral child protection and gender-based violence related case management services to vulnerable children and women across Jordan, monitoring and reporting grave violations against children in Syria, and ensuring that Jordan's most vulnerable children were able to stay warm during the winter months.

Since the approval of the Juvenile Law (2014) in late 2014, UNICEF Jordan worked to support its nationwide roll-out. This included supporting the development of by-laws, thereby enabling key stakeholders to implement the law, and the plans for piloting the use of alternative measures to detention and diversion.

In 2015, UNICEF Jordan and UNHCR supported the Government of Jordan in its formalisation of alternative care for unaccompanied and separated Syrian refugee children in Jordan. For this, UNICEF and UNHCR, in partnership with Ministry of Social Development, trained 25 Jordanian judges (including five women), NGO 21 social workers (11 women), and 52 government social workers (20 women) in order to ensure that all stakeholders understood the new processes and procedures.

In 2015, the Ma'an campaign activities were scaled up significantly with the roll-out of the Tarbiyeh transformative behaviour programme to 50 schools after the pilot phase, reaching over 11,000 students. In addition, UNICEF Jordan supported the wide scale roll-out of training for school advocacy group members on their roles and developing school-level plans to create violence-free environments. Students continue to complete the monthly online survey, through which they report the prevalence of verbal and physical violence in addition to the use of positive behaviour management techniques. Finally, UNICEF Jordan supported a training of trainers for school counsellors on the Inter-agency Standard Operating Procedures for Prevention and Response to Child Protection and Gender-Based Violence to ensure that counsellors are equipped with the tools and knowledge needed to make referrals for child protection and gender-based violence concerns that may arise in the course of their work.

UNICEF Jordan reactivated and began the scale up of its early childhood development (ECD) interventions, in partnership with Jordan River Foundation, Islamic Charity Centre Society and the MoE, to implement the Better Parenting Programme nationwide. The Better Parenting Programme aims at providing mothers, fathers and other caregivers with necessary skills and information for psychosocial, cognitive, and physical development of their young children. It is anticipated that improved knowledge and skills among parents will strengthen the parents' position as advocates for their children and as partners to early childhood development and education programmes catering to their children. A core team of 15 national trainers was established and trained on the ECD manual, and plans are underway to reach 5,000 families and caregivers of children aged from birth to eight years through parenting sessions implemented by partners in the coming months.

UNICEF Jordan completed an evaluation of its psychosocial response covering 2013-2014. This revealed that the ongoing approach to the provision of psychosocial support in Jordan is highly effective and has achieved significant results in improving the psychosocial wellbeing of children, including through improved emotional regulation. Partners were engaged throughout the evaluation process, including the discussion of the recommendations. This informed the development of the workplan for 2016-2017.

While the evaluation clearly indicated that UNICEF Jordan's psychosocial support response has been effective, the protracted nature of the crisis and complex needs of affected populations required UNICEF Jordan to re-evaluate its approach to service provision in late 2014. This resulted in the development and nationwide roll-out of the Makani model, through which Jordan's most vulnerable children have access to informal education and life skills and psychosocial support in UNICEF-supported Makani centres. Throughout this process, UNICEF Jordan prioritised the capacity building of child protection, education, and youth partners to ensure that all frontline workers at Makani centres provide high quality support to all affected populations.

Through these efforts, around 170,000 boys and girls were reached with quality psychosocial support services throughout the year. This includes over 7,000 of boys and girls who received multi-sectoral child protection and gender-based violence related case management services.

UNICEF Jordan continued to co-chair the Child Protection Sub-Working Group, and partnered with UNHCR in two joint campaigns, one on the prevention of recruitment and use of children in armed conflict and the other on birth registration. UNICEF Jordan also continued to contribute to the Monitoring and Reporting Mechanism for Syria, through which information was collected on the six grave violations against children in Syria.

To protect children during the harsh winter season, winter clothing support was provided to nearly 72,000 girls and boys up to the age of 17. This was made possible through cash support to refugees living in Azraq and Za'atari camps, and through the provision of winter kits to the most vulnerable girls and boys in other key locations.

**OUTPUT 1** Improved legal and policy framework prevents and responds to violence, exploitation and neglect

#### **Analytical Statement of Progress:**

The Juvenile Law of 2014 became effective in January 2015. In order to support the Government in its roll-out of the new law, UNICEF Jordan engaged closely with the Government and National Council for Family Affairs (NCFA) to facilitate the preparation of guidelines and ensured meaningful implementation of the law nationwide.

UNICEF Jordan through partnership with NCFA and Justice Centre for Legal Aid have developed eight by-laws to facilitate the implementation of the law. Several consultative meetings were held to ensure it reflects international standards and is culturally and legally appropriate. Moreover, UNICEF Jordan supported NCFA to conduct an analysis of national family legislations to inform amendments of legislations affecting the family, including the Penal Code and other protection related laws. Workshops were organised to advocate for amendments with key stakeholders, including members of the judiciary and Sharia courts.

The domestic violence draft law was developed and submitted to the Legislative Bureau for a final review before submitting to the Parliament.

Several amendments were proposed for the Penal Code mainly focusing on article 62 related to corporal punishment and article 308 related to forcing girls to marry the perpetrators of rape crimes, among others. The amendments were discussed in workshops where opposing opinions to the amendments were voiced by officials from *Sharia courts* and other conservative elements. UNICEF Jordan will conduct additional advocacy to influence the amendment process to the Penal Code.

An early readiness study was conducted in 2014 by UNICEF Jordan in coordination with the Ministry of Education and National Centre for Human Resources Development to monitor early childhood development at the national level with periodic and repeated measurement. The study was approved by MoE in April 2015. The results of the study will be used to design and select the educational programs and curricula suitable for male and female children in rural and urban schools across the geographic regions.

**OUTPUT 2** Institutional and community based child protection systems offer quality preventive and responsive child protection and gender-based violence services.

**Analytical Statement of Progress:**

UNICEF Jordan supported the establishment of three new branches of Family Protection Department (FPD) in 2015, one each in West Irbid, Tafila, and Ma'an. The opening of the Ma'an branch signified a major breakthrough in the norm governing family violence in one of the most conservative areas of Jordan. UNICEF Jordan also supported the Juvenile Police Department (JPD) in opening four new branches, one each in South Amman, Irbid, Zarqa, and Ma'an, which will be fully operational in 2016. The mandates of both agencies were reviewed, and the revised mandates were developed through a participatory process. Furthermore, a training needs assessment for FPD and JPD was conducted in preparation for the development of training manuals and a training of trainers in early 2016.

In collaboration with MoSD, the foster care and juvenile diversion programmes were functional in three governorates (Amman, Irbid, and Zarqa). Implementation will be extended to cover a fourth governorate (Madaba) in early 2016. Eleven children were placed in foster care in 2015, bringing the total number of children placed in family care to 60 since the start of the programme. Specialised manuals and training material to support psychosocial interventions for children and caregivers in the foster care and juvenile diversion programmes is being developed together with standard operating procedures. The national training team was selected, and training commenced in December.

A new partnership agreement was signed with the MoE to undertake several ECD initiatives, including the training for 400 teachers. These teachers did not receive induction training on the national curriculum. The agreement also includes the comprehensive training package for kindergarten teachers and 150 teachers from two community-based organisations. While the MoE-UNICEF Jordan partnership awaits the Cabinet approval, training is being planned for January 2016 during the mid-term school holiday.

UNICEF Jordan supported the opening of a MoSD Managed shelter for women survivors of gender-based violence in the north of Jordan. It has capacity to host 25 women and girls at a given time, including their children. Since the soft opening in June 2015, 31 women have resided in the shelter. UNICEF Jordan supported MoSD to run the shelter and to improve the quality of care through the development of protocols of care in line with international standards. The first draft of the protocol was finalised and was discussed in a joint workshop at the end of 2015.

**OUTPUT 3** Output 5.3: Children and families are mobilized to prevent and reduce violent and harmful practices

**Analytical Statement of Progress:**

In 2015, the Ma'an campaign activities were scaled up significantly with the roll-out of the Tarbiyeh transformative behaviour programme to 50 schools after the pilot in six schools, reaching 11,487 students (4,320 female, 7,167 male). In addition, throughout 2015, 97 trainers have conducted 399 training sessions reaching 12,407 School Advocacy Group members on their roles and developing school-level plans to create a violence-free environment. Students continue to complete the monthly survey, and more schools are participating, including those in the refugee camps and double-shifted schools hosting Syrian refugees. The School Advocacy Groups are using the monthly survey results to inform their school-level plans and campaign activities. Finally, 40 school counsellors received trainings of trainers on the Inter-agency Standard Operating Procedures for Prevention and Response to Child Protection and Gender-Based Violence. They delivered roll-out trainings to 1,808 counsellors (60 per cent female). The next round of trainings of trainers will focus on the Inter-Agency Case Management Manual.

In December 2015, 3,572 families and caregivers of an estimated 6,748 children between the age of 0 and 8 years were reached through parenting sessions implemented by Jordan River Foundation, Islamic Charity Centre Society, and the MoE. Parenting sessions provided mothers, fathers and other caregivers with skills and information to promote the psychosocial, cognitive, and physical development of their young children. It is anticipated that improved knowledge and skills among parents will strengthen the parents' position as advocates for their children and as partners to ECD programmes targeting their children.

**OUTPUT 4:** Urgent needs of vulnerable children and women are met through equitable child protection, protection against gender-based violence and psychosocial support

#### **Analytical Statement of Progress:**

UNICEF Jordan supported the provision of psychosocial support services to nearly 170,000 vulnerable girls and boys (52 per cent girls) in camps and host communities through 151 Makani centres and Child and Adolescent-Friendly Spaces (49 in camps and 117 in host communities). Just over 7,000 of these children, including 1,014 unaccompanied and separated children and 713 girls and boys at risk of early marriage or already married, also received case management services for child protection and gender-based violence risks.

UNICEF Jordan and UNHCR supported the Government of Jordan in its formalisation of alternative care for Syrian unaccompanied and separated children in Jordan. For this, UNICEF and UNHCR, in partnership with the MoSD, trained 25 Jordanian judges (five women), NGO 21 social workers (11 women), and 52 MoSD social workers (20 women) in order to ensure that all stakeholders understood the new processes and procedures. The cases of around 10 Syrian children were formalised through Sharia courts following these trainings.

UNICEF Jordan continued to co-chair the Child Protection sub Working Group with UNHCR. In partnership with Jordan River Foundation, UNICEF supported the training of 307 frontline staff from different working groups on the IA Child Protection and GBV Case Management Training manual and the IA SOPs for the prevention and response to child protection and GBV. The IA Amani, children affected by armed conflict, and birth registration campaigns were scaled up through all CFSs and Makani centres and reached 96,379 women, girls, boys and men with key child protection and gender-based violence messages. UNICEF Jordan also continued to contribute to the Monitoring and Reporting Mechanism for Syria, through which information was collected on the six grave violations against children in Syria.

To improve the quality of services provided at UNICEF Jordan-supported spaces and Makani

centres, over 2,100 frontline workers and 2,900 volunteers and members of child protection committees were trained on child protection, GBV and psychosocial support-related issues.

To protect children during the harsh winter season, winter clothing was provided to nearly 72,000 children between the ages of 0 and 17, which included all children residing in camps. This was made possible through cash support through WFP e-card to refugees living in Azraq and Za'atari camps and through the provision of winter kits (in-kind) to the most vulnerable girls and boys in other key locations, including children living in informal settlements and those stuck at the border.

## **OUTCOME 6** Technical assistance for social inclusion

### **Analytical Statement of Progress:**

In 2015, UNICEF Jordan supported two additional ministries to implement child-focused results-based budgeting. UNICEF Jordan and NCFA in partnership with General Budget Department and the Ministry of Finance conducted the child rights budget analysis for the Ministry of Public Works and Housing and Higher Council for Youth and built staff capacity on monitoring and evaluation for better results for children. The General Budget Department of the Ministry of Finance continued to include Table No. 22, which covers respective ministries budget summary directly allocated to children, in the annual General Budget Law.

Concerned with the limited access to livelihoods, deteriorating protection indicators and possible reductions food rations, in 2015, UNICEF Jordan initiated a humanitarian unconditional child grant for Syrian refugees in Jordan. It constituted an efficient way to cushion immediate risks by meeting the basic needs of 55,000 boys' and girls' and prevent application of negative coping mechanisms in 15,000 most vulnerable Syrian refugee families with children through provision of US\$28 per child per month. This leveraged the existing UNHCR system, which is exceptionally secured through biometric identity verification and is unrivalled in terms of cost effectiveness and efficiency.

UNICEF Jordan developed an independent third party monitoring and evaluation system for the child cash grant programme. Three rounds (June, August and November) of Post-Distribution Monitoring (PDM) were conducted that enabled UNICEF to effectively and efficiently monitor progress at the activity, output and outcome levels.

The results from PDM (A Window of Hope: Post Distribution Monitoring) highlighted that there was an improvement in overall living conditions of the families. Out of the 500 families interviewed, more than 85 per cent indicated that the UNICEF child grant had significantly (57 per cent) and moderately (28 per cent) helped to cover basic needs of the children.

Furthermore, the child grant helped more than 91 per cent of families in improving their overall living conditions. The grant was effective in increasing the allocation of family spending toward child-specific needs, with 88 per cent of families stating that since receiving the grant they were able to cover expenses for their children (fresh foods for children-65 per cent, school-related expenses-56 per cent and medicines for children-53 per cent) that were not a priority or that they could not afford before. Fifty per cent of families were able to stop or avoid using at least one negative coping strategy. A reduction in quantity (93 per cent) and quality (94 per cent) of food were by far the most commonly-adopted strategies by sampled families.

For generating quality evidence on vulnerabilities and disparities, UNICEF Jordan continued to support the Department of Statistics (DoS), particularly in the first-ever inclusion of a disability

module in the Census of Jordan. Continued technical assistance on disability measurement led to the successful testing of the module, which brought out a more realistic picture of people with disability at 13 per cent, compared to 1.8 per cent as previously recorded through the old model. Data collection for the Census was completed in December, and preliminary data expected in early 2016. When available, the data is expected to inform policy advocacy, such as for the accelerated inclusion of children with disability in formal education.

In 2015, UNICEF Jordan also focused on getting real-time data on a more frequent basis, so that the situation of vulnerable children are tracked in the complex and dynamic refugee crisis and programming context. In-depth analyses of the PDM data informed advocacy for raising funds to continue the Child Cash Grant in support of vulnerable Syrian refugee families and children. They also led to a closer review to reprioritise the target population. A frequent monitoring system to track the situation of vulnerable children was established, and the first round of data collection is expected to start in January 2016. This will allow UNICEF Jordan to immediately respond to the urgent needs of children.

Bayanati, an online monitoring system for Makani (the flagship programming approach), was also established and piloted in 2015. When rolled-out at all Makani centres across the country, UNICEF Jordan will obtain information on girls and boys, as well as young people, who receive services such as informal education, life skills, psychosocial support and referrals to more specialised services. Combined with the outreach conducted by the community-centred and community-based Makani, Bayanati also aims to capture the information on children who are marginalised. This will be complemented by extensive field monitoring conducted by a team of national youth volunteers.

Efforts to generate evidence for equity will be accelerated in 2016 through new approaches and enhanced knowledge management. Two data science projects were initiated in 2015 in collaboration with UN Global Pulse. Other partnerships are being established, such as through Internship Programme, to make existing data better serve children.

The decentralisation process in Jordan continued to be politically constrained, despite number of key steps taken by the Government in 2015. One major step was the decentralization law that came under discussion in the Parliament and endorsed by the Joint Session of the Parliament (Senate and House of Representatives) on 23 August 2015. Later, his Majesty King Abdullah referred the 2015 decentralisation bill back to the House of Representatives on the grounds of its incompatibility with the Constitution.

**OUTPUT 1** Targeted national institutions have strengthened capacity to apply child-sensitive budget and social protection systems.

**Analytical Statement of Progress:**

UNICEF Jordan in partnership with NCFA and General Budget Department, Ministry of Finance supported two additional ministries (Public Works and Housing and Higher Council for Youth) to conduct child rights budget analyses. The process of analysis was accompanied with strong capacity development component, and the Ministry of Public Works and Housing and the Higher Council for Youth were actively engaged throughout.

UNICEF Jordan initiated an unconditional Child Cash Grant programme and assisted on average 55,000 girls and boys from 15,000 of the most vulnerable Syrian refugee families with US\$28 per child per month. UNICEF Jordan developed an independent third party monitoring and evaluation system as a core element of the programme management systems for the child

cash grant programme. In 2015, UNICEF Jordan conducted three rounds (June, August and November) of Post-Distribution Monitoring that enabled effective and efficient monitoring of progress at the activity, output and outcome levels. The third-party monitoring consists of a post-distribution monitoring questionnaire administered via household visits as well as qualitative data collection in the form of focus group discussions and case study interviews.

UNICEF Jordan's child cash grant programme has come at a crucial time for the beneficiaries. The level of humanitarian assistance to refugees, especially food assistance provided by WFP, in Jordan is in decline, making day-to-day life increasingly difficult for families living in both host communities and in camps. In addition, refugees have limited opportunity to generate income through paid labour.

**OUTPUT 2** Key national institutions have capacity in M&E and research and generate quality evidence on vulnerabilities and disparities.

**Analytical Statement of Progress:**

In 2015, UNICEF Jordan continued to support the DoS in its efforts to generate evidence on vulnerabilities and disparities. After the successful advocacy for including a disability module in the Census, UNICEF Jordan provided continued technical assistance and training on disability measurement for the DoS and other governmental and non-governmental organisations. This capitalised on the testing of the module which brought out a more realistic picture of people with disability at 13 per cent compared to 1.8 per cent as previously recorded through the old model. In partnership with MENARO, UNICEF Jordan also supported DoS' capacity to more effectively analyse, present and disseminate data with focus on youth. This included a review of the availability of data and level of possible disaggregation, combined with workshops and hands-on technical assistance.

UNICEF Jordan also focused on generating evidence on vulnerable children to better inform decision-making. Substantive technical support was provided to the development of a third party monitoring and evaluation system for the Child Cash Grant, which provides timely evidence to assess its impact on vulnerable Syrian refugee families and children. Data analysis also informed the reprioritisation of the target. Additionally, UNICEF Jordan will embark upon the data collection and analysis to track the situation of vulnerable children on a more frequent basis, and the first round of data collection will take place in January 2016.

In addition, Bayanati, an online monitoring system for Makani, was established and piloted. When rolled-out across all 151 Makani centres, the system will track the information about children and young people who receive UNICEF-supported services. This will be supplemented by extensive field monitoring and focus group discussions undertaken by a team consisting of national youth volunteers. In 2016, UNICEF Jordan will explore the possibility of applying RapidPro to get real-time data for a more effective programming.

These efforts will be accelerated in 2016 through new approaches and enhanced knowledge management such as data innovation. Two data science projects were initiated in 2015 in collaboration with UN Global Pulse. New partnerships with data scientists and institutions are being established, such as through Internship Programme, to make existing data better serve children and UNICEF needs in policy, programming, and operations.

The first-ever Technology Salon in the region was organised in partnership with Souktel, bringing more than 60 specialists to seek new solutions to the complex challenges faced in the social sector in the refugee crisis context.

**OUTPUT 3** Targeted governorates engage in child-focused and evidence-based planning and budgeting.

**Analytical Statement of Progress:**

The decentralisation process in Jordan continued to be politically constrained, despite number of key steps taken by the Government in 2015. One major step was the decentralisation law that came under discussion in the Parliament and it was endorsed by the Joint Session of the Parliament (Senate and House of Representatives) on 23rd August, 2015. Later, his Majesty King Abdullah referred the 2015 decentralisation bill back to the House of Representatives on grounds of its incompatibility with the Constitution.

UNICEF Jordan engaged with the Ministry of Interior in order to identify the select governorates in capacity development for evidence-based planning and monitoring and evaluation. However, this process was constrained, and no particular progress was possible because of senior manager and staff turn-over at the ministry.

**OUTCOME 7** Vulnerable children benefit from improved access to learning opportunities from pre-school to completion of basic education.

**Analytical Statement of Progress:**

A partnership was established between UNICEF Jordan and the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) in December 2014. It aims to jointly develop and implement an inclusive education policy and strategy to ensure all Palestine refugee children, regardless of gender, abilities, disabilities, socio-economic status, health and psychosocial needs, have an equal opportunity for learning in UNRWA schools and are supported to develop their full potential. This partnership contributed to the establishment of schools that are inclusive, particular for children with special needs; an approach that will be applied to all UNRWA schools in 2016-2017. UNICEF Jordan supported finalisation of an inclusive education toolkit which will be used to strengthen capacity of education service providers, including headmasters and teachers at UNRWA schools, in the delivery of inclusive education.

As part of the effort of transforming schools to be more inclusive, special attention was made to ensure that school principals, are trained on the Inclusive Education Toolkit. By the end of 2015, the Inclusive Education Toolkit was finalised and introduced to school principals and key staff of UNRWA.

Progress on development of an inclusive education policy and strategy was delayed due to lengthy discussions and finalisation of a memorandum of understanding with the implementing partner for the 2015/2016 academic year. The delay also slowed the process of applying the inclusive education approach in all UNRWA schools in 2015. A signed memorandum will facilitate implementation of the programme in 2016.

In 2016, UNICEF Jordan will continue working with UNRWA Jordan in the development of the inclusive education strategy, rolling out of the training on Inclusive Education Toolkit, generating critical evidence by conducting a rapid assessment, and the institutionalisation of inclusive education in all UNRWA schools.

**OUTPUT 1** Policies and planning capacity exist for quality, safe and inclusive education.

**Analytical Statement of Progress:**

Development of a strategy and action plan for inclusive education is an integral part of the agreement between UNICEF Jordan and UNRWA. Very little progress was made in 2015 due to the lengthy process in finalisation of the memorandum of understanding. Taking into consideration the challenges in 2015, UNICEF Jordan will provide additional technical support to advance progress in developing the inclusive education strategy and action plan.

In 2015, UNICEF Jordan and UNRWA Jordan advanced in the area of capacity development by developing of the Inclusive Education Teacher's Toolkit that responds to diverse learning, health and psychosocial needs of students. This toolkit guides teachers on how to apply inclusive, child-friendly practices and provide appropriate support to their students in classrooms. The toolkit was enhanced in a workshop held in May 2015 with 35 participants from UNRWA Headquarters and the field team who tested the toolkit in the field and applied changes based on the feedback received from children and women.

UNICEF Jordan continued its support towards generating strategic evidence through including a rapid assessment on the situation of dropout and vulnerable children in the agreement with UNRWA Jordan. Preparatory work on the assessment is ongoing, and will be conducted in early 2016.

UNICEF Jordan will work closely with UNRWA Jordan in 2016 to boost the implementation of the activities in the agreement that were not implemented due to the late start. These include training of Education Development Centre unit members and Area Education Officers in the first round and school principals and teachers in the second round.

**OUTCOME 8** Girls and boys increasingly benefit from improved child protection systems**Analytical Statement of Progress:**

In 2015, UNICEF Jordan supported two programmes in partnership with UNRWA through a community-based approach aimed at decreasing violence in schools, including corporal and verbal punishment. A monthly online survey, which is part of UNICEF Jordan's national Ma'an campaign, was completed by students in UNRWA schools to gauge trends in physical and verbal abuse and positive disciplinary measures. In 2015, reported physical abuse dropped from 3.7 percent to 3.4 percent between the first and second semesters (baseline 17.12 percent). Reported verbal abuse dropped from 7.4 percent to 6 percent between the first and second semesters (baseline 27.74 percent). Reported use of positive disciplinary measures by teachers increased from 36.8 percent to 38.4 percent between semesters.

UNICEF Jordan supported the Relief and Social Services Programme Reform of UNRWA in its shift towards the establishment of a case management approach and the establishment of a multi-disciplinary team to ensure affected populations receive a holistic response. After a successful pilot in Marka camp, UNICEF Jordan and UNRWA Jordan signed a memorandum of understanding in 2015 supporting the rollout of the case management approach to additional four Palestinian camps in Jordan with heightened vulnerabilities. Due to UNICEF support, UNRWA has maintained the Marka camp case management services and worked in the latter part of 2015 to lay groundwork for rollout to the four additional camps.

UNICEF Jordan faced a number of challenges in 2015 that delayed implementation of the programme. UNICEF Jordan worked closely with UNRWA and overcame these challenges by the end of 2015, and it is expected that progress on both projects will accelerate achievement of the intended targets in 2016.

**OUTPUT 1** Institutional and community-based child protection systems at the camp level offer quality preventive and responsive child protection and gender-based violence services.

**Analytical Statement of Progress:**

UNICEF Jordan established a successful partnership with 39 locally and nationally operating NGOs, international organizations, and key Government agencies during the two years of implementation of Marka programme. These links have formed the basis of the referral system, and the accompanying referral pathways directory. As the programme expanded and scaled up, both field and camp staff were sustained to maintain these relationships through regular contact and referrals. In 2015, a total of 41 referrals were made, covering a number of services including disability, psychosocial support, medical, in-kind assistance and education classes.

Although the rollout of the Marka Camp programme was delayed, UNRWA made progress in the initial stages of the rollout of case management. In 2015, 10,482 boys and 10,068 girls (0-19 years) directly or indirectly benefited from UNRWA's case management services. The programme continued to involve existing actors and service providers within the community to address the needs of refugees. The programme also focused on greater community participation, through engaging local volunteers in the activities and workshops.

UNICEF Jordan's partnership with UNRWA Jordan was successful in activating advocacy committees and rolling out training to members of advocacy groups in conjunction with the ongoing Ma'an campaign. By June 2015, more than 2,820 principals, students, teachers, and counsellors were trained on causes and prevention of violence in schools.

**OUTCOME 9** Adolescents and youth (girls and boys) are enabled to contribute to community and national development and make a productive transition to adulthood.

**Analytical Statement of Progress:**

UNICEF Jordan continued to work closely with the Higher Council for Youth, and advocate for the inclusion of the Palestinian youth in the Jordan National Youth Strategy. The National Youth Survey was completed in 2015, with data on the situation of youth including Palestinians. UNICEF Jordan will work with the implementing partners and use the results to finalise the Jordan National Youth Strategy.

UNICEF Jordan worked closely with UNRWA Jordan by providing technical support to integrate the life skills into routine master trainer and instructor training programme at technical education and vocation training (TVET) centres. A group of 31 (14 females) life skills curricula experts and master trainers were trained on the core elements of life skills and experiential learning based on UNICEF skills building programme. This strategic partnership has already resulted in incorporated life skills training at the TVET centres, contributing to enhanced employability skills of 2,500 Palestinian refugee youth aged 10-24 years.

UNICEF Jordan, through a strategic partnership and with the support of Princess Basma Youth Centre and the Community Development Centre Zarqa, conducted the life skills programme to 2,600 young people (1,379 female and 1,221 male) in all 14 UNRWA Palestinian camps in Jordan.

UNICEF Jordan conducted a half-day monitoring and evaluation training to youth section implementing partners, ensuring the activities were implemented according to the agreed plans and standards.

The implementation of this programme was delayed in 2015 due to limited funding and finalisation of the programme and agreement with the implementing partners. UNICEF Jordan's longer term partnership agreements will address the challenges related to implementation. Additional efforts will be made to secure funding in 2016 and 2017.

**OUTPUT 1** Young people use opportunities to engage decision makers and participate in civic engagement platforms.

**Analytical Statement of Progress:**

UNICEF Jordan, through a strategic partnership and with the support of JOHUD and Princess Basma Youth Centre and the Community Development Centre Zarqa completed the life skills programme in all 14 UNRWA Palestinian camps in Jordan. The programme supported the implementation of life skills for Palestinian adolescents and youth attending the community development centres affiliated with UNRWA. The programme reached 68 peer educators (36 female and 32 male) between the ages of 18-24 who, in turn, trained 2,600 (1,379 female and 1,221 male) adolescents and youth aged 10-20 years old in all Palestinian camps.

UNICEF Jordan signed a memorandum of understanding with UNRWA Jordan aiming at incorporating the life skills training in UNRWA TVET courses. These course will contribute to the employability of Palestine refugee youth (age 10-24) by training them in life skills essential in social and professional contexts. The training was rolled out in November 2015, with an enrolment of 2,500 young people for the first scholastic year in the TVET centres.

UNICEF Jordan provided continued technical support and guidance to UNRWA in the training curriculum and the strategy to ensure integration of the adapted curriculum in the routine UNRWA Master Trainers and TVET instructors training programme. A team of 31 life skills curricula experts and master trainers were trained (17 males and 14 females) on the core elements of life skills and experiential learning, based on UNICEF skills building programme.

**OUTPUT 2** Young Palestinian refugees participate in youth-led initiatives implemented in their refugee camps.

**Analytical Statement of Progress:**

UNICEF Jordan via partnership with JOHUD and Princess Basma Youth Centre and the Community Development Centre Zarqa trained 2,600 (1,379 female and 1,221 male) adolescents and youth aged 10-20 years old in all Palestinian camps on the life skills programme. Within the programme, young people presented ideas related to social benefits which respond to challenges and problems identified in the camps. The 12 most innovative initiatives were implemented in the camp, covering cultural, educational, sports-related, civic engagement, debate and dialogue, environment, arts and theatre, social aspects of life. These initiatives resulted in an increased sense of belonging of young people towards their community, and an understanding that their work was valued by the community members.

UNICEF Jordan supported a team of young film makers in producing a short documentary film entitled "Our Voices". The film shed the light on the views and the opinions of the relevant stakeholders and the future endeavours of the young people who implemented the 12 initiatives in all Palestinians camps.

**OUTCOME 10** Women and children, especially the most vulnerable and marginalized, increasingly use improved quality maternal, child health and nutrition services, and apply improved health practices.

**Analytical Statement of Progress:**

UNICEF Jordan and Ministry of Health of Jordan signed a protocol to include the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) service providers in the specialized training on Infant and Young Child Feeding and Integrated Management of Neonatal and Childhood Illness. Following the UNICEF Jordan initiative, UNRWA updated its guidelines to incorporate the IMNCI approach.

With technical support from UNICEF Jordan, a National Code of Marketing Breast Milk Substitutes was endorsed by the Ministry of Health of Jordan and approved by the legislation bureau as a prescript. This was an important achievement that requires follow up support to develop guidelines on the enforcement of implementation of the code.

UNICEF Jordan, in cooperation with Ministry of Health of Jordan and UNRWA, celebrated the World Breastfeeding Week and launched the communication for development breastfeeding campaign during the first week of August 2015 in camps and host communities. The national communication campaign has successfully reached the targeted 80 percent of families in the Palestinian camps.

UNICEF Jordan, through a partnership with Save the Children Jordan reached 60 percent of children under five years of age in Palestinian camps, as well as communities with the IYCF programme. The programme contributed to the improvement of feeding practices of pregnant women and lactating mothers, as reflected in better health and nutritional environment. Work was continued on raising awareness of pregnant and lactating women on nutritional needs, a healthy lifestyle and personal hygiene in all locations.

Although 80 percent of facilities implementing IMCI were reached with capacity building sessions, the high turnover of doctors and nurses has required continuous efforts to train the new staff. Given this, UNICEF Jordan will explore signing a separate agreement with UNRWA to ensure the continuous training and capacity development of new staff in 2016.

**OUTPUT 1** Policy and capacity to develop strategy exist for newborn child health.

**Analytical Statement of Progress:**

With the technical support from UNICEF Jordan, a National Code of Marketing Breast Milk Substitutes was endorsed by the Ministry of Health of Jordan and approved by the legislation bureau as a prescript. This is an important achievement that requires a follow up support to develop guidelines on the enforcement of implementation of the code.

UNICEF Jordan, in cooperation with Ministry of Health of Jordan and UNRWA, celebrated the World Breastfeeding Week and launched the communication for development breastfeeding campaign during the first week of August 2015 in camps and host communities. The national communication campaign successfully reached the targeted 80 percent of families in the Palestinian camps.

**OUTPUT 2** Institutional and community based health systems provide quality newborn, child health and nutrition services.

**Analytical Statement of Progress:**

UNICEF Jordan and Ministry of Health agreed and signed a protocol to include UNRWA service providers in the specialized training on IYCF and IMNCI. Following UNICEF Jordan's initiative and support, UNRWA updated its guidelines to incorporate the IMNCI approach. As a result, around 60 percent of women in the post-natal period benefited from postnatal home visits by skilled health personnel.

Although 80 percent of facilities implementing IMCI were reached with capacity building sessions, the high turnover of doctors and nurses required continuous efforts to train the new staff. Given this, UNICEF Jordan will explore signing a separate agreement with UNRWA to ensure the continuous training and capacity development of new staff in 2016.