Executive Summary

Jordan’s humanitarian response to the prolonged nature of the Syria crisis continues to strain communities and households in the Kingdom, with children being most affected. Over three-quarters of Syrian refugees live outside camps, affecting access to and the quality of public services throughout the Kingdom. The unstable context in neighbouring countries has had a significant impact, including curtailing economic opportunities such as trade, with borders largely closed.

In 2016, the situation of refugee children in Jordan remained precarious, with household savings increasingly depleted and barriers to employment persisting. Eighty-six per cent of registered Syrian refugees outside of camps lived below the poverty line, with one survey noting a decrease in average monthly income from US$295 in 2015 to US$261 in 2016. Many refugee families relied on international assistance to meet their minimum needs. Negative coping mechanisms were prevalent, and in some cases growing, including child labour and early marriage.

New research on other marginalized populations showed similar vulnerabilities. Children residing near the north-eastern border (the ‘berm’) urgently needed greater humanitarian support. The population increased from 14,000 to 70,000 during 2016. Until June, UNICEF Jordan provided WASH, health, nutrition, education and child protection services, and actively identified vulnerable children and women for prioritized entry to Jordan. A security incident resulted in the curtailing of this assistance, with the exception of water provision, which continued throughout the year. Health and nutrition services and the distribution of non-food items (NFIs) resumed in November (coupled with food provided by World Food Program and other NFIs provided by UNHCR). UNICEF also rehabilitated a borehole in Hadalat and drilled a new one in Rukban, to reduce reliance on providing water through trucking.

Throughout 2016, UNICEF Jordan increasingly focused on the most vulnerable children based on their needs rather than their status and nationality, further enabling the promotion of social cohesion across various communities. The more than 200 UNICEF-supported Makani centres throughout the country provided various services to all vulnerable children, including Syrian, Jordanian and other nationalities.

Notable achievements included: The Government of Jordan, with UNICEF support, expanded access to education for refugee children, increasing double-shifted schools from 98 to 200, and launching the ‘catch-up programme’ – a certified education pathway for children previously ineligible for formal education. An estimated 15 per cent more Syrian refugee children are now enrolled in school. Disadvantaged children were supported with psychosocial support (162,000), informal education (51,000) and life-skills training (93,000) through Makani Centres, which provided an integrated platform that incorporated a mobile approach to reach children in informal tented settlements. More than 56,000 of the most vulnerable Syrian children received a cash grant of US$28 each month. Post-distribution monitoring revealed 95 per cent of families were able to pay child-related expenses not covered before the grant, and increased spending.
on education, children’s medicine and fresh foods. Services were expanded in Azraq refugee camp, including three additional schools and six Makanis, reaching the 18,000 newly-arrived refugees. A flagship innovation programme leveraged the Makani centres to launch 54 social innovation labs in communities and in the camps, which enabled adolescents to identify problems in their communities and implement solutions.

**Shortfalls in 2016 included:** UNICEF’s successful cash grant programme for Syrian refugee children needs to be further leveraged in order to strengthen the government-supported social protection system for vulnerable Jordanian children. Innovative and cost-effective solutions are required to improve the availability and accessibility of water and sanitation systems in host communities. More than 3,500 children living in camps are estimated to be involved in child labour. Drop-in centres provided flexible services to reach these children, however, efforts continue to find sustainable solutions to transition these children to education. Existing programmes providing innovation, volunteerism, entrepreneurship and employability opportunities for youth need to be brought to scale, with 31 per cent of youth in Jordan unemployed and only 16 per cent civically active.

UNICEF Jordan had several collaborative partnerships in 2016. UNICEF, NCFA, UNHCR, IRC and IMC developed Primero, an open-source, web-based child protection information management system for effective case management and referrals. Eighty users are now managing cases files for 1,000 vulnerable children through Primero. With NCFA and others, Primero is being adopted as the national system to track family violence cases. UNICEF, WFP and UNHCR closely coordinated their response at the berm, including engaging with community leaders and capitalizing on joint service delivery infrastructure and mechanisms to maximize quality of services and the supplies received by this highly vulnerable population.

**Humanitarian Assistance**

2016 was the fifth year of the conflict in Syria. In total, Jordan now hosts 2.7 million refugees, the highest number in the world. This includes 655,000 registered Syrian refugees (51.6 per cent children), 60,000 Iraqi refugees (33.6 per cent children) and more than 2.1 million registered Palestinian refugees.

Children residing near the north-eastern border (the ‘berm’) urgently need greater humanitarian support. The population increased from 14,000 to 70,000 during 2016, half of whom are believed to be children. During the first half of the year, asylum seekers had access to service centre points where UNICEF provided comprehensive humanitarian assistance including the distribution of NFI’s, provision of safe water and sanitation, immunization campaigns, daily health consultations and nutrition services, psychosocial support and informal learning, and identification and support of vulnerable children and women, who were prioritized for entry.

A security incident on 21 June 2016 halted humanitarian services at the berm. Three days after the incident, UNICEF restarted daily water provision. Support was also provided for the 370 refugees who remained in the transit centre in Ruwayshed from June through the end of the year. Regular engagement with the Jordanian Armed Forces and others, in coordination with UN agencies and the international community, helped to restart humanitarian assistance in November, including health and nutrition services and the distribution of children’s winter clothes and hygiene kits. Community networks providing critical child protection and education services were revitalized. UNICEF rehabilitated a borehole in Hadalat and drilled a new borehole in Rukban to reduce reliance on water trucking to the berm.
Refugees admitted from the berm were brought to Azraq, and the number increased from 17,949 to 35,837 refugees throughout the year. Services were scaled up in Villages 2 and 5, where new arrivals were housed, including three additional schools and six Makanis.

The vast majority of Syrian refugees (78.5 per cent) live outside of camps. The Jordan Compact agreed at the ‘Supporting Syria and the Region’ Conference in February 2016 resulted in the opening up of a potential 200,000 work permits for Syrian refugees. As of December 2016, more than 34,000 permits had been issued, an increase from the 5,000 Syrian refugees holding work permits before February. Indirect costs and other restrictions limited the number of permits for which Syrians had applied.

UNICEF Jordan leveraged the outcomes of the London Conference to increase Government and donor commitment to the education of all children in Jordan, resulting in more than 21,200 out-of-school children being brought into the formal system, including 1,200 under the newly developed Catch Up Programme for children otherwise ineligible for formal education. A key advocacy success in 2016 was ensuring formal education opportunities for all children, including those without documentation.

Among the most vulnerable Syrians are those who have left camps irregularly. It is estimated that 130,000 registered refugees are not in possession of a Ministry of Interior ID card, limiting their access to services.

As their coping mechanisms are stretched, more and more Syrian refugee families are unable to pay their rent. It was estimated in April 2015 that 16,066 Syrian refugees were living in 344 informal tented settlements (ITSs), an increase from 15,589 refugees living in 222 ITSs in September 2014. Anecdotal evidence also suggested an increasing number of families were moving to these settlements. In response, UNICEF extended its successful integrated Makani programme to provide education, child protection and youth engagement activities together with WASH interventions to 7,298 particularly vulnerable people in ITSs. The reach and quality of Makani and other services will need to be expanded in the coming years as the vulnerability of Syrian refugee households increases. The child cash grant was a lifeline for more than 56,000 of the most vulnerable Syrian children who received a cash grant of US$28 each month.

In 2017, UNICEF will further integrate its humanitarian and development programming to reach the most vulnerable children regardless of nationality, gender, disability or documentation.

**Emerging Areas of Importance**

In February 2016, the Jordan Compact, a new approach to the Syrian refugee crisis, was presented to the international community. The Jordan Compact recognized the refugee crisis in Jordan as a global responsibility rather than a burden to be carried by Jordan alone. It noted that the limited resources allocated to meet the needs of refugees were not sufficient, and that the international community must commit itself to support host countries to boost economic growth, as well as to fulfil aid requirements.

**Education.** In partnership with international donors and the Ministry of Education, UNICEF Jordan accelerated efforts to improve education and technical training based on Jordan Compact commitments. To reduce the number of out-of-school children, the nationwide ‘Learning for All’ social mobilization campaign motivated 56,000 out-of-school boys and girls to register in, and/or stay in, formal education. The opening of 102 new double-shifted schools helped increase enrolment to an estimated 165,000 Syrian children in 2016/17, a 14 per cent
increase from the previous school year. A Catch-Up Programme was initiated to provide a certified education pathway for children ages 9-12 who had been out of school for more than three years and would otherwise be ineligible for schooling.

**Meaningful participation of young people.** In 2016, UNICEF Jordan accelerated support for meaningful participation opportunities for youth-led initiatives. This was established as a follow on for youth who had graduated from life skills programmes. Young boys and girls completing the life skills training lead activities supporting social cohesion, civic engagement and innovation, with 257 youth-led initiatives now implemented nationwide. UNICEF continued to develop new partnerships to provide youth the best chance for their futures. Under a partnership with Luminus, NRC and Al Quds College, a three-month pilot provided the first certified technical training for students along with Health and Safety training in Za’atari Camp. Innovation Labs established in Makani multisectoral support centres brought together youth to identify issues in their communities and develop initiatives to solve these problems. The space provides youth with access to equipment, tools, resources and technology to apply their skills in meaningful projects that benefit them and their communities.

**Early childhood development.** To increase access to and quality of ECD programming, UNICEF Jordan scaled up integrated child protection, education, health and nutrition programming for children from birth to age 6. This is directly related to the government’s recently launched Human Resource Development (HRD) Strategy 2016-2025, which recognizes the importance of developing programmes on all areas of child development — social, emotional and psychosocial, including the importance of education and child rights as a priority. Better Parenting classes were implemented through five strategic partnerships (governmental and non-governmental) reaching 38,000 parents and caregivers across the country. Also in line with the HRD Strategy, access to quality kindergartens was increased. More than 160 kindergarten classrooms were rehabilitated throughout the Kingdom and new classrooms were expanded in camp schools in 2016.

**Summary Notes and Acronyms**

The Makani approach and Makani Centres: A holistic approach that provides all vulnerable children and youth with learning opportunities, life skills training and psychosocial support in one place. *I am safe, I learn, I connect.*

**LIST OF ABBREVIATIONS AND ACRONYMS**

- 3RP: Regional Refugee and Resilience Plan
- AWP: Annual Workplan
- BMS: Breast Milk Substitute
- C4D: Communication for Development
- CBO: Community-based organizations
- CDC: U.S. Centres for Disease Control and Prevention
- CEDAW: The Convention on the Elimination of all Forms of Discrimination against Women
- CERF: Central Emergency Response Fund
- CFW: Cash for Work
- CMC: Child Municipal Council
- CMT: Country Management Team
- CP: Child Protection
- CPIMS: Child Protection Information Management System
- CRC: Convention on the Rights of the Child
- CRPD: The Convention on the Rights of Persons with Disabilities
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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>DCT</td>
<td>Direct Cash Transfer</td>
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<td>DVL</td>
<td>Domestic Violence Law</td>
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<td>DRR</td>
<td>Disaster Risk Reduction</td>
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<td>ECD</td>
<td>Early Childhood Development</td>
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<td>EPI</td>
<td>Expanded Programme on Immunisation</td>
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<td>ESWG</td>
<td>Education Sector Working Group</td>
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<td>FPD</td>
<td>Family Protection Department</td>
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<td>GAM</td>
<td>Greater Amman Municipality</td>
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<td>GBV</td>
<td>Gender-based Violence</td>
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<tr>
<td>GBViE</td>
<td>Gender-based Violence in Emergencies</td>
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<tr>
<td>GFP</td>
<td>Gender Focal Point</td>
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<td>GPS</td>
<td>Global Positioning System</td>
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<td>HRD</td>
<td>Human Resource Development</td>
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<td>IASC</td>
<td>Inter-Agency Standing Committee</td>
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<td>ICT</td>
<td>Information and Communication Technology</td>
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<td>ICT4P</td>
<td>Information and Communication Technology for Programmes</td>
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<td>IE</td>
<td>Inclusive education</td>
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<td>IFAK</td>
<td>Individual First Aid Kits</td>
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<td>IMEP</td>
<td>Integrated Monitoring and Evaluation Plan</td>
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<td>ISH</td>
<td>Integrated School Heath</td>
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<td>ITS</td>
<td>Informal Tented Settlements</td>
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<td>IYCF</td>
<td>Infant and Young Child Feeding</td>
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<td>JCO</td>
<td>Jordan Country Office</td>
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<td>JOHUD</td>
<td>Jordanian Hashemite Fund for Human Development</td>
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<td>JPD</td>
<td>Juvenile Police Department</td>
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<td>JPFHS</td>
<td>Jordan Population and Family Health Survey</td>
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<td>JRP</td>
<td>Jordan Response Plan</td>
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<td>L4A</td>
<td>Learning for All</td>
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<td>LTA</td>
<td>Long Term Agreement</td>
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<td>MAM</td>
<td>Moderate Acute Malnutrition</td>
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<td>MDM</td>
<td>Master Data Management</td>
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<td>MENARO</td>
<td>Middle East and North Africa Regional Office</td>
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<td>MoE</td>
<td>Ministry of Education</td>
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<td>MoH</td>
<td>Ministry of Health</td>
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<td>MoPIC</td>
<td>Ministry of Planning and Interior Cooperation</td>
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<td>MoSD</td>
<td>Ministry of Social Development</td>
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<td>MRM</td>
<td>Monitoring and Reporting Mechanism</td>
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<td>NAF</td>
<td>National Aid Fund</td>
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<td>NCCA</td>
<td>National Centre for Culture and Arts</td>
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<td>NCFA</td>
<td>National Council for Family Affairs</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
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<td>NID</td>
<td>National Immunisation Day</td>
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<td>NRC</td>
<td>Norwegian Refugee Council</td>
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<td>NYS</td>
<td>National Youth Survey</td>
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<td>OR</td>
<td>Other Resources</td>
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<td>ORR</td>
<td>Other Resources Regular</td>
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<td>ORE</td>
<td>Other Resources Emergency</td>
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<tr>
<td>PCA</td>
<td>Project Cooperation Agreement</td>
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<td>PDM</td>
<td>Post-Distribution Monitoring</td>
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<td>PER</td>
<td>Performance Evaluation Report</td>
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<td>PNC</td>
<td>Postnatal Care</td>
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UNICEF Jordan worked with a wide variety of partners, building national capacity while simultaneously learning from line ministries, national and international NGOs, civil society, the private sector and individual change-makers. To advocate for and promote a child rights-based approach to journalism, UNICEF Jordan organized a roundtable discussion with 18 media stakeholders to launch a new initiative, the ‘Makani for child rights-based journalism’. The initiative supports journalists and media professionals to better help in raising awareness, community engagement and advocating for the rights of children, and to protect children from harm, abuse and exploitation by connecting them with each other, providing joint learning and sharing best practices and lessons, sharing resources, and collective planning.

Two workshops were held for 73 local and regional and news media and journalists on responsible reporting on child protection and child rights-related issues, with the long-term goal of reducing violence against children and amplifying the voice of children in the media. As a result of the workshops, the trained journalists adopted a more comprehensive approach to analyse the problem and select angles for their stories. This reflected positively on the quality of reporting and the way they addressed the issues of child protection and child rights, including ‘focusing on issues rather than individuals’. UNICEF Jordan developed, budgeted and implemented a comprehensive C4D plan to support the Ministry of Health on social mobilization, advocacy and training of 120 vaccinators and NGO staff in preparation for National Immunization Days for polio during which more than one million children under 5 were vaccinated. Together with the Ministry of Education and local partners, and through diverse community engagement platforms, the nationwide Learning for All C4D campaign worked to empower 56,000 children to realize their right to education.

UNICEF Jordan conducted a study on health financing and inequity in the use of health services. This study examined out-of-pocket health spending, including when ‘catastrophic’, for families, and the coverage of healthcare services across wealth quintile, healthcare utilization...
across socio-economic groups, and healthcare utilization and spending patterns among Syrian refugees. The study led to the development of national health financing strategy (to be finalized in 2017), and contributed to a policy-level discussion on risk pooling arrangements that include vulnerable groups into existing social protection schemes. The study also identified the data gap on a combined utilization and health expenditure to assess whether the government subsidies for healthcare provision are pro-poor. This finding was discussed with the Government, which led to the inclusion of a household health expenditure module for the first time in the Jordan Population and Family Health Survey (JPFHS), scheduled for 2017.

Recognizing the importance of optimizing care for children in their first 1,000 days of life, Jordan’s national Human Resource Development Strategy for 2016-2025 identifies early childhood development as a national priority to meet its goals for sustainable development. Violence against children in school and at home remained prevalent in the country. In light of this, UNICEF Jordan reached an agreement with the Department of Statistics to add two modules of the Multiple Cluster Indicator Survey on Childhood Development and Child Discipline in JPFHS 2017.

In preparation for the next Country Programme 2018-2022, UNICEF Jordan conducted an equity and rights-based Situation Analysis of Children in Jordan, engaging a wide range of partners as well as young people. The analysis comprehensively disaggregated the situation with regard to child rights and identified gaps in their realization as well as their causalities and bottlenecks. The results informed the strategic thinking to consolidate strategic thrusts and priorities for the upcoming country programme.

**Partnerships**

UNICEF Jordan worked with 36 civil society organizations and 8 government counterparts as implementing partners. More than half of these organizations (20) are national, and many international partners (16) collaborate with community-based organizations to develop their capacity, expand the reach of their services and increase sustainability. Consistent with the process of shifting towards a resilience-based approach, including prioritizing the strengthening of national institutions, UNICEF Jordan increasingly partnered with government counterparts.

UNICEF Jordan significantly increased its connections to the private sector to leverage resources for children. UNICEF Jordan established six new corporate partnerships (Endless Mobile, LEGO, Orange Jordan, Revive Mission, Scholastic International, SES & Solarkiosk) while strengthening relationships with foundations, including the Malala Fund, the Kuwaiti Foundation for the Advancement of Science and the Bahraini Royal Charity Organization.

The percentage of resources raised from the private sector remained modest, but did increase from 2.4 per cent (US$3.2 million) in 2015 to 4.2 per cent (US$6.1 million) in 2016. This included partnerships developed directly by UNICEF Jordan and those initiated by UNICEF National Committees. Success stories included an interactive digital learning platform launched in five Makanis with the Orange Foundation, providing quality learning opportunities for thousands of out-of-school children. The donation of 4,000 LEGO boxes under the LEGO Foundation’s ‘Learning through Play’ Initiative will benefit more than 70,000 children at 16 schools, 200 Makani centres and 115 ECD centres.

A lesson learned from developing private partnerships was that low value partnerships (less than US$50,000) involve consultations and due diligence processes similar to large-scale ones. Streamlined procedures are required, as costs of smaller partnerships start to outweigh the
benefits. UNICEF Jordan focused on fewer, more strategic private partnerships, including youth employment, innovation labs and ECD. Innovative partnerships are being developed with Islamic finance institutions to achieve long-term goals such as universal access to pre-primary education.

**External Communication and Public Advocacy**

Guided by UNICEF’s global communication and public advocacy strategy and the ‘No Lost Generation Initiative’, UNICEF Jordan’s advocacy strategy focused on engaging key decision-makers and opinion leaders, coupled with broad media engagement. This approach contributed to key policy changes, including in increased numbers of vulnerable children accessing education, health and basic services and participating positively in society.

UNICEF’s ‘Learning for All’ campaign supported the Government’s London Conference commitment of providing education for every child in Jordan and reached more than a million people through social media, TV, radio and door-to-door outreach and contributed to a formal enrolment increase of 15 per cent. The Ma’an and ‘16 days of activism’ campaigns, and media consultations helped in creating wider public awareness and contributed towards reducing violence against children and gender-based violence (GENDER-BASED VIOLENCE). UNICEF’s 70th anniversary was celebrated by distributing a reader-friendly child rights booklet in Arabic. Global initiatives such as World Breastfeeding Week and Water Day improved the reach of key messages on healthy behaviours to local audiences. A photography project with the EU helped Syrian and Jordanian students learn about each other’s lives, promoting social cohesion.

Media initiatives contributed to sustaining global interest on children affected by the Syrian conflict. A Syrian children’s photo exhibition about ‘a day in their life in Za’atari’ was organized with ABC News at the UNICEF House in New York and online during the UN Summit on Refugees and Migrants. Fifty missions were organized for media, National Committees and regional and global goodwill ambassadors.

UNICEF Jordan published 80 press releases, videos and stories. Improved use of social media, including increased Arabic content, helped engage the public on national initiatives, foster civil society partnerships, support advocacy with government and provide visibility to donors and supporters. Website visitors increased from 20,000 to 35,000, Facebook likes increased from 20,000 to 60,000, and Twitter followers increased from 3,600 to 5,239.

**Identification Promotion of Innovation**

In 2016, UNICEF Jordan included an indicator on innovation in the annual plan for the first time, as follows: “Each section has adapted an idea from another sector, industry or organization to transform one part of its programming for children.” Coupled with dedicated support to sections, this effort shifted UNICEF Jordan towards more innovative approaches. Projects were incubated to kick-start new approaches, including an ‘uber-for-waste’ platform to streamline waste collection in Za’atari refugee camp; a nutrition tracking tool for mobile populations; and a network of Innovation Labs for 14-18 year olds. Both technology platforms are under development (both set to roll-out in the first quarter of 2017), while the labs are in scale-up phase, with 1,140 children (50 per cent girls) participating in the social innovation curriculum. There was a proactive effort to catalyse the technology community in Amman to work on social issues. UNICEF Jordan organized four technology salons, where technology and development professionals discussed particular themes. Each salon resulted in a report detailing how the two communities could work more closely together.
UNICEF Jordan also issued a child-focused prize in the MIT Arab Enterprise Forum’s Innovate for Refugees competition. There were more than 500 entries, and the winner was ‘LedLife’, a kit for children to learn about solar electricity by building solar-powered lamps with recycled materials. This kit will be incorporated into UNICEF Jordan’s social innovation curriculum, as a project-based learning module to develop engineering skills. Concerted efforts were made to bring new ideas to deliver results for children, including a series of six trends notes tailored to programmatic areas. For example, a brief paper on mobile money led UNICEF Jordan to be well-positioned with major development funders, who were seeking to pilot a mobile money initiative for cash transfers.

Support to Integration and cross-sectoral linkages

In 2016, UNICEF Jordan’s ‘Makani’ integrated education, child protection and youth participation platform expanded coverage and programme activities. The centres also successfully reached diverse communities, promoting social cohesion. The number of centres grew from 151 to 236, reaching 146,000 children. A mobile ‘Makani-Plus’ model was adopted to respond to the needs of highly vulnerable children living in informal tented settlements and addressing their immediate WASH needs in combination with the other programme activities that are included in Makani centres. Innovation labs piloted a social innovation curriculum to better engage youth in Makani centres, providing leadership opportunities and civic engagement through a process of identifying and proposing solutions to problems in their communities.

Schools were also used as a platform for programme integration, with all programmes engaging with schools in order to promote the health and development of students. Physical violence in schools, as reported by students, dropped from 44.8 per cent in 2009 to 10.9 per cent in 2016 under the Ma’an campaign, which included promoting non-violent discipline, for teachers, at community-based meetings and in media campaigns. In 2016, WASH facilities were improved for 38,517 children in 50 schools across the country. The integrated school health programme, which UNICEF supported in camp schools, provided vaccination, health screenings and referrals for children.

Human Rights-Based Approach to Cooperation

In 2016, UNICEF Jordan partnered with National Council for Family Affairs (NCFA) to provide support to the development of the national Childhood Act, which was drafted in 2008 but later withdrawn from the Parliament due to changes in Government priorities. A national technical committee was formed to steer the process of updating the Act, which aims to address legal gaps in the existing legislation. A draft of the law was developed based on a review of international standards, conventions and experiences, and will move forward during 2017.

UNICEF Jordan’s advocacy efforts led to the inclusion of questions on disability in the Census 2015, which showed 11 per cent of the population (including 6.1 per cent of children between the ages of 5 and 17) suffered from some degree of functional difficulty. This provided an evidence-base for Higher Council for Affairs of Persons with Disabilities to advocate for a draft law on the rights of persons with disabilities to be legislated in the Parliament.

A bottleneck for Syrian refugee children to access the formal education system had been their registration status in the country. UNICEF Jordan successfully engaged with the Ministry of Education on granting access for all refugee children - regardless of their status – to formal and certified non-formal education activities. The Government has repeatedly committed to providing education opportunities to all children in Jordan, regardless of their status or nationality.
In partnership with NCFA, a situation analysis was conducted for the Country Programme 2018-2022 with government counterparts, implementing partners, donors and young people. Participants jointly identified the structural causes of the non-realization of rights. This will inform the strategic approaches and programmes of the next country programme.

In line with human rights principles, UNICEF Jordan also provided life-saving assistance to asylum seekers between the Syrian and Jordanian borders, which included the distribution of non-food items, provision of safe water and sanitation, immunization, daily health consultations and nutrition services, psychosocial support and informal learning, and identification and support of vulnerable children and women who were prioritized for entry.

**Gender Equality**

UNICEF Jordan strengthened the mainstreaming of gender and equality approaches in all programmes during 2016. UNICEF Jordan developed partners’ capacity to mainstream gender approaches throughout the project cycle, and provided ongoing support in camps, host communities and informal tented settlements, including those resided in by marginalized ethnic minorities, to promote consistent gender and age mainstreaming according to international standards.

Chairing the UN Country Team Gender Theme Group, UNICEF coordinated UN agencies to respond in a coordinated and complementary manner to gender and gender-based violence challenges. UNICEF also coordinated UN agencies and key stakeholders to mainstream gender in the humanitarian response as co-chair of the sector gender focal point (GFP) network and the gender focal point for the sexual and gender-based violence sub-working group (SGBV SWG).

Together with the gender-based violence guidelines global project and the SGBV SWG, UNICEF Jordan organized six sectoral trainings to roll out the 2015 Inter-Agency Standing Committee (IASC GBV) Guidelines. UNICEF and WHO trained 30 participants from UN agencies and other stakeholders on mainstreaming gender-based violence in humanitarian action and participated in the elaboration of guidelines to address gender-based violence in early marriage case management and among people with disabilities. UNICEF led the update of the Interagency SOPs for Prevention and Response to Child Protection and gender-based violence within the humanitarian response.

UNICEF supported MoSD shelters for gender-based violence survivors, which served 69 women, 65 girls and 9 boys, and supported MoH to establish a gender-based violence and child protection tracking and referral system. UNICEF engaged with the National Council for Family Affairs to develop national guidelines to address violence against children, violence against women and domestic violence, according to international standards.

**Environmental Sustainability**

In 2016, UNICEF Jordan made considerable progress to improve environmental sustainability, in projects, as well as in the office. In January, two data loggers were installed in Za’atari and Azraq boreholes to monitor changes in water levels, conductivity and temperature at five minute intervals. The data generated was regularly analysed, with clear trends evident in water levels, and was a pre-requisite for the Groundwater Vulnerability Assessment scheduled for 2017. UNICEF supported the development and dissemination of the National Water Strategy (2016-2025), which advocates for alternative water sources including rain water harvesting, as well as expanding the reuse potential of water. The strategy advocates for the revision of the water tariff structure as a means to manage the demand for water, particularly from the agricultural sector.
A pond was constructed at the Azraq wastewater treatment plant to store the treated wastewater for agricultural purposes. In Za’atari, the backwash water from the filter at one of the boreholes was reused for construction and cleaning purposes, reducing the volume of water abstracted. The amount of water supplied to Za’atari was regularly revised for seasonal demands, so that only the actual volume of water required was abstracted.

As a result, no external water tankering was required throughout the peak summer demand period (June to September), for the first time since the camp opened in 2012. In three schools, a water reuse system was constructed, with another three schools planned for early 2017. Since late 2015, more than 2,720 wastewater collection tanks have been installed in Za’atari (more than 1,880 by UNICEF Jordan) and connected to more than 12,255 households with almost 10,000 open pits backfilled. This has increased the volume of wastewater collected each day from 900m³ to more than 2,000m³. As a result, there is 1,100 m³ less wastewater leaching into the ground each day, significantly reducing the potential for groundwater contamination.

Through the Greening and Accessibility Fund, UNICEF Jordan received US$70,000 for solar power, which is expected to reduce UNICEF’s carbon footprint. The office replaced all flood lights and air conditioner units with energy efficient equipment to further reduce its carbon footprint and energy bills.

**Effective Leadership**

UNICEF Jordan’s Rolling Management Plan (RMP) for 2016-2017 was developed through a participatory process. At an expanded country management team retreat, 25 members deliberated and identified six programmatic and three management priorities. These were incorporated into the rolling management plan with measurable performance indicators and targets, then discussed and validated by all staff. This process ensured the voices and concerns of staff members were well reflected.

Also included in the RMP was a risk control self-assessment. As part of management reviews at mid- and end-year, UNICEF Jordan updated the risk control assessment. UNICEF Jordan also undertook an independent review by the operations manager of UNICEF Lebanon as well as a colleague from the office of internal audit and investigations on the effectiveness of its governance, risk management and control processes.

The business continuity plan was updated in January and security and ICT disaster recovery components were successfully tested in 2016.

Staff well-being remained a priority. An ‘all staff retreat’ was organized in January, fostering an office-wide sense of team spirit and unity. To track changes in staff well-being, UNICEF Jordan also administered a routine online staff survey. In June, a third survey was conducted, and 119 staff members (87 per cent) participated. Many raised concerns related to the anticipated office move and its potential influence on their well-being. Taking the matter seriously, UNICEF Jordan leadership called for section meetings where staff could discuss staff well-being issues, which was then followed by a special country management team meeting where these issues were discussed extensively. Discussions and agreements from the special meeting were then connected back to sections. This process, informed by the staff survey, ensured transparent decision-making on the issues that affect staff.

**Financial Resources Management**

In 2016, UNICEF Jordan improved its management, budget control and financial procedures with close monitoring of expenditures, grant expiry and donor conditionalities by the country
management team. As a result, UNICEF Jordan had a combined financial implementation rate of 100 per cent utilization (RR, OR and ORE). Outstanding DCTs between 6 and 9 months were 1.8 per cent, an improvement from 2.6 per cent at the end of 2015, though there were none outstanding over 9 months.

UNICEF Jordan continued to promote the effective management of the harmonized approach to cash transfers (HACT). Risk assessments were done for all implementing partners and assurance activities included 93 programme monitoring visits (85 per cent completion), 48 spot checks (100 per cent completion) and 8 audits (100 per cent completion) to provide assurances that funds were utilized for intended purposes.

Finance and master data management (MDM) tasks were shifted to the Global Shared Services Centre (GSSC), including the processing and payment of invoices, bank reconciliations and asset accounting. This transition was a part of the agency-wide effectiveness and efficiency agenda and will refocus staff time from transaction processing to the management of programmes. UNICEF Jordan appreciated the efficiencies of common services provided by the Operations/Common Services processing transactions for UNICEF Jordan and the UNICEF MENARO.

During the year, a peer review of office performance was conducted by the operation manager for UNICEF Lebanon, and UNICEF Jordan developed an action plan to follow up on all recommendations. UNICEF Jordan also conducted an internal controls self-assessment for supply and procurement to provide further assurance of process strengthening.

UNICEF Jordan followed a 'funds optimization policy' with monthly cash forecasting and close monitoring of bank balances leading to under 20 per cent variance between cash forecasts and actual usage, contributing to global savings.

**Fundraising and Donor Relations**

In 2016, UNICEF Jordan appealed for US$192.7 million under the Jordan Response Plan, the Jordan chapter of the Regional Refugee and Resilience Plan (3RP). The funding needs were allocated at 80 per cent under the refugee pillar and 20 per cent under resilience. US$57.8 million was planned outside the appeal (for the emergency response at the northeast border and the regular programme).

Following the ‘Supporting Syria and the Region’ pledging conference held in London in February 2016, UNICEF successfully mobilized US$214.5 million, including US$7.7 million in ORR and US$206.8 million in ORE (86 per cent of funding requirements). Including funds carried forward, US$298.8 million was available for implementation in 2016 (119 per cent of funding requirements). Most fundraising efforts were framed within the No Lost Generation Initiative and the Jordan Compact commitments for education.

UNICEF Jordan was supported by Australia, Canada, CERF, European Union, France, Germany, the George Lucas Family Foundation, Ireland, Italy, Japan, Republic of Korea, Kuwait, Malala Fund, Netherlands, New Zealand, Norway, Orange Jordan, Spain, Sweden, Switzerland, UKAID, and UNICEF National Committees in U.K., U.S., Australia, Denmark, Germany, Iceland, Italy, Japan, Luxembourg, the Netherlands, Norway, South Korea, Spain, Sweden and Switzerland, as well as UNFPA, and USA (PRM, USAID, CDC).
Close monitoring of reporting, expenditures and grant expiry dates ensured 100 per cent utilization of funds prior to expiry and 100 per cent timely submission of donor reports. Regular coaching and support was provided to programme staff to improve the quality of reports. To keep donors engaged, UNICEF Jordan coordinated more than 160 field visits with donors, shared monthly situation reports, regular donor updates, highlights and links to news articles and videos highlighting its results with current and prospective donors.

Evaluation and Research

UNICEF Jordan developed a prioritized and strategic 2016-17 Integrated Monitoring and Evaluation Plan (IMEP) that included 16 activities (3 evaluations and 13 studies), out of which the 5 planned for 2016 were completed. All IMEP deliverables followed internal quality assurance processes. Six major studies along with all evaluations were reviewed by UNICEF MENARO. Progress on the IMEP was monitored on a quarterly basis and shared with the country management team and UNICEF MENARO.

Evaluation of the infant and young child feeding programme was completed to inform decision-making for future programming, in the context of Jordan transitioning from a humanitarian response to the Syria Crisis into resilience building and systems strengthening. The evaluation called for stronger measures to promote sustainability, through gradual integration and institutionalization of the programme into existing systems and services. While the evaluation focused on a specific programme, the findings will inform the overall strategic approach of the next country programme.

All evaluations were co-managed by the relevant programme section and planning monitoring and evaluation (PM&E) section. The relevant programme section oversaw technical aspects of the evaluation while the PM&E section managed the process to ensure adherence to standards, and a level of independence. Reference groups were formed to advise the evaluation managers throughout the process. Findings and recommendations from evaluations were discussed with stakeholders from the Government, implementing partners and donors, and discussions contributed to management responses. UNICEF Jordan executed all the actions planned as the management response for two evaluations completed in 2015.

For ethical and quality assurance of evidence generation activities, an ethics checklist was developed to ensure the office and its contractors follow relevant UNICEF guidelines. This checklist was suggested by UNICEF MENARO for potential replication in other countries.

Efficiency Gains and Cost Savings

During 2016, UNICEF Jordan improved efficiencies and recorded estimated savings of US$4,017,000. UNICEF Jordan also began the transition to the Global Shared Services Centre in September, which is expected to lead to further cost efficiencies in coming years. Specific savings in 2016 included agreements with four airlines, creating US$30,000 in savings for the year; a mobile telephone agreement saving US$ 35,000 in free handsets and a further US$14,000 on monthly discounts; and LTAs established by the UN Inter-agency Common Procurement Team, reducing costs by US$9,000 annually.

Use of the common cash facility with UNHCR for transferring cash assistance to refugees also generated savings, with UNICEF reaching the highest bulk rate and gaining US$ 129,000 in savings. Construction of infrastructure to reduce tankering, desludging and solid waste management, establishment of third party monitoring mechanisms and the rebidding of services progressively reduced costs by 13-15 per cent for water and desludging and 60 per cent for
solid waste, resulting in average monthly savings of US$ 212,000 in Za’atari and US$104,000 in Azraq. The estimated total annual saving is US$3,800,000.

With ongoing efforts to have fully functional water and wastewater networks, UNICEF will realize significant efficiencies and cost savings and reduce time lost to strikes by water truck drivers. Improved operation and maintenance of the Za’atari boreholes reduced downtime and ensured no water tankering from outside the camps. A solar system installed in the office is expected to generate 40.60 kW per hour through its Grid connected Solar Photovoltaic system. This would yield a 20 per cent reduction on UNICEF electricity bills, equivalent to an annual saving of US$ 18,000 beginning in 2017.

Supply Management

In 2016, UNICEF Jordan procured goods and services worth us$39.9 million, three times more than 2015 (US$11.6 million). This included US$26.8 million for services, US$11.5 million for programme supplies, and US$1.6 million for consumables and assets. All services were procured through institutional contracts, except US$ 0.6 million for individual consultants. UNICEF Jordan leveraged long term arrangements (LTAs) for US$6.35 million of essential and frequently required commodities and services, such as hygiene kits, playgrounds, school furniture, warehousing, transport and customs clearance services. The LTAs facilitated faster and more effective delivery as well as cost savings by reducing procurement processes and applying economics of scale. UNICEF Jordan had 27 LTAs, of which 9 were established in 2016. In total, 726 requests from UNICEF Jordan were processed as of 31 December 2016, as recorded in service desk, compared to 420 during 2015.

During 2016, there was a sharp increase in procurement as part of the emergency operations in response to the needs of asylum seekers at Jordan’s north-eastern border support. UNICEF Jordan’s rapid engagement of contractors allowed lifesaving services, including water trucking, to be delivered within limited timeframes in the logistically complex environment at the border. Due to the security environment, the country office faced challenges in attracting a wide pool of qualified contractors to provide health, nutrition and wash services.

The value of programme supplies inventory physically in the warehouse and controlled by UNICEF was US$3.6 million and, of this, US$155,000 was supplies prepositioned for emergencies. The value of programme supplies issued from local UNICEF Jordan warehouses was US$ 2.1 million.

The office managed US$5.7 million worth of inventory in its controlled warehouses throughout the year. An additional warehouse was secured in the Zarqa free zone to manage these needs.

Security for Staff and Premises

The overriding priority for 2016 was to ensure the safety and security of UNICEF staff, partners and contractors providing emergency interventions at the north-eastern border. This work was supported by a newly recruited dedicated Field Security Assistant for Ruwayshed, along with multiple support missions by security specialists. Specific actions taken included a Security Risk Assessment of the border area and UNICEF facilities in Ruwayshed. Individual first aid kits (IFAK), dust goggles and masks, health and safety equipment were distributed to all staff members operating at the border. UNICEF Jordan assessed and supported the establishment of the guest house and office in Ruwayshed.
In addition to the support provided to staff working at the berm, the following steps were undertaken to ensure the safety of staff working on Jordan. Security risk assessments were undertaken for Jordan, Amman and the Syrian refugee camps. Emergency evacuations were rehearsed and the warden system was tested quarterly. Multiple facilities in Amman were assessed as part of the search for a new office. The main building fire escape was upgraded. A total of 247 incoming staff briefings were held and 371 staff IDs were processed (new and renewals). A total of 108 staff completed the active shooter training; all but 5 staff completed basic and advanced security in the field training. Defensive driver familiarization was conducted for 26 staff members (for use in personal vehicles). A variety of first aid and driver training courses were conducted both in Jordan and within MENA, including defensive driving (30 participants for professional use, including 19 UNICEF); armoured vehicle (30 participants, including 19 UNICEF); driver assessor (3 participants, including 2 UNICEF); driver trainer (16 participants, including 10 UNICEF); and individual first aid kits (89 participants, including 15 UNICEF).

**Human Resources**

To ensure uninterrupted services while scaling-up the response at the north-eastern border, new temporary positions were established and others were replaced with full-time positions. Following 2015-2016 Programme Budget Review, UNICEF Jordan created 19 new fixed-term positions in 2016. Overall, due to staff turnover and operational and programmatic needs, 74 positions (fixed and temporary) underwent competitive recruitment and selection. Through regular monitoring of performance indicators (via online reports, dashboards and country management team meetings), UNICEF Jordan achieved 100 per cent completion of 2015 performance appraisals by the end of the first quarter of 2016. Following the introduction of the new performance appraisal system, ACHIEVE, in early 2016, UNICEF Jordan successfully rolled out the new system, including conducting trainings sessions for all staff and ensuring the planning phase of the Performance Appraisal system was finalized. All staff set their work objectives for 2017 and are now at the stage of finalizing their PERs with the deadline of February 2017.

UNICEF Jordan responded to the results of the Global Staff Survey to secure a better working environment for staff, including the application of flexible working arrangements (used by 15 staff members); conducting semi-annual Staff Well-Being Surveys and establishing a Staff Well-Being Workplan and office improvement plan (95 per cent completion rate), with progress reported in CMT and All Staff meetings. UNICEF Jordan recruited a psychosocial support consultant for two and a half months who provided psychosocial support to all staff through individual and group sessions. She also undertook an assessment of office staff-wellbeing and provided a number of recommendations for further implementation. UNICEF Jordan’s on-boarding and off-boarding SOPs and processes were also strengthened. A learning and development plan was developed, and 74 per cent of activities were completed to support staff capacity development, with 13 individual and 8 group trainings conducted.

**Effective Use of Information and Communication Technology**

Throughout 2016, the number of staff in UNICEF Jordan increased, with additional mobile and field staff working in the refugee camps and as part of the north-eastern border response. This increased the need for innovative ICT solutions. Connectivity was improved for those working from Ruwayshead field office by setting up an 8MB microwave link. Despite the inflow of new staff, all 65 new users’ installations were completed on the staff member’s arrival day. Cloud-based tools were promoted such as Skype for Business, OneDrive and SharePoint Team Sites. Use of these tools resulted in improved staff collaboration and increased cost effectiveness. As
an example, OneDrive allows staff to access their documents from virtually anywhere. The AV Bridge in Amman is used for free video conferencing. The capacity of both the primary and secondary Internet links were increased from 40MB to 50MB each, with more than US$10,000 worth of yearly savings, and improved accessibility to social media content.

New LTAs were established for laptops, toner and other miscellaneous ICT supplies, which are creating an average savings of US$16,000 per year. At the end of 2016, UNICEF Jordan implemented an Office 365-based modern telephone system allowing staff to make Skype calls from their mobile phones, which will improve communication and staff efficiency. ICT continued to provide support to programmes (ICT4P) in 2016; this included providing technical assistance to Bayanti (a web-based monitoring and information management system to obtain data on the performance of each UNICEF-supported Makani centre); Primero (a Child Protection Information Management System for case management and to track service provision for individual children and women with specific vulnerabilities); an immunization management system; and a Data Management System for Wastewater Collection in Refugee Camps. These initiatives strengthened programme management as well as accountability to donors and partners.

Programme Components from RAM

ANALYSIS BY OUTCOME AND OUTPUT RESULTS

OUTCOME 1 1. Health & nutrition quality newborn, child health, and nutrition system that meets the needs of vulnerable families and health behaviours practiced

Analytical Statement of Progress:
UNICEF, through advocacy efforts and the contracting of medical professionals from a local association, provided health and nutrition services at the berm from 17 January to 21 June 2016. The border was closed entirely due to security reasons from 21 June until services tentatively resumed in November. In the first half of the year, UNICEF provided 1,685 medical consultations and reached more than 6,140 women with infant and young child feeding (IYCF) counselling and 10,532 children 6-59 months who were screened for malnutrition. Among these children, 109 were identified with MAM and 30 with SAM, and received treatment as required. For 12 children with SAM or other critical nutrition problems, UNICEF advocated for their entry into Jordan, where they were closely followed up by nutrition staff of various partner agencies involved.

The Government of Jordan, with UNICEF support, continued efforts to combat vaccine-preventable diseases by improving the quality of the national immunization programme and conducting emergency immunization campaigns. In 2016, the national EPI programme achieved more than 90 per cent full immunization coverage among Jordanian children under 1 (148,358 children) and 85.5 per cent coverage among Syrian children (14,321 children), which was short of the 90 per cent coverage target. The 2015-16 National Immunization Coverage Survey found high overall vaccination coverage in the country, however, this masked geographical and socioeconomic inequities. The lowest measles vaccination coverage was found in southern governorates such as Aqaba (75 per cent), Ma’an (83 per cent), and Tafila (88 per cent), while the rest of the governorates were above 93 per cent. Social determinants such as economic status, mothers’ education and nationality all affected access to immunization services for children.
Ensuring equitable access to maternal, newborn and child health and nutrition (MNCHN) services continued to be a major challenge, especially among Syrian refugees. A Higher Population Council 2016 study found the new security ID card requirement for refugees to access social services, which require blood tests, was the major barrier to access health services. Other barriers noted were system factors (poor knowledge and skills among providers; lack of motivation of providers to serve the marginalized and refugees; and costs) and socioeconomic and cultural factors (family interference; inability to go to health centres unaccompanied; and lack of awareness). Youth were particularly constrained. While nationally representative data on post-natal care (PNC) will not be available until the next Demographic Health Survey, UNICEF partner reports indicated more than 90 per cent of mothers who delivered in 2016 had at least one PNC visit within two days of giving birth. JPFHS 2012 showed only 22.8 per cent of women completed the three recommended PNC visits, and the coverage rates ranged from 20.7 per cent in the poorest wealth quintile to 43.4 per cent in the richest. For the final year of the country programme, improving quality PNC services across the country will be a major focus.

In partnership with Save the Children Jordan, a comprehensive IYCF intervention package continued at the community level. The programme reached 72,813 new mothers with children 0-2 years through community mobilization and peer-to-peer communication. A new service package addressing micronutrient deficiencies was added. This programme contributed to an improvement in exclusive breastfeeding rates in Za’atari from 46.4 per cent in 2014 to 53.7 per cent in 2016, although early initiation of breastfeeding rate decreased from 57 per cent to 55.3 per cent. This was compared to nationwide rates of 22.7 per cent for exclusive breastfeeding. An external evaluation of the IYCF programme found a positive perception about the importance of IYCF practices and an improvement in knowledge; however, in the absence of baseline data, the evaluation could not confirm behaviour change. The programme started as a rapid emergency response and evolved into an integrated health and nutrition programme, without taking sustainability or an exit strategy into consideration. Institutionalization of IYCF within MOH, strengthening national nutrition systems, and developing a mechanism to monitor and supervise violations of the BMS code along with continuous effective behaviour change communication efforts will be required.

Though health and nutrition systems strengthening was slowed by procedural delays from both UNICEF and MOH, high level dialogue between UNICEF Jordan and the Minister and senior officials resulted in the approval of the Newborn Action Plan and revised Newborn Guidelines. Engagement of technical MOH officials in identifying technical capacity gaps, developing Terms of Reference and reviewing proposals all resulted in building a national capacity and sense of ownership of joint projects.

Moving forward into 2017, noting the increase in non-communicable diseases in the country, UNICEF will produce evidence and support MOH and partners to develop, implement and monitor a costed national plan of effective nutrition interventions that reduce micronutrient deficiencies and obesity among children and adolescents. UNICEF also will increase the integration of health and nutrition alongside other interventions, while also improving the quality of national newborn and child health services through supportive supervision, outreach and performance-linked accreditation.
OUTPUT 1 Output 1.1: Policy and capacity to develop strategy exist for newborn child health

Analytical Statement of Progress:
A health economics and policy analysis was conducted in 2016 by UNICEF Jordan, which generated robust evidence on inequities in health services utilization and expenditure on maternal and child health services. UNICEF is now using the evidence generated to advocate with the Ministry of Health for the development of an equitable and pro-poor/vulnerable health financing system that pools financial risks among vulnerable groups and includes them in existing social health protection scheme.

UNICEF advocated for, and leveraged resources towards, the inclusion of health expenditure data in the 2017 Population and Family Health Survey; health care financing strategy development; and the development of the Universal Health Coverage (UHC) reform agenda. The reform focuses on pooling various insurance schemes, and incorporating refugees in existing health protection schemes through donor support. This was done by a review and testing of a new primary health care model, which included a review of the benefits package and provider payment mechanisms. The end goal of the reform agenda will be to improve health care service utilization among marginalized population groups without risking their financial ruin.

The majority (more than 70 per cent) of deaths of children under 5 in Jordan occur during the neonatal period. UNICEF Jordan contracted two national experts to support the MOH in reviewing the existing neonatal death reporting system and updating the neonatal guidelines. Nine neonatal guidelines were reviewed, updated and tailored to the Jordanian context together with the death reporting forms in consultation with specialists from all health sectors in Jordan including MOH, Royal Medical Services, the private sector and universities. A 'Promise Renewed' Steering Committee meeting was conducted as the first step for policy advocacy towards reducing neonatal mortality, although the updated guidelines, which were ready by February 2016, took nine months for endorsement by the National Steering Committee in October. This delay was due to many rounds of consultation by technical experts in the Technical and Steering Committees. A training plan was also developed for doctors and nurses in the newborn units of referral hospitals, which will be rolled out in 2017.

OUTPUT 2 Output 1.2: Institutional and community based health systems provide quality newborn, child health and nutrition services

Analytical Statement of Progress:
UNICEF advanced its resilience approach to strengthen the link and leverage resources between the refugee response and national health systems strengthening (particularly immunization systems). This was achieved through capacity building, cold chain systems strengthening and procurement of supplies.

Refresher training for 250 vaccinators (in addition to 1,000 trained in 2015) supported national efforts to fill the gaps in immunization coverage and reach the unreached. Thirty five Royal Medical Service (RMS) and 75 MOH health providers received training on IYCF and diarrhoea prevention and management through the partnership among MOH, UNICEF and Save the Children Jordan.

An enhanced temperature monitoring and alarm system was established at the national cold room to strengthen EPI. UNICEF procured routine vaccines and syringes (1.5 million doses of bOPV, 100,000 doses of DTP and 200,000 doses of measles vaccine) as well as nutrition supplies (malnutrition screening tapes, salt iodization test kits and Vitamin A), and 100 refrigerators for use at MOH health facilities. Four walk-in cold rooms were provided at the sub-national level.
A pilot Reach Every Community (REC) Immunization project was completed, reducing immunization inequities through MOH mobile teams vaccinating 30,000 children (13,000 Syrians and 17,000 Jordanians) each month in high risk areas across 12 governorates. Using these results along with evidence of immunization service utilization inequity from the EPI coverage survey conducted in 2016, UNICEF successfully advocated with the Ministry to take up the REC outreach approach, including through an increased budget allocation.

Lengthy procedures for obtaining approvals resulted in delays in the implementation of activities through funds transfers to the government. A training plan on newborn care guidelines was finalized, and funds are ready to disburse once cabinet approval is obtained. Training on protocol/guidelines was rescheduled for the first half of 2017 once funds have been transferred.

OUTPUT 3 Output 1.3: Parents, caregivers are aware of and utilise newborn, child health, immunization and nutrition services

Analytical Statement of Progress:
UNICEF Jordan complemented its efforts to strengthen the health system with interventions to increase demand and promote appropriate care practices at the community level.

A media campaign supported the National Immunization Days (NIDs) and Global Polio Switch (switching trivalent to bivalent polio vaccine) on 23 April. UNICEF provided financial and technical support to MOH to distribute awareness materials, build the capacity of media and health providers, and monitor the campaign and switch. The 2016 NIDs reached 1,237,049 children 0-5 years old (49 per cent girls). Of those vaccinated, 13 per cent were Syrians and 4 per cent were other nationalities, including Palestinians. No trivalent polio vaccine was found in any health facility in the country after the switch.

In August, through the World Breastfeeding Day Campaign, UNICEF and partners reached mothers and caregivers in host communities and Syrian refugee camps, promoting early initiation of, and exclusive, breastfeeding. Eighty-nine presentations and 23 group discussions on the importance of breastfeeding were conducted. A rapid IYCF assessment of 2,497 caretakers found improved breastfeeding practices, but poor quality and frequency of complementary feeding.

An integrated IYCF+ nutrition service delivery programme continued in 2016, providing hygiene promotion, diarrhoea prevention, malnutrition screening, IYCF counselling, home visits to newborns and anaemia screening and supplementation in camps and host communities (Aqaba, Ma’an, Karak, Jordan Valley) along with Raba’a Al Sarhan Transit Centre. The programme reached 72,813 pregnant and lactating mothers (82 per cent of target) with one-to-one counselling while 21,880 children were screened for malnutrition. The quality of the IYCF programme was ensured through trainings for 80 community health workers and volunteers. The programme detected 350 cases of MAM and 57 cases of SAM among children as well as 50 pregnant and lactating women with moderate malnutrition; all cases were in refugee camps. All children and women identified with malnutrition were treated and followed up, with a cure rate of 100 per cent. Anaemia awareness raising and screening among 6,342 women 15-49 years in camps detected an 18 per cent anaemia rate; those women received iron supplementation. Results were achieved through partnerships with community-based organizations, health centres, public and private hospitals, and the Ministry of Social Development.

Key challenges included weak ownership by MOH and weak regulation of BMS distribution in host communities by the MOH, though there is stronger regulation in camps. Work to increase institutionalization of the programme in MOH and enforce the BMS code will continue in 2017.
OUTPUT 4  Output 1.4: Urgent needs of vulnerable children and women are met through quality and timely immunization and nutrition services

Analytical Statement of Progress:
UNICEF ensured access to emergency and nutrition services in all camps and transit centres, as well as for the asylum seekers trapped at the north-eastern border, or berm.

In collaboration with a local association, UNICEF provided semi-mobile health and nutrition services at the border from 13 January until 21 June 2016, when a security incident cut off access. During this period, 1,865 consultations were provided, including 473 for newborn care, 466 for childhood illnesses, 569 for ANC and 172 for PNC.

In terms of nutrition, 6,140 lactating women at the border received IYCF counselling and 10,532 children 6-59 months (50 per cent girls) were screened for malnutrition. Among children screened, 109 were identified with MAM and 30 with SAM, all of whom received treatment. For 12 children with SAM, UNICEF successfully advocated for their entry into Jordan, where they were closely followed up by nutrition staff of various partner agencies involved.

Also at the border, UNICEF supported authorities to conduct two emergency vaccination campaigns to reduce the risk of vaccine-preventable disease, which protected 13,896 children under 15 against polio and 13,053 children 6 months to 15 years against measles, while 6,278 children 6-59 months received Vitamin A Supplementation. Through the same campaign, 3,623 (in February) and 5,423 (in April) women of reproductive age received tetanus toxoid vaccination.

A measles outbreak was averted in Azraq camp after four cases were confirmed among new arrivals from the border. UNICEF mobilized resources to support MOH and partners to conduct an emergency measles campaign, protecting 18,801 children (35 per cent girls) in the camp.

The Integrated School Health (ISH) programme improved the school health system across camps through capacity building, health data management, establishment of coordination and referral mechanisms and adopting school health guidelines tailored for camps. UNICEF used the results from the 8,684 children (54 per cent female) who received health and nutrition screening in camps to advocate for the importance of early screening to detect developmental delays and health problems, and follow up of children who need treatment and rehabilitation. More than 1,000 students were referred for further check-ups (vision, hearing and dental). As the short project period (due to delayed start) was insufficient to ensure proper handover, ISH will continue through the end of the 2016-2017 academic year, when it will be handed over to MOH and MOE. MOH has already requested UNICEF support on ISH strengthening in host community schools in 2017.

OUTCOME 2 2. Education quality education system responds to increased demand, meeting the needs of vulnerable children

Analytical Statement of Progress: At the start of 2016, the Jordanian education system faced the challenge of accommodating approximately 83,000 Syrian out-of-school children. The number eventually rose to 91,000 by mid-year due to a further inflow of refugees. During the year, UNICEF Jordan responded in different ways, starting with supporting advocacy efforts of the Government of Jordan at the London Conference for Supporting Syria and the Region in February. The Conference resulted in the Jordan Compact, which included commitments by
Jordan and international partners to ensure all children in the Kingdom had access to a quality education. Advocacy continued at the national level, with UNICEF securing an assurance from the Ministry of Education (MOE) that all Syrian children could enrol in formal education, irrespective of their documentation status.

UNICEF Jordan worked closely with the MOE and international partners to extend access to education – whether formal or certified non-formal – to all children in the country as per the Jordan Compact. This included UNICEF Jordan’s support to MOE to establish 102 new double-shifted schools, for a total of 200 double-shifted schools now accommodating Syrian children across the country. To improve enrolment and reduce overcrowding in camps schools, 85 new classrooms were constructed, 36 of which will be used for kindergarten in the first semester of 2017.

In August, UNICEF Jordan and partners rolled out the Learning-for-All (L4A) campaign to generate awareness on the importance of education for all children. The campaign reached 56,119 children and 90,515 community members. During a follow-up exercise, 21 per cent of the 15,565 children re-contacted were previously out-of-school children who are now in school. Some children faced difficulty registering, while others cited financial constraints, lack of transportation and disabilities as reasons for not being in school.

By the end of the year, 215,814 (91 per cent Jordanian, Syrian and other refugee children were participating in learning opportunities with UNICEF support. Formal education enrolment for Syrian refugee children increased 14 per cent from 145,458 in 2015/16 to 166,113 in 2016/17. While the enrolment of Syrian refugee children surpassed the 2016 Jordan Response Plan (JRP) target of 156,000, it fell short of the 195,000 Acceleration Plan target set out in the Jordan Compact. Another 48,309 children of various nationalities received non-formal (MOE-certified) and informal (uncertified) education services. These efforts contributed to the priorities identified in the Jordan Human Resource Development (HRD) Strategy, launched in September 2016. The 2016-2025 HRD Strategy aims to create a generation of educated, skilled and forward-looking young people capable of competing in the labour market and supporting Jordan’s social, economic and political development.

Since 2015, UNICEF and partners have continued to provide alternative education pathways. The Non-Formal Education (NFE) Drop-Out programme enrolled 1,318 children ages 13-18 (boys) and 13-20 (girls) in 2016. UNICEF also supported MOE to develop a new Catch-Up Programme catering to out-of-school children ages 9-12 who have missed school for more than three years. Nearly 1,200 children are enrolled in 58 Catch-Up classes. A second wave of L4A campaign was launched in November to disseminate information about the new Catch-Up Programme, as well follow up with communities to encourage families who still have not registered their children in school. Through informal education (IFE) provided at 233 Makani centres, 46,991 children who cannot obtain a seat in formal school due to ineligibility or lack of available seats learned basic literacy and numeracy. UNICEF worked with both families and schools to address challenges such as overcoming documentation issues to ensure children were enrolled in formal schools wherever possible.

To improve the delivery of quality formal education, UNICEF Jordan continued capacity building of critical MOE service providers. Three thousand teachers (55 per cent female) and other MOE personnel participated in training that included pre-service training for new teachers, courses in English language instruction and monitoring and supervision training for school leadership. School supervisors provided essential oversight and guidance as per MOE-established standards. A 2015 evaluation of the education response in Jordan indicated the poor quality of
formal education as a bottleneck to children’s educational attainment. Average results for eighth graders in the Trends in International Mathematics and Science Study dropped by 20 points for Math and 23 points for Science from 2011 to 2015, the second largest decline among 26 participating countries. A frequent monitoring assessment of the formal education sector supported by the European Union noted that quality of education has improved (from C+ in 2014 to B in 2016).

The UNICEF-led 30-member Education Sector Working Group was the highest-attended working group. It held regular coordination meetings at Amman and camp levels while knowledge products, Education Sector Gender Analysis, 4W sector analyses and ActivityInfo were updated and circulated regularly to ensure consistent and reliable reporting.

UNICEF Jordan continued to support MOE to provide education to all children in Jordan. This included an assessment of all 200 double-shifted schools and focus group discussions with families and children not in school. These assessments identified challenges related to student enrolment. UNICEF Jordan and MOE will use findings to formulate appropriate responses to assist more children access formal education.

In 2017, UNICEF Jordan will work with MOE to reach the Accelerated Plan formal education target. It will operationalize the Learning Support Services in Makani centres, improve the Catch-Up programme, and scale up NFE Drop-Out and other programmes for out-of-school young people above the age of 13. Integrated early childhood education and development will also be a priority.

OUTPUT 1

Output 2.1: Policies and planning capacity exist for quality, safe and inclusive education

Analytical Statement of Progress:
To increase access to education for all children, including Syrian refugee children, UNICEF Jordan continued to advocate for changes to national policies and regulations that create barriers to educational access.

UNICEF Jordan began advocacy in 2014 for an education programme targeting out-of-school children ages 9 to 12 who were ineligible for NFE, which starts at age 13. In 2016, the MOE approved this concept and worked with UNICEF Jordan to develop the Catch-Up Programme targeting 25,000 students. An Acceleration Plan for formal education targeting 50,000 additional Syrian children also was put in place. The focus was to expand physical space in public schools through the double-shifting of 200 schools.

The late start of the Catch-Up Programme and identification of 102 new double-shifted schools resulted in lower enrolment than the accelerated target. In August and October 2016, UNICEF Jordan organized large-scaled meetings to facilitate the increased and accelerated enrolment, particularly at district and governorate level. A UNICEF-MOE Task Force was established to support regular planning and monitoring of education in camps and host communities.

In the area of Inclusive Education (IE), a manual was developed and 20 core trainers within MOE were trained. However, the lack of a MOE IE strategy caused delays in moving this agenda forward. In 2017, UNICEF Jordan will work towards integrating IE in national education planning.
The implementation of the disaster risk reduction programme posed a challenge. Initially planned for completion by mid-2016, this activity was cancelled due to shifting MOE priorities.

In September 2016, the Government launched its HRD Strategy, with input from UNICEF and a wide range of stakeholders. The Strategy covers all key areas of education, including Early Childhood Development and Education, primary and secondary education, Technical and Vocational Education and Training, and Higher Education. UNICEF Jordan began planning work to support MoE to accelerate education access and quality as well as systems strengthening to support accountability while also innovating wherever possible.

OUTPUT 2 Output 2.2 Education system provides alternative education pathways and quality teaching and learning

Analytical Statement of Progress:
In collaboration with the MOE and international partners, UNICEF supported the increased enrolment of Syrian refugee children, from 145,458 in 2015/16 to 166,113 in 2016/17. This increase was a result of a nationwide social mobilization and outreach campaign, and the increase of double-shifted schools from 98 to 200. With 236,304 registered Syrian refugee children school age, approximately 70 per cent (166,113 children) were enrolled in formal school, while another 20 percent were engaged in Non-formal and Informal Education.

Despite these gains, the poor quality of formal education and low pass rates of secondary school exit exams, combined with socioeconomic factors, meant that both Syrian and Jordanian students were at risk of dropping out. To improve the quality of education, UNICEF Jordan supported pre-service and in-service training for 2,686 MOE personnel (55 per cent female). A total of 798 newly-appointed teachers received induction training focused on planning, classroom management and teaching methods. Another 1,624 teachers benefitted from training on new curricula and 234 teachers were trained in English language instruction. To sustain the impact of these trainings, UNICEF Jordan supported Quality Supervision training for 30 school supervisors. Teachers will now receive improved supervision and guidance to be more effective in their roles. One challenge has been the lack of tools to measure the impact of these trainings, which MOE and UNICEF Jordan will improve in the upcoming year. In 2017, UNICEF will also continue to improve quality of formal education through the training of MOE staff on pedagogy and inclusive education, campaigns to reduce violence in schools and promotion of social cohesion in schools.

For those who have already dropped out, the MOE-certified Drop-Out Programme reached 1,318 adolescents (39 per cent females) newly enrolled in 2016, including 326 youth in camps. Since the start of the Drop-Out Programme in 2015, 2,888 out-of-school adolescents ages 13-20 (40 per cent females) accessed the programme in 61 Drop-Out centres implemented through UNICEF partner, Questscope (83 per cent of the target of 3,500). These young people learned in interactive learning environments through the support of 244 facilitators who had been trained on a participatory learning methodology. They also benefited from extra-curricular activities that enhanced social cohesion among students and between students and teachers, with 56 per cent of students in the programme being Syrians. Due to increased demand, UNICEF Jordan will support MOE in expanding the Drop-Out programme in host communities and camps to reach 25,000 over the next three years.
OUTPUT 3 Output 2.3: Children, parents and community members are engaged in outreach, school life and social cohesion

Analytical Statement of Progress:
Through community outreach, UNICEF Jordan engaged children, parents, teachers, school principals and community leaders to advocate on the importance of education. Work at the community level was key to easing tensions between Jordanians and Syrian refugees. In 2016, UNICEF Jordan focused on the nation-wide Learning for All (L4A) campaign, and expansion of social cohesion activities to reduce violence in 24 schools.

Through the concerted efforts of UNICEF Jordan and 21 civil society partners, the L4A campaign reached 56,119 children (47 per cent girls), which included not only Syrians but also other refugees such as Iraqi and Sudanese, as well marginalized Jordanian minority groups, across all governorates. Approximately half of those children were out-of-school. Volunteers disseminated messages on the importance of enrolling and staying in school to 90,515 individuals. From September to November, campaign partners followed up with each child they registered. To date, 15,565 children have been contacted; 81 per cent are now in school, including 3,311 who were previously out-of-school. Partners continued to support the 4 per cent of children who have had difficulty registering and 15 per cent who were not in school for other reasons, including financial issues, transportation and disabilities.

One challenge faced in the campaign was the shift from information dissemination to community mobilization. To further increase the formal education enrolment, which remained low (20,000 of the targeted 50,000 children), the next campaign will be planned to ensure more time to mobilize communities.

In 2016, UNICEF Jordan made particular efforts to reach out to more than 700 vulnerable children from mobile minority groups (Bani Murra, Turkman and Pakistanis) living in remote areas. Volunteers from these communities helped the outreach team to gather children under tents where they received multiple services such as Informal Education classes, psychosocial support and life skills activities.

Social cohesion activities benefited 4,612 youth (48 per cent females, 39 per cent Syrian, 61 per cent Jordanians). These activities included youth clubs, sports, art and music. Activities were also run for 1,149 students (39 per cent girls) from 24 schools, including sports and drama. To encourage reading among younger children, UNICEF Jordan and partners supported 2,376 children ages 5-10 (55 per cent girls) with reading aloud sessions delivered by 219 volunteers in 140 established libraries in Makani centres and other community spaces.

OUTPUT 4 Output 2.4: Urgent needs of vulnerable children are met through equitable, safe and quality learning

Analytical Statement of Progress:
In 2016, formal education enrolment in camps rose by 15 per cent, from 26,200 to 30,047 (53 per cent girls) due to construction and equipping of four new schools with provision of school supplies and outreach. Despite these gains, there were still a significant number of children out of school in Za’atari and Azraq, partly because of the quality of education (incidents of violence, poor quality of teaching, crowded classrooms and unsafe journey to school) and competing priorities such as work (adolescent boys) and household chores (adolescent girls). In 2017, UNICEF Jordan will work to close the gap of children enrolled in school in camps through
improved classroom space, transportation and teacher training and supervision.

Informal Education support surpassed its two-year target by seven per cent, reaching 46,991 children (50 per cent girls) in 2016. To further enhance the quality of education in Makonis, partners were trained on the Standard Operating Procedures (SOPs) for Learning Support Services (LSS), which will be introduced in 2017. Under these SOPs, all children, regardless of their enrolment status, will have an opportunity to receive additional learning support in Makani centres. This will help those enrolled in school perform better academically while children not eligible for formal education have an opportunity to learn basic literacy and numeracy.

In 2016, 686 children with disabilities (54 per cent female) benefited from inclusive education services with UNICEF support. Ten new Makani locations and five schools in camps were equipped with resource rooms designed to deliver assistance to children with disabilities. This was in addition to resource rooms previously established in 55 MOE schools in 2015. Training and awareness sessions were provided to teachers and community members to encourage the education of children with disabilities. In 2017, UNICEF plans to support five additional MOE schools with resource rooms.

UNICEF Jordan led the Education Sector Working Group (ESWG). In 2016, it was the highest-attended working group according to a Sector Performance Survey conducted by UNHCR. Achievements included the finalization of the ‘Education sector Gender Analysis’. Members were trained in Accountability to Affected Population (AAP) with eight member organizations implementing AAP as part of their education response as a result of the training.

OUTCOME 3

Youth opportunities available for vulnerable young people to actively engage in decision making, community life and social cohesion

Analytical Statement of Progress:

Jordan is undergoing a demographic transition, with a large generation of children moving into the working-age group. To capitalize on this and achieve needed social and economic developments, the Government of Jordan launched ‘Jordan 2025: A National Vision and Strategy’ with an operational plan called Executive Development Programme for 2016-2018. Central to this plan is achieving sustainable human development based on empowerment, equal opportunities, and providing decent job opportunities for youth and women to reach higher productivity.

Jordanians had limited opportunities to voice their views and participate in decision-making that affects their lives. UNICEF Jordan partnered with national and international partners to design and implement a life skills programme that caters to the emerging needs of youth in Jordan. A key strategy was to ensure that life skills training was institutionalized in existing community and youth centres across Jordan, in addition to being mainstreamed in more than 200 Makani centres that provide integrated services.

In 2017, UNICEF Jordan aims to scale up meaningful social, civic and economic engagement of adolescents and youth. Programme outreach will be spread to cover all districts in Jordan. UNICEF Jordan youth programme is conducting a vulnerability analysis for young people in Jordan in order to ensure that 80 per cent of the beneficiaries of the programme are the most marginalized, vulnerable and at risk young people.

The monitoring data and evidence generated in partnership with adolescents in Jordan
highlighted the very low percentage of youth (less than 5 per cent) who feel connected to their community. UNICEF Jordan is looking at scaling up the social cohesion and civic engagement programme in 2017 and at introducing new strategies through the joint youth led initiatives and economic engagement.

In partnership with the Jordanian Hashemite Fund for Human Development (JOHUD), four Innovation Labs were established, in addition to the Innovation Labs being mainstreamed into all Makani centres. The Innovation Labs offer training on technical and hard skills such as coding, photography, robotics and 3D printing and have reached nearly 9,000 adolescent and youth (46 per cent female) between the ages of 10-24 since January 2016. The labs provide a space for youth to work on their own projects that serve their community and make a social change. The labs link young people with their local communities, schools, universities and private sector. Once they complete the Labs, many participants continue to attend and support younger children in return.

In 2016, UNICEF Jordan’s life skills programme reached nearly 73,000 Syrian, Jordanian and Palestinian young people (ages 10-24, 56 per cent female). Three follow-up trainings where conducted for 123 young people (67 per cent female) who completed the life skills so that they were able to identify areas of priority for themselves and their communities, and to implement youth-led initiatives during the last quarter of the year.

UNICEF Jordan and its national partners continued to support a youth-led network, Jeel962. The network provides youth in Jordan with a platform to come together and collectively advocate for, and contribute to, positive changes in their community. With a dedicated webpage and Facebook page, Jeel962 also capitalizes on social media to reach out to peers, share views and voice opinions in the public space. As of November 2016, the membership of Jeel962 reached 2,500 young people across Jordan.

A U-Report portal in Arabic was developed in 2016, serving as another platform for young people to voice their views and raise issues to inform policy. U-Report will be used to mainly track the child-friendliness of three municipalities that have introduced Child Municipal Councils. The launch of U-Report on SMS faced challenges due to domestic regulations in the telecommunications sector, as well as UNICEF requirements for legal reviews of agreements that have to be signed between telecom companies and UNICEF Jordan.

UNICEF Jordan and the National Council for Culture and Arts, in cooperation with the Ministry of Education, hosted the 35th International Arab Congress in August 2016 under the patronage of Her Majesty Queen Noor Al Hussein, who is the Founder of the Congress. With ‘Innovation and Leadership’ as the theme, the Congress welcomed 125 youth who presented ten recommendations to UNICEF, UN and the Government of Jordan to tackle issues related to education, civic engagement, innovation and leadership.

UNICEF Jordan also engaged young people in the situation analysis for youth in Jordan, in preparation for the next Country Programme 2018-2022. The President of the Child Municipal Council, as well as a member of Jeel962 also represented young people in UNICEF Jordan’s VISION 2022 consultation to identify strategic thrusts and priorities. These young participants called for bridging the gap between education and the evolving requirements of the labour market, and asked for the education system to promote curiosity, innovative and creative thinking and entrepreneurial mindset.
In 2017, UNICEF Jordan will develop the new five-year Country Programme and renew its focus on adolescent and youth development. Focus will be placed on design of a relevant set of programmes to equip adolescents and youth with the knowledge and skills to adapt to the complex, evolving and technology-driven economy and society.

OUTPUT 1 Output 3.1: Institutions and community based organizations provide equitable and quality civic engagement opportunities for young people

Analytical Statement of Progress:
UNICEF Jordan supported Greater Amman Municipality (GAM) in replicating the Child Municipal Council (CMC) into two municipalities (Zarqa and Madaba). A total of 83,754 participated in the municipalities elections (47,070 males, and 36,684 females) from 500 schools. The CMCs engaged 50 youth (including 13 members representing the young people with disabilities and 10 members representing school drop outs) who will be engaged in dialogue with policymakers and in planning processes at the municipality level 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 president of the CMC in Amman also participated in the VISION 2022 consultation hosted by UNICEF Jordan to determine its strategic thrusts and priorities for the next Country Programme for 2018-2022.

UNICEF Jordan, in close collaboration with GAM, also introduced U-Report, an interactive mobile application that is linked to an interactive online portal in Arabic. Negotiations led to an agreement with three major telecom companies in Jordan, which aimed to expand the reach to young people across the country. Progress stalled due to in-country regulations and UNICEF’s own requirement for legal review of such agreements. While facilitating these processes, UNICEF Jordan is also exploring options to work around these bottlenecks to implement U-Report, with plans to reach a network of 20,000 youth.

With support from UNICEF Regional Office, UNICEF Jordan operationalized a monitoring system to track whether the life skills programme is reaching the most marginalized youth, as well as whether it is positively affecting the young people who are participating. The monitoring system, including a Kobo toolbox, has been operationalized since April 2016, supporting all UNICEF Jordan partners who were trained on the system. With close monitoring and support provided by UNICEF Jordan partners are reporting on a daily basis and analysis is being generated by UNICEF Jordan regularly to support timely performance assessments. An analysis is being generated on a quarterly basis and is presented at the skills building and civic engagement coordination meeting with all partners. Results of the analysis are used to enhance programme implementation and outreach efforts to ensure the participation of the most vulnerable and marginalized young people. As of November 2016, almost 19,900 young people who participated in the capacity development programmes and engaged in civic engagement were recorded and analysed in the system.

As part of the Participatory Action Research (PAR) two trainings for 46 young people, including 7 young people from Zaatari Refugee Camp, were conducted. The trained young researchers will collect data from approximately 600 young people on their aspirations, barriers and opportunities to participating in civic engagement activities.

UNICEF Jordan planned to develop policy briefs based on the National Youth Survey launched in 2015. However, it was found that further analysis on the collected data was required to adequately inform those briefs. The analysis is scheduled to be conducted in 2017, followed by the development of policy brief papers.
OUTPUT 2 Output 3.2: Young people use opportunities to engage decision makers and participate in civic engagement platforms

Analytical Statement of Progress:
Through the Makani integrated approach as well as youth centres in host communities, UNICEF Jordan, in partnership with 13 implementing partners, reached more than 62,000 Syrians and Jordanians between the ages of 10-24 (55 per cent female, and 78 per cent of the annual target) with life skills training.

The Life Skills Radio Show 43 continued in 2016, which hosted graduates or beneficiaries from the life skills programme. The radio programme aired on Farah Al Nas, a radio station for young people and local communities launched by Her Royal Highness Princess Basma and affiliated with UNICEF partner, JOHUD.

UNICEF Jordan, in partnership with Oasis500, provided business and entrepreneurial training opportunities for 30 youth (95 females). This partnership helped refine the life skills curricula by adding entrepreneurial content. Eight social innovative ideas were incubated with seed funding.

The 35th Annual International Arab Youth Congress was held in Amman, hosting 125 young adolescents ages 14-16 from 15 countries, with an audience of more than 2,000 people. The Arab Youth Congress fosters learning and cultural interaction especially designed to promote creativity, tolerance and solidarity among Arab youth. The youth participants raised key recommendations to decision makers on issues related to their future.

Generations for Peace, with support from UNICEF Jordan, implemented a programme to nurture social cohesion through sports and arts in selected host communities. The programme aims to address violence in Jordanian communities, which is thought to have been exacerbated by the impact of the Syria crisis. Forty-three new delegates and 40 peer educators, trainers and facilitators working with youth were trained on peacebuilding and conducting behaviour-change activities. The activities reached 1,600 participants (50 per cent Jordanian, 50 per cent Syrian, and 50 per cent female), between the ages of 12 to 22 years. Each of them participated in 22 sessions of regular behaviour-change activities. Each group of participants was supported to implement their own local Community Social Cohesion Initiatives, which are expected to reach an estimated additional 3,000 host community members.

Art was also used as a means to promote social cohesion. Sixteen interactive theatre plays were performed to address issues facing the community and provided an opportunity for more than 1,500 Syrian refugees and Jordanians to voice their views. The plays highlighted the benefit of dialogue, communication and cooperation towards maintaining a stable and safe environment conducive to promoting cohesion and gender equality.

OUTPUT 3 Output 3.3: Vulnerable young people are agents of social cohesion and benefit from quality learning opportunities

Analytical Statement of Progress:
In 2016, UNICEF Jordan, in partnership with the Norwegian Refugee Council (NRC), continued to implement the largest scale, structured post-basic learning programme open to Syrian youth in three refugee camps. This training programme also provided a platform for positive engagement for young people ages 15-32 who have limited opportunities in camps. More than 6,500 male and female youth benefited from the programme between July 2015 and December 2016. In a follow-up assessment
conducted for participants in one district of Za’atari, 84 per cent of males and 85 per cent of females reported they had used the skills they acquired in the youth programme within three months of graduation.

Forty-seven students also undertook graduation activities, applying the acquired skills to support community needs. Examples included using welding skills for wagons and doors, tailoring sports suits and dresses and doing bridal make-up. In Azraq, the welded wagons were used to transport water from pumps to families’ shelters.

Taking into account the beneficiary feedback and in view of available opportunities such as Cash for Work, a range of new courses were introduced in 2016 to keep the programme relevant and responsive to the needs and interests of youth in camps. Courses in air conditioning and refrigeration (20 male youth), electricity (17 male youth), team leading (27 female and 44 male youth) were introduced among others. These were offered in coordination with Luminus Education and provided certification after a successful completion of the course. Certification is seen as a priority for Syrian refugee youth, vital to professional opportunities in case of resettlement or return to Syria.

To better link the youth programme to the available Cash for Work opportunities, UNICEF Jordan and NRC engaged with UNICEF WASH partners. The plumbing curriculum now reflects the needs of WASH partners in the camp, and as a result, eight graduates from the plumbing course were recruited for the water network project in Za’atari. Graduates from other programmes also found relevant work opportunities in camps, such as school maintenance and data entry.

At the beginning of 2016, a considerable delay was faced in obtaining government approvals for the implementation in camps, as clearance from multiple government entities was required. UNICEF Jordan will continue to facilitate the process for Government approvals on behalf of its partners.

OUTCOME 4 4. WASH sustainable and equitable WASH system and key behaviours practiced

Analytical Statement of Progress:
Since January 2016, 492,653 people gained access to improved water facilities and/or services in Za’atari, Azraq, King Abdullah Park and Cyber City, in addition to Rukban and Hadalat, and host communities in Ma’afraq, Irbid, Balqa and Madaba, as well as 71 Informal Tented Settlements and 45 schools across Jordan.

A total of 255,396 people now have improved access to quality sanitation facilities and services as a result of the construction, maintenance and/or rehabilitation of sanitation facilities in five camps, two border settlements, and 71 ITSs and 45 schools.

A comprehensive range of WASH services was provided in Za’atari, Azraq, King Abdullah Park and Cyber City by UNICEF Jordan and partners. On a daily basis, more than four million litres of water were provided to meet the agreed minimum standards of 35 litres per person per day, and more than two million litres of wastewater were collected each day. Since 2013, 168,639 people have been provided with water as per Camp Standards (120 per cent of the Country Programme target). In host communities, interventions since 2013 have benefited 1,482,402 people (96 per cent of the Country Programme target). A total of 436,476 students have benefited from improved access to water in schools in camps and host communities since 2013 (218 per cent of the Country Programme target). A total of 546,888 people have improved access to sanitation through improvements in systems and/or services, as well as support to vulnerable households since 2013, equalling almost 100 per cent of the target.
Access to, and utilization of, quality WASH facilities in Za’atari improved considerably over the last year with the completion of Phase 1 of the wastewater network. The installation of these tanks, and the subsequent connection of more than 12,255 households, has led to the backfilling of more than 9,968 open wastewater pits and the decommissioning of 358 communal WASH blocks. These pits posed enormous health and safety concerns, including the risk of children falling in, in addition to significant groundwater contamination concerns. Work on Phase I of the Za’atari water network was also completed. It is scheduled to be operational on a phased basis from September 2017.

In Za’atari in particular, there was a distinct improvement in the sanitary conditions across the camp, with all households having their own sanitation facilities, resulting in a lower incidence of open defecation and consequently lower prevalence of diarrhoea, though concerns remain. In July 2016, an outbreak of Hepatitis A in Azraq camp was declared among the new arrivals from the border. The outbreak was declared over in November, with a total of 218 cases reported, 93 per cent of which were children.

In terms of the delivery of humanitarian services, there were three key changes over the course of 2016: the closure of Cyber City; and the relocation of these refugees to King Abdullah Park; the scaling-up of operations at the border, where the population of asylum seekers grew from an estimated few thousand in late 2015 to more than 75,000, with an estimated cumulative population of more than 101,000 people; and the doubling of Azraq camp – more than 26,000 people were admitted from the border to Azraq.

While key WASH services were delivered to Rukban and Hadalat at the border, significant gaps to address the critical needs of the refugees who live at the border remained. After the security incident of 21 June, access to these two critical locations shrank considerably, with WASH activities limited to water tankering and intermittent hygiene kit distributions. Despite the many challenges, UNICEF Jordan restarted daily water supply three days after the June incident and managed to advocate for increased water deliveries, which met with success through new water sources and the establishment of water distribution systems.

As Lead Agency of the WASH sector, UNICEF Jordan supported the Government and the WASH sector in a number of mutually complementary areas. UNICEF Jordan coordinated the WASH humanitarian response; revised the Water and Sanitation Vulnerability Maps, using data from the 2015 Census; and developed the Humanitarian (Refugee) component of the Jordan Response Plan (2017 – 2019). UNICEF Jordan also finalized and disseminated the National Water Strategy (2016 – 2025), and in cooperation with WHO, began preparations for the development of the SDG6 baseline report and the monitoring of the Targets for 6.1 (drinking water) and 6.2 (sanitation and hygiene). UNICEF also supported development of the National WASH in School standards.

While much progress was achieved in 2016, constraints in terms of funding for host community interventions and access to the border severely impaired the scale and the range of interventions, considering the enormous needs. To address this, UNICEF Jordan will continue to advocate for increased resources for water saving interventions to demonstrate their importance to water resource conservation, and for increased access at the border.

Over the year, UNICEF expanded its partnerships with the private sector to ensure more effective service delivery while working closely with the Government (Ministries of Water and Irrigation, Health and Education), sister UN agencies (UNHCR, WHO, WFP, UNESCO and FAO) as well as local and international NGOs.
OUTPUT 1 Output 4.1: Government and WASH sector partners plan and optimally utilise WASH resources and services for equitable access

Analytical Statement of Progress:
The National Water Strategy (2016 – 2025), developed jointly by the Ministry of Water and Irrigation and a technical expert seconded by UNICEF Jordan, was released and disseminated across the sector. This Strategy is critical to ensure the appropriate use of water resources through support for the development of alternative technologies (including rain harvesting and recycling). The Strategy advocates for equitable service provision, institutional reform and improved cost recovery.

Throughout 2016, UNICEF Jordan led the WASH humanitarian response and supported the sector with a number of Information Management tools. Using data from the 2015 Census, the Water and Sanitation Vulnerability maps were updated to ensure that those in most need of WASH interventions are prioritized by the Government, as well as sector partners, with priority projects included in the JRP 2017-2019.

Complementing the water strategy, UNICEF Jordan installed dataloggers in two production boreholes in key aquifers in Za’atari and Azraq to monitor changes in water levels and key water quality parameters. This has provided important data on trends in the underlying aquifers and is critical for the planned Groundwater Assessment expected to commence in 2017, which will act as a key advocacy tool to highlight the scale of water level decline in Jordan.

To ensure consistent standards of access to, and utilization of, WASH facilities in schools, UNICEF Jordan developed the National WASH in School standards in consultation with the Ministries of Education, Health and Water and Irrigation, as well as key sector partners. The standards provide guidance on menstrual hygiene management, as well as standards of access for children with disabilities.

To complement the work on the National WASH in School Standards, UNICEF supported the adaption of the Three Star Approach to the Jordanian context, a rating system to incentivize schools to improve standards. The scheme was piloted in five schools, with great success.

Despite the challenging financial situation of the water sector in Jordan, water tariffs are heavily subsidized and politically very sensitive. Although new volume-based tariffs were introduced in late 2015 for commercial and domestic users, much work remains to ensure users appreciate the high value of water and to conserve appropriately. To ensure this, UNICEF and partners will further strengthen mobilization on water conservation.

OUTPUT 2 Output 4.3: Children, parents and community members are aware of and practice hygiene and water conservation (Output 4.2 in 2015)

Analytical Statement of Progress:
Although levels of hygiene were generally high in the camps, concerns remained, particularly relating to the limited handwashing and open defecation practice of children, and potential ingestion of contaminated standing water while playing. Over 2016, 118,642 refugees (48 per cent female), or 237 per cent of the target, were reached in Za’atari, Azraq, King Abdullah Park and Cyber City with messages on key hygiene practices and water conservation. Dissemination was carried out using a range of different approaches, including household visits and focus group discussions as well as large scale celebrations of global events including World Water Day, Global Handwashing Day and World
Toilet Day. The key findings from the Za'atari and Azraq Knowledge Attitude and Practice surveys were published in early 2016 and provided critical information on the rates of hygiene practices and the priority areas for mobilization. Key themes included handwashing at key times, diarrhoeal prevention, water conservation, safe water storage and hygiene during menstruation. In Za’atari, campaigns were supplemented with mobilization messages on the planning, implementation and schedules for the water and wastewater networks.

In Azraq, the Care Group model (comprising Lead Mothers, Hygiene Promoters and neighbours) was scaled up and more than 500 sessions took place for 600 women. Using this model, additional information relating to Hepatitis A, head lice and public safety for new arrivals in Azraq, as well nutrition, was disseminated. The declaration of the Hepatitis A outbreak was followed up by intensive mobilization, as well as the distribution of more than 23,000 Hygiene kits (in July and September/October). A strong network of active case reporting was established with regular follow-up for affected cases. Importantly, there was strong coordination between the UNICEF Jordan WASH, Health and Nutrition partners to ensure consistency of messaging and the prompt reporting of new cases.

Although mobilization sessions were carried out with identified community leaders and health workers at the border in early June, the rapid deterioration in the access and security conditions at the border constrained any further hygiene promotion-related activities, despite the enormous need. Hygiene kits were distributed intermittently to try to address the critical needs at the border.

Key hygiene standards, including segregation of facilities, access to handwashing and menstrual hygiene facilities and supplies were incorporated into the National WASH in Schools standards. In 2017, UNICEF will work with the Ministry of Education and sector partners to implement the National Standards and to disseminate the manuals.

**OUTPUT 3 Output 4.4: Urgent needs of vulnerable people especially children are met through quality and lifesaving WASH services (Output 4.3 in 2015)**

**Analytical Statement of Progress:**
Since early January 2016, UNICEF has provided a comprehensive range of WASH services to an estimated 136,639 registered people living in the four camps, including the daily delivery of 4 million litres of chlorinated water, as well as the collection and safe disposal of more than 2 million litres of wastewater and 800m³ of solid waste, to ensure a clean environment for children.

The first phases of the Za’atari Water and Wastewater Networks were completed in March and December 2016, respectively. With the installation of more than 2,720 tanks and the connection of more than 12,255 households, the volume of wastewater collected doubled. As a result of the backfilling of more than 9,968 open pits, the safety concerns associated with children falling into the pits and the potential aquifer contamination were dramatically reduced. Due to the discovery of UXOs in District 10, delays were encountered to complete Phase 1. Owing to the necessary redesign of the water network to a sub-cluster level, the costs for the network significantly increased and the timeframe was extended to 2019. Work is ongoing to develop a comprehensive operations and maintenance strategy that will facilitate a transition to a more sustainable model, which will integrate other key municipal services as a comprehensive package.

Likewise for Azraq, work on a second production borehole commenced in November and the main pipeline/ringmain improvements started in late December, with work scheduled to be completed by mid-2017. Once completed, the maximum distance to tapstands will be reduced from more than
200 metres to less than 120 metres, which will considerably improve the lives of women and children.

As part of the integrated Makani Plus initiative, support was provided to 7,298 extremely vulnerable people living in 71 ITSs. The number of Syrian refugees at Rukban and Hadalat progressively increased, to approximately 70,000 people by 21 June, when a serious security incident closed off the border area. Prior to 21 June, UNICEF Jordan had facilitated the construction of 140 communal latrines and water distribution systems for more than 96,000 people, and managed the delivery of water, desludging and solid waste collection services. Since the closing of the border area, WASH activities have been limited to water tankering and the construction of water supply infrastructure, as well as the distribution of hygiene kits. UNICEF Jordan supported the rehabilitation of a borehole at Hadalat and the drilling of a new borehole at Rukban to increase sustainability and the volume delivered.

**OUTPUT 4** Output 4.1: Policies, strategies and coordination exist and are implemented for appropriate use of water resources

**Analytical Statement of Progress:**
The National Water Strategy (2016 – 2025), developed jointly by the Ministry of Water and Irrigation and a technical expert seconded by UNICEF Jordan, was released and disseminated across the sector. This strategy is critical to ensure the appropriate use of water resources through support for the development of alternative technologies (including rain harvesting and recycling). The strategy advocates for equitable service provision, institutional reform and improved cost recovery.

Throughout 2016, UNICEF Jordan led the WASH humanitarian response and supported the sector with a number of Information Management tools. Using data from the 2015 Census, the Water and Sanitation Vulnerability maps were updated to ensure that those in most need of WASH interventions are prioritized by the Government, as well as sector partners, with priority projects included in the JRP 2017-2019.

Complementing the Water Strategy, UNICEF Jordan installed dataloggers in two production boreholes in key aquifers in Za’atari and Azraq to monitor changes in water levels and key water quality parameters. This provided important data on trends in the underlying aquifers and is critical for the planned Groundwater Assessment expected to commence in 2017, which will act as a key advocacy tool to highlight the scale of water level decline in Jordan.

To ensure consistent standards of access to, and utilization of, WASH facilities in schools, UNICEF Jordan developed the National WASH in School standards in consultation with the Ministries of Education, Health and Water and Irrigation, as well as key sector partners. The standards provide guidance on menstrual hygiene management, as well as standards of access for children with disabilities.

To complement the work on the National WASH in School Standards, UNICEF supported the adaption of the Three Star Approach to the Jordanian context, a rating system to incentivize schools to improve standards. The scheme was piloted in five schools, with great success. Despite the challenging financial situation of the water sector in Jordan, water tariffs are heavily subsidized and politically very sensitive. Although new volume-based tariffs were introduced in late 2015 for commercial and domestic users, much work remains to ensure users appreciate the high value of water and to conserve appropriately. To ensure this, UNICEF and partners will further strengthen mobilization on water conservation.
OUTPUT 5

Output 4.2: Institutions, utilities and organisations provide equitable access to sustainable water and sanitation services for the most vulnerable

Analytical Statement of Progress:

Through a combination of interventions, 237,360 people (40 per cent of the target) across Jordan benefited from increased access to water. This work included the replacement of water networks, which reduced the rate of leakage, conserving Jordan's limited water resources. These interventions increased the volume of water available to vulnerable households and reduced the amount of money they need to spend on alternative water sources.

To support vulnerable households, and to ensure a holistic approach to WASH programming, a comprehensive household WASH assessment was carried out in 1,100 households in Ruwayshed to identify vulnerable households in need of WASH support. Work was undertaken to augment the water production capacity of Ruwayshed Water Treatment plant, which provides water to the border, through the drilling of an additional borehole and the rehabilitation of the water treatment system. This critical work increased the volume of water produced for the local community, and ensured more consistent water quality. This work also reduced tensions in the surrounding community towards the refugees at the border.

To address the issues of sewage overflows and the associated critical public and environmental health risks, particularly for children, UNICEF Jordan supported the unblocking and replacement of blocked sections of the sewerage network around Azmi Mufti camp, benefitting 35,000 people.

Through three different partners, UNICEF Jordan supported the rehabilitation and construction of WASH facilities in 45 schools benefiting 37,593 students (63 per cent of the target), including 12,057 boys and 25,536 girls. The infrastructural works were complemented by parental and community engagement to better understand the importance of WASH facilities on students' attendance and engagement in school, and to act as a driver to ensure standards are maintained.

Although progress was made, the key beneficiary targets for 2016 were not met, primarily as a result of a chronic lack of funding for host community projects, despite the fact that more than 85 per cent of the refugee population lives in host communities and where WASH services are the most challenged with average leakage rates in excess of 50 per cent. In 2017, UNICEF Jordan plans to strongly advocate for increased awareness of this critical situation and the resources required to address it.

OUTCOME 5

5. Child protection protective environment prevents exploitation, abuse and neglect and responds to the needs of vulnerable children

Analytical Statement of Progress:

In 2016, UNICEF worked to mainstream its child protection in emergencies functions, while increasing work on longer-term legislative and social norms improvements. On the legislative front, UNICEF supported deliberations within Parliament on the Domestic Violence Law, though this was interrupted due to the termination of the Parliament in May 2016 and September elections. Consultations resumed in December 2016 with two dedicated retreats for the Parliamentarians. UNICEF also supported efforts by the NCFA to develop a Childhood Act; and international and national consultants were hired and a national committee met to decide on the best course to the development of the law.
Following the endorsement of the National Framework for Family Protection, UNICEF supported NCFA to develop SOPs to reflect the updated framework with regard to guiding principles, procedures and roles and responsibilities in the prevention of and response to family violence. There will be a revision of the Interagency Emergency SOPs for Child Protection and GENDER-BASED VIOLENCE to bring together the two documents in one national package.

In 2016, UNICEF established a specialized section at the Family Protection Department of the Public Security Directorate to respond to criminal sexual exploitation of children on the internet. The section was provided with all required technical equipment, and extensive training programmes were implemented in Jordan and England to build the capacity of the newly recruited staff in collaboration with the London Metropolitan police and an international consultant. SOPs were developed and a procedural manual is being finalized.

In 2015/2016 scholastic year, the Ma’An campaign continued to be implemented in 70 per cent of MoE schools. UNICEF Jordan continued supporting the wide scale roll-out of trainings for School Advocacy Group members on their roles and developing school-level plans to create violence-free environments. An additional 137 training workshops were conducted for 39,749 group members, including principals, teachers, counsellors, students and parents. Students continued to complete the monthly online survey. Reduced rates of violence were reported with the end of the academic year 2016/2015, down to 10.9 per cent for physical violence, from 26.9 per cent in 2012, and 18.4 per cent for verbal violence, down from 40.21 per cent in 2012. Positive measures used by teachers to guide the behaviour of students increased to 42 per cent.

The Tarbiyeh transformative behaviour programme, part of the Ma’An Campaign, was implemented in 50 schools, reaching more than 11,000 students. Tarbiyeh was also implemented in six schools in Za’atari camp, targeting 3,995 students.

In 2016, UNICEF Jordan partnered with USAID to improve the quality of ECD and increase parental and community involvement. Institutional capacity was enhanced through the training of 430 ECD professionals and renovation of 160 kindergarten classrooms benefiting more than 4,000 children with improved learning space, exceeding the annual target of 3,500. Parenting courses equipped 32,378 parents and caregivers of young children with improved ECD knowledge and skills.

Efforts in 2016 to formalize alternative care for unaccompanied and separated refugee children in Jordan were focused on Sharia courts. Resolving issues related to accuracy and availability of refugees’ documentation resulted in an increase of formalized cases through the court, reaching 123 separated boys and girls. The cases of 36 unaccompanied children were formalized through juvenile courts during the year.

The Multi-Country Real Time Evaluation of the UNICEF gender-based violence in emergencies (GBVieE) Programme concluded that UNICEF Jordan responded to needs assessments and addressed gender-based violence-related needs of refugees and vulnerable Jordanians. The evaluation further concluded that UNICEF Jordan’s response was aligned with the priorities of the UNICEF Gender Action Plan and was broadly consistent with the Minimum Actions during Immediate Response to a Crisis and Expanded Gender-based Violence Prevention and Response. The study recommended strengthening the integration of GBVIE across UNICEF programming with the objective of each sector proactively leading the process across all phases of their emergency response.
UNICEF supported NCFA and partners, including MOH and the Royal Jordanian Medical Services, to develop the national Clinical Management of Rape Protocol for sexual violence survivors. Following a series of consultations to amend the guidelines, the protocol will be endorsed by, and rolled out to, all health service providers. UNICEF supported MOSD to upgrade the Dar-Wifaq shelter in Irbid to expand services to more girls and women, with 69 women and 19 children (10 girls) benefiting from the shelter services. The Dar Al Fatayat girls’ shelter in Ruseifeh for gender-based violence survivors was also improved, and was utilized by 55 girls.

The integrated Makani approach was scaled up during 2016, with more than 236 Makani centres (up from 151 in 2015) providing services to vulnerable children across the kingdom. Through the child protection interventions, 146,000 girls and boys benefited from structured and sustained child protection or psychosocial support programmes. Of these, 5,710 were children engaged in labour and 2,024 were children with disabilities. A total of 108,000 women and men also benefited from psychosocial support and better parenting sessions.

In 2016, UNICEF continued to lead the child protection response activities for girls and boys affected by the ongoing conflict in Syria, located at the north-eastern border crossing points of Hadalat and Rukban. Wherever access was secured, community networks were utilized to provide basic psychosocial support and identify and support the most vulnerable children to access services. At the national level, UNICEF co-led the child protection sub-working group and supported the preparation of the JRP and 3RP for 2017.

OUTPUT 1

Output 5.1: Improved legal and policy framework prevents and responds to violence, exploitation and neglect

**Analytical Statement of Progress:**

UNICEF supported NCFA with an international and a national consultant to develop the Childhood Act. The consultants provided technical expertise to the national technical committee. The law will be comprehensive and overcome the legal gaps in existing legislation concerning child rights and laws which contradict CRC provisions such as the enforcement of compulsory education, rights of refugees and corporal punishment.

In line with the endorsement of the Juvenile Law No.32 for 2014, eight Juvenile Settlement bylaws developed with NCFA came into effect in September 2016, enabling the law to be implemented. NCFA, UNICEF and a national technical committee developed four pilot projects that started in June 2016 on juvenile settlements at the court and police levels, alternatives to detention and community service programmes to test the bylaws and ensure their best usage. The draft National Juvenile Strategy was reviewed and revised and should be finalized in early 2017.

UNICEF supported NCFA to lead discussions with Parliament on the endorsement of the Domestic Violence Law. One major challenge was the insistence of the Parliament on mandatory reporting of cases of violence even when the survivor is an adult, which could limit a woman’s access to health and social services. Two workshops were held after the formation of the new Parliament committees.

UNICEF is working towards abolishing corporal punishment for children, with particular focus on Article 62 of the Penal Code, which legalizes the beating of children within customary practices. A legal consultant was hired to examine the repercussions of abolishing Article 62, to counter
arguments that there will be legal vacuum if the article is deleted. A follow-up workshop on Corporal Punishment was planned in the second half of 2016 but was postponed due to parliamentary elections.

UNICEF supported NCFA to harmonize all hotlines and helplines for women and children in Jordan, as per the recommendation from the NCFA-UNICEF national study in 2015. The aim was to provide children and women survivors of violence with quality comprehensive multi-sectoral services. A TOR was advertised and work started in December 2016 with a committee of relevant helpline providers.

The slowness in amending laws pertaining to women and children is a major challenge since the government prioritizes laws related to economic and security dimensions. Going into 2017, UNICEF will continue to build partnerships to leverage advocacy on legal issues relating to the protection of children and women.

**OUTPUT 2** Output 5.2: Institutional and community based child protection systems offer quality preventive and responsive child protection and gender based violence services

**Analytical Statement of Progress:**

In 2016, a specialized unit to respond to criminal sexual exploitation of children on the internet was opened in Jordan, the first of its kind in the Middle East. An initial high-level visit to the UK was arranged, followed by contracting of UK experts who developed TORs for the unit’s functions and supported the procurement of required resources and training programmes. A review of the legislative environment is being conducted to propose legal amendments to improve the operation of the unit.

In terms of juvenile justice, four pilot projects (settlements at the court and police level, alternatives to detention and community service) were tested in Zarqa. Delays in signing Memorandums of Understanding with relevant partners slowed the pilots, which, once proven successful, will be rolled out to other governorates.

With MOSD, the foster care and juvenile diversion programmes continued in Amman, Irbid and Zarqa. Implementation will be extended to Madaba in 2017. Forty-five children were placed in foster care in 2016, bringing the total to 111 since the start of the programme. Juvenile diversion faced challenges, with officials unwilling to place children in the programme. UNICEF established procedures to help them better understand the programme. Training materials to support psychosocial interventions for children and caregivers in the foster care and juvenile diversion programmes were updated and the programmes are being institutionalized at MOSD.

In 2016, UNICEF supported MOSD in understanding the scope of children in street situations. A three-year strategy was developed based on the findings, focusing on legal reform, prevention, care and rehabilitation and reintegration. UNICEF and MOSD will implement the plan from 2017 onwards.

UNICEF and MOE trained 300 kindergarten teachers on the national curriculum and in-service training reached 130 teachers and school principals. After receiving the training, the teachers replaced conventional teaching methods with more developmentally appropriate practices.

In 2016, UNICEF and MOSD finalized the National Protocols of Care for survivors of violence in women shelters to improve the quality of care and strengthen the capacity of service providers. The Dar-Wifaq Irbid women’s shelter was expanded; 69 women and 19 children (9 boys, 10 girls) benefited from the shelter services in 2016. Support to upgrade and improve Dar Al Fatayat girls’ shelter Ruseifeh for
GENDER-BASED VIOLENCE survivors was also undertaken. Fifty five girls were supported during the year. Capacity building interventions were conducted targeting 250 MOSD service providers on the protocol, case management, psychosocial first aid and stress management.

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

Analytical Statement of Progress:
UNICEF continued to support the Ma’An Campaign to reduce violence in schools, with a reduction in levels of physical and verbal violence. Nine per cent of children now report experiencing physical violence (down from 20.9 per cent in 2013) while 18 per cent are affected by verbal violence (down from 33.4 per cent in 2013). These figures mask the gender differences between boys’ and girls’ schools, with more boys affected by physical violence than girls. An evaluation of the Ma’An campaign began in December, with the results expected during the first quarter of 2017 to help define the next stage of the programme. Violence continued to be an epidemic in Jordanian society, not limited to schools. UNICEF is expanding its focus to target violence in all settings and will be utilizing all media channels to reach families and communities.

The Tarbiyeh transformative behaviour programme, part of the Ma’An Campaign, was implemented in 50 schools, reaching more than 11,000 students. Tarbiyeh equips teachers with tools to manage students’ behaviour and also supports students with social skills and incentives to promote self-discipline. Given the high level of violence in camp schools due to overcrowding and other factors, Tarbiyeh was implemented in Za’atari schools to test the suitability of the programme to camp settings, reaching 3,995 students.

UNICEF’s implementing partners conducted 1,647 workshops nationwide (approximately 14,000 sessions) reaching 32,378 Jordanian and Syrian families with Better Parenting sessions. This included parents and caregivers of almost 50,000 children below the age of 8, who will benefit from improved rearing practices. These sessions are open to all parents of young children regardless of nationality. More than 90 per cent of participating parents and caregivers indicated improved knowledge on proper early childhood development practices through the pre- and post-assessments.

The Better Parenting programme proved its effectiveness through an extremal evaluation and will be expanded nationwide. Data from the 2012 Demographic and Health Survey in Jordan highlighted the limited involvement of fathers in activities that promote learning and school readiness for their young children. Better Parenting will work to increase paternal awareness from both parents, while also putting an emphasis on increasing fathers’ participation in the lives of their children.

OUTPUT 4 Output 5.4: Urgent needs of vulnerable children and women are met through equitable child protection, gender based violence and psychosocial support

Analytical Statement of Progress:
During 2016, the Makani integrated programming approach was scaled up from 151 to 236 centres, 165 of which were static (39 in camps and 126 in urban/rural areas) and 69 were mobile to reach children in informal tented settlements. More than 146,000 children (51 per cent girls) benefited from structured and sustained child protection and psychosocial support services through these centres.

Specialized case management services were provided to 6,969 children (45 per cent girls). This included 958 new unaccompanied and separated children (UASC) and 354 girls at risk of early marriage or already married, to ensure that they continued their education in schools or Makani and had access to reproductive health services through UNICEF partners. It also included 504 children engaged in labour, 764 children who experienced violence at home and 85 who experienced violence in schools. More than 95 per cent of unaccompanied children were reunited with their families. To improve referrals, in coordination with UNFPA and UNHCR, UNICEF revised the inter-agency referral pathways. Under the leadership of UNICEF and UNHCR, the Child Protection Sub-Working Group finalized the Best Interest Determination SOPs to strengthen case management.

The CPIMS is not a web-based system, so all data exchanges were managed manually, which resulted in data quality issues. To overcome this, UNICEF Jordan developed a web-based CPIMS+/Primero application.

More than 30,000 new refugees entered Jordan during the year, with almost all going to Azraq refugee camp. Six new Makani centres are now operating in Azraq, with 2,166 children participating. For those children still located at the border between Syria and Jordan, 62 community volunteers were mobilized to identify and support particularly vulnerable children. Before the closure of the border in June, these children were prioritized for entry.

To improve the quality of services provided, 7,232 frontline workers (61 per cent women) were trained on Child Protection and GENDER-BASED VIOLENCE SOPs and referral pathways; psychosocial support; psychosocial first aid; and conducting better parenting sessions.

UNICEF Jordan contributed to the Monitoring and Reporting Mechanism (MRM) for Syria, completing 101 verification interviews with refugees, documenting 492 grave violations against children in Syria. MRM monitoring led to the referral of 69 cases involving vulnerable refugee children. In response to the need for a dedicated space to support psychosocial support for a hospital hosting war-wounded Syrian children, UNICEF provided a ‘Child-friendly Activity Caravan’ to the MSF Za‘atari hospital.

**OUTCOME 6** 6. Social inclusion in national institutions implement child focused social policy and protection with evidence for equity

**Analytical Statement of Progress:**
In February 2016, the Jordan Compact was developed between the Government of Jordan and the international community in an effort to improve the welfare of Syrian refugees by creating of 200,000 jobs for them while improving the Jordanian economy. Whether the Compact will be successful in either of its aims is yet to be determined. The vast majority of registered Syrian refugees in host communities continue to live below the Jordanian poverty line and face exhausted savings, high levels of debt and barriers to accessing basic public services. This has resulted in family members, including children, being sent out to beg or resorting to high risk behaviours, engaging in child labour or other emergency coping strategies.

In response to this deteriorating situation, UNICEF Jordan continued an unconditional humanitarian child grant for the most vulnerable Syrian refugees. UNICEF transferred US$28
per child per month to eligible families, aiming to provide the means to meet children’s basic needs and prevent vulnerable families from resorting to negative coping strategies. In 2016, UNICEF reached 56,000 girls and boys on average each month from 15,500 of the most vulnerable registered Syrian refugee families. A third round of cash grant Post-Distribution Monitoring (PDM) was completed in March 2016 to monitor progress of participants the programme. The findings from the PDM were promising: 95 per cent of families consistently reported being able to pay for child-related expenses that were not covered before receiving the UNICEF child cash grant. Families were also able to increase spending on basic needs for children. Education expenses, including transportation, children’s clothes and shoes, children’s medicine, and fresh foods were the biggest expenses related to children. For families with four children or more, more money was spent on education, fresh foods and medicine. Despite deteriorating circumstances in general, 97 per cent of families reported that they were able to increase spending on basic needs for children and therefore improve children’s wellbeing and living conditions.

In 2016, UNICEF Jordan focused on collecting real-time data on a more frequent basis to track the situation of vulnerable children in the complex and dynamic refugee crisis. A frequent monitoring system to track the situation of vulnerable children was established. Three waves of this longitudinal survey were completed to date, with the first round in January 2016, the second in May 2016 and the third after the start of the school year in October 2016. Results of each wave have allowed UNICEF to immediately respond to the urgent needs of children and adjust its wider programmatic response.

Progress was also made on strengthening the national social protection system. The National Aid Fund (NAF) initiated a new cash transfer programme to improve education and child protection outcomes for the most vulnerable Jordanian children. This was also expected to decrease social tensions that have arisen in response to cash transfers to Syrian families by the international community. UNICEF will also support NAF to strengthen institutional and infrastructure capacities and monitoring and evaluation systems for social protection programmes.

UNICEF Jordan continued its partnership with the National Council for Family Affairs (NCFA) and General Budget Department of the Ministry of Finance. To date, eight national ministries/institutions have implemented child rights budgeting, including the Ministry of Public Works and Housing and Higher Council for Youth. The General Budget Department of the Ministry of Finance includes a table that covers all eight ministries’ allocations for children in its annual General Budget Law.

Decentralization reform in Jordan focuses on providing local authorities with increased responsibilities and voice in decision making. Despite the adoption of the Decentralization Law in August 2015, little structural progress has been made and social services such as health, education, and social welfare are still administered at central level. In 2016, UNICEF partnered with the national NGO The Identity Centre and organized a national workshop involving national stakeholders and decision makers from governorates and municipalities to discuss mainstreaming child rights in the decentralization process. This workshop helped set the scene and brainstorm potential child-friendly local governance initiatives for once the decentralization law comes into force.

Programmatic reviews of 2016 and ongoing analyses and discussion generated for the next Country Programme for 2018-2022 underlined key priority areas for children in Jordan over the medium term. These include early childhood development and youth engagement, as well as accelerating the response to violence in school and at home. To continue to provide a solid evidence for the next Country Programme, UNICEF Jordan reached an agreement with the Department of Statistics to include two modules of the Multiple Cluster Indicator Survey on Childhood Development and Child Discipline in the upcoming 2017 Jordan Population and
Family Health Survey (JPFHS). This will provide the benchmarks for key indicators that will be examined periodically every five years. The 2017 JPFHS will include another module on measuring equity in Health Expenditure (an optional module). This is a result of influence and evidence-based advocacy led by UNICEF Jordan based on its study on health financing, which identified data gaps to track equitable expenditure on maternal and child health.

**OUTPUT 1** Output 6.1: Targeted national institutions have strengthened capacity to apply child sensitive budget and social protection systems

**Analytical Statement of Progress:**
UNICEF Jordan continued its Child Cash Grant programme with US$28 per month transferred to 56,000 children (49 per cent girls) from 15,500 of the most vulnerable Syrian refugee families. The children benefiting from grant were located across the 12 governorates, with the highest concentration in Irbid (17,750 children), followed by Amman (15,714 children), and the lowest in Aqaba (145 children). This assistance also reached 512 unaccompanied and separated children (47 per cent girls). Findings from the UNICEF PDM indicated 95 per cent of families were able to pay for child-related expenses that were not covered before receiving the grant. UNICEF leveraged the existing UNHCR cash assistance system, which is cost-effective and efficient as well as highly secure due to its biometric identity verification system.

As the humanitarian community has shifted to the provision of cash support to highly vulnerable Syrian families, there has been less support provided to equally vulnerable Jordanian families who are not necessarily covered by national social protection schemes. NAF, in partnership with UNICEF, initiated a new child cash transfer programme for the most vulnerable Jordanians to improve education and child protection outcomes. UNICEF technically and financially supported NAF to strengthen its institutional and infrastructure capacities, as well as its monitoring and evaluation systems.

UNICEF Jordan continued its partnership with NCFA and the General Budget Department of the Ministry of Finance to undertake a Child Rights Budget Analysis for the Ministry of Public Works and Housing and Higher Council for Youth. The budget of the Ministry of Public Works and Housing constitutes 2.77 per cent of the total government budget and 0.85 per cent of Jordan’s GDP. Child allocations were estimated to be approximately 32.5 per cent of the Ministry’s budget. One key area of advocacy from the analysis was to invest more resources in road traffic safety, which received only 2.3 per cent of the Ministry’s budget despite the high number of child road fatalities. The budget of the Higher Council for Youth is only 0.23 per cent of the total government budget and 0.07 per cent of Jordan’s GDP. Child allocations within the Higher Council for Youth budget were estimated to be approximately 55 per cent. The lack of financial resources was highlighted as the major obstacle to the Council fulfilling its mandate. The findings of this analysis were used to advocate for an increase in overall allocations for child-focused programmes.

**OUTPUT 2** Output 6.2: Key national institutions have capacity in M&E and research and generate quality evidence on vulnerabilities and disparities

**Analytical Statement of Progress:**
UNICEF Jordan partnered with NCFA to conduct a Situation Analysis of Children in Jordan. Stakeholders jointly conducted analyses to identify causality behind the issues faced by children and capacity gaps of duty bearers. The findings informed a Vision 2022 Consultation

UNICEF Jordan supported the Department of Statistics (DoS) to enhance national statistical capacity, in view of the vast amount of data coming from the 2015 Census and expected from the Jordan Population and Health Survey 2017, as well as the country’s need to strengthen its monitoring systems in line with the Sustainable Development Goals. DoS applied these lessons and produced, ‘Youth in Jordan: Analytical Study’, highlighting disparities and vulnerabilities such as low health insurance coverage among youth in rural areas (20 per cent compared to 42 per cent in urban areas). Capitalizing on this experience, DoS is developing further thematic analytical reports. DoS was also supported to participate in the 16th Meeting of the Washington Group on Disability Statistics. DoS shared its experience in using the Washington Group questions in the national census and discussed issues related to its usefulness to assess functional difficulties.

With support from the European Union, UNICEF Jordan also conducted focus group discussions with children and women of the marginalized sub-group known as the Dom. The study shed light into their situation and was used to expand the coverage of UNICEF-supported services for this group.

Bayanati, a computerized monitoring system to obtain real-time data, was rolled out across 150 of 233 Makani centres run by UNICEF implementing partners and community-based organizations, and more than 62,000 beneficiaries were registered. To ensure the quality of entered data, constant support and monitoring were required. A total of 181 frontline staff were trained. Enhanced disaggregated data on beneficiaries of UNICEF-supported services was used to optimize the locations of Makani centres to ensure support to underserved areas as well as expand the Makani services to a larger scope of population of concern.

A Frequent Monitoring System on the situation of Syrian refugee children in host communities was established in 2106, and data collection was conducted three times. Results were used to closely monitor the dynamic situation surrounding refugee children. For example, data showed increased attendance in formal education from 72 per cent in January to 79 per cent in October. The number of out-of-school children indicating ‘child working’ as a reason for never attending formal education rose to 23 per cent in October from 10 per cent in May.

OUTPUT 3 Output 6.3: Targeted governorates engage in child-focused and evidence based planning and budgeting

Analytical Statement of Progress:
The decentralization process in Jordan continued to be politically constrained, with few governorates involving children in their planning, monitoring and evaluation systems. Despite UNICEF efforts to increase awareness in 2016 at the national and local levels through workshops and direct discussions with local and central government decision makers, stakeholders still do not see an added value to children’s participation in local governance or, in some cases, decentralization itself. This results in a top-down decentralization process, limiting its potential to bring societal changes that could improve children’s participation and welfare. To take advantage of the window of opportunity given by the new Decentralization Framework and fill the knowledge gap, UNICEF, in partnership The Identity Centre, organized a national workshop involving national stakeholders and decision makers from governorates and municipalities to discuss mainstreaming child rights in the decentralization process. This workshop helped set the scene and brainstorm potential child-friendly local governance initiatives for once the decentralization law comes into force.
OUTCOME 7 PLJ 1. Vulnerable children benefit from improved access to learning opportunities from pre-school to completion of basic education

Analytical Statement of Progress:
There were 2.14 million Palestinian refugees living in Jordan. Some 17.4 per cent of UNRWA-registered refugees (372,000 refugees, 134,000 of school-age) were residing in ten refugee camps and the rest were living in host communities. Palestinian refugee children registered with UNRWA had access to all services, including to UNRWA schools. A total of 118,546 children were enrolled in 174 UNRWA-operated schools.

Since December 2014, UNICEF and UNRWA have partnered to improve inclusive education at the school level. This partnership included the development of an Inclusive Education Toolkit, training of principals and teachers on the Toolkit, an assessment of situation of children with disabilities and formulation of strategy for inclusive education.

In 2016, 12 core trainers were trained, who then trained principals of 172 schools, who will cascade this training to teachers in their schools in 2017. Implementation of this training was delayed due to restructuring effort within the UNRWA Jordan team. While work continued on the design of an assessment on inclusive education, the assessment was delayed and data collection started at the end of the year.

OUTPUT 1 1.1 Policies and planning capacity exist for quality, safe and inclusive education

Analytical Statement of Progress:
In 2014, an Inclusive Education Toolkit was developed by UNICEF and UNRWA to guide teachers on how to identify children with disabilities and provide care for them. In 2015, the Toolkit was rolled out to UNRWA field offices. In April 2016, a core team of 12 coordinators from the UNRWA Professional Development and Curriculum Unit; the Assessment Unit; and the Quality Assurance Unit was trained on the Inclusive Education Toolkit. They then trained school principals in 172 schools on the Toolkit in late 2016. The activity was postponed to the end of the year due to UNRWA internal restructuring. These principals will cascade trainings to 4,017 teachers by March 2017.

Another important component is the assessment on the situation of children who have dropped out and other vulnerable children. Due to a TOR revision to add the correlation between dropout and disability, the UNRWA procurement process was only completed in July 2016. The assessment started in late 2016 and is expected to be completed by early 2017. The development of a strategy and action plan for Inclusive Education also was delayed by procurement processes. In 2017, UNICEF Jordan will continue working with UNRWA to complete the inclusive education strategy and conduct community outreach to promote inclusive education. All activities are expected to be completed by June 2017.

OUTCOME 8 PLJ 2: Girls and boys increasingly benefit from improved child protection systems for the prevention

Analytical Statement of Progress:
In 2016, UNICEF continued to support the roll out a campaign to reduce the use of violent discipline in participating UNRWA schools. The campaign established a group of advocates at
the school-level to promote new, non-violent ways of maintaining discipline in 87 project UNRWA schools (55 per cent of all UNRWA schools).

The campaign aims to consolidate and strengthen efforts to achieve a safe, stimulating and violence-free learning environment by enhancing the capacity of school parliaments to enable them to actively promote good behaviour among students. It involves parents in school activities and student affairs educates parents to follow a non-violent approach to discipline at home; and ensures proper and timely follow-up to incidents in order eliminate all forms of violence in UNRWA schools. The transformative behavioural programme ‘Tarbiyah’, a training package rolled out in 11 of the schools participating in the Ma’an campaign, equips teachers with tools to manage students’ behaviour in classrooms and schools. It also supports students with social skills and incentives to promote self-discipline.

Participating schools outperformed non-project schools in reducing physical violence. In schools participating in the campaign, 1.22 per cent of students reported being affected by physical violence, exceeding the annual targeted reduction by 2.62 per cent. In non-project schools, violent incidents affected 2.45 per cent of students, 1.23 per cent higher than in project schools. Since 2013, the practice of physical violence among the project schools has declined by 84 per cent.

Rates of verbal violence decreased to 2.90 per cent, exceeding the target reduction by 6.27 per cent. Non-project schools also made good progress, with 4.33 per cent of students experiencing verbal violence.

UNRWA Relief and Social Services Programme, with support from UNICEF (including initiation, advocacy and training), rolled out case management and multi-disciplinary team approaches to Baqaa, Marka and Wehdat camps. This will ensure that the vulnerable girls, boys, women and men receive a holistic response and proper case management services based on the best interest of the child.

The roll-out of the case management activities was delayed due to UNRWA budget issues that delayed the hiring of project staff. The project has now established a number of referral pathways covering a number of services including psychosocial support, education, legal, disability and tutoring services. The limited availability of specialized mental health and psychosocial support services compared with the high demand for such specialized services is a major challenge, requiring better linkages to the national system of service provision.

OUTPUT 1 2.1 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:
With UNICEF support, UNRWA advanced implementation of the Ma’An Campaign in 2016. School disciplinary councils were formed in all UNRWA schools in Irbid, Zarqa, North Amman and South Amman. There are now 603 members participating in these councils in 87 target schools. A final draft of the unified Code of Conduct was completed after a participatory process involving 174 students from school parliaments, 174 parents’ representatives from Parent-Teacher Associations (PTAs) and 348 teachers and/or teacher counsellors. Schools principals attended the revision process. Four workshops were then conducted with 107 teachers, counsellors, student representatives from schools parliaments and PTA members, which established unified Code of Conducts and guidelines tailored to the area (Irbid, Zarqa, North
Capacity building interventions were conducted in 2016 for more than 200 counsellors, principals and school parliament students on the ‘Tarbiyah’ programme to help them promote a safe and positive environment. Tarbiyah provides teachers with the skills required to manage students’ behaviour in the classroom while also focusing on equipping students with social skills and incentives to encourage self-discipline. Committees at the 173 target schools were established and school parliament students were trained and activated.

The pilot case management project was implemented in three camps (Baqaa, Marka and Wehdat) and works to ensure that Palestine refugee families receive an integrated response from UNRWA’s three programmes (health, education and protection/welfare) and benefit from referral services through a system established between UNRWA and local organizations and NGOs. Two key service delivery methodologies – a Case Management approach adopted by social workers and the establishment of a Multi-Disciplinary Team (MDT) – brought UNRWA staff from different programmes together to address complicated social problems and activate mitigation interventions in a more holistic way.

In 2016, the 38,332 girls and 40,419 boys who resided in the three camps had access to comprehensive case management services through this support. During the year, 403 cases from 85 families were handled by the case management team and 499 referrals were done. There is limited availability of specialized mental health and psychosocial support services compared to a high demand. Specialized services are often not equipped to support persons with disabilities, especially those with learning difficulties.

OUTCOME 9 PLJ 3: 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 UNRWA Jordan in 2016, providing technical support to mainstream life skills into routine master trainer and instructor training programmes at vocational training centres (VTCs). A group of 59 staff (36 per cent of them female) were trained and qualified on life skills and experiential learning based on UNICEF’s skills building materials. This strategic partnership resulted in the institutionalization of life skills training at two UNRWA VTCs and contributed to enhanced employability skills of 2,505 (47 per cent girls; 1,163 through the Amman Training Centre and 1,342 through the Wadi Seer Training Centre) Palestinian refugee youth ages 16-24 years. This training included skills around critical thinking, communications and IT proficiency. The programme contributed to the employment of 96 per cent of graduates after completion, according to follow up assessments conducted by UNRWA. The assessments also highlighted the need for refresher courses for trainees and regular adjustments to the training contents.

UNICEF Jordan, through the support of Princess Basma Youth centre and Palestinian Refugee Camps’ Community Development Centres, provided 4,000 (54 per cent female) additional adolescents and youth ages 10-24 in all 14 UNRWA Palestinian Camps in the country with life skills education.

As a follow on to the life skills training, 120 young people were mentored and provided seed funding for 15 innovative initiatives.
OUTPUT 1 3.1: Young people use opportunities to engage decision makers and participate in civic engagement platforms

Analytical Statement of Progress:
UNICEF partnered with UNRWA Jordan to support the UNRWA vocational Training centres (VTCs) to incorporate life skills training in VTC courses. Life skills content contributed to the employability of Palestine refugee youth (ages 16-24) by training them in skills essential in social and professional contexts, preparing them for the labour market, as well as supporting civic engagement and entrepreneurship. In 2016, 2,505 (47 per cent girls) young people including 1,163 young people in Amman and 1,342 in Wadi Seer were enrolled in the programme with UNRWA.

Pre- and post-assessments showed an improvement in skills as perceived by young people as a result of this training. UNRWA developed a booklet extracted from the broader life skills manual focused on entrepreneurship to support the training. A follow up assessment conducted by UNRWA on the beneficiaries of the programme revealed that more than 96 per cent of UNRWA-graduated students found a job within three to six months.

The institutionalization of life skills within UNRWA VTC’s Programme was improved through the integration of the life skills curricula into the VTCs educational system with two life skills sessions provided to students each week. UNICEF Jordan provided continued technical support and guidance to UNRWA in the training curriculum and ensured the integration of the adapted curriculum in the routine UNRWA Master Trainers and VTCs instructors training programme. A team of 59 staff (38 male and 21 female) were trained and qualified on life skills and experiential learning based on the UNICEF skills building programme. UNRWA received constant support from UNICEF to expand the project and scale it up. Funds were allocated by UNRWA to sustain this programme through the coming year.

OUTPUT 2 3.2 Young Palestinian Refugees participate in youth led initiatives implemented in their refugee camps

Analytical Statement of Progress:
The UNICEF-supported life skills programme continued providing young people with skills to develop initiatives that can be applied in their communities. They received 32 hours of training each semester in addition to life skill techniques mainstreamed in existing classes, such as science. As a result of the programme, young people presented ideas related to social benefits that respond to challenges and problems identified in the camps. Approximately 120 young people were mentored and given financial support to implement 15 innovative initiatives in the camps or at TVET centres, in the areas of education, sports, health, community awareness and civic engagement. One of these groups of students developed online interactive life skills courses that will be used by other students. This will enable those students who did not participate in the training to benefit from the materials. The student developers will be paid to be a part of UNRWA TVET courses. During the coming year, the youth-led initiatives project will be integrated into existing programmes through national partners.

OUTCOME 10 PLJ 4: 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:
The ongoing UNICEF-UNRWA partnership project contributed to improving the quality of family health services for Palestinian refugees in Jordan, especially children and women, with a focus on those residing in refugee camps. The joint UNICEF-UNRWA project built the capacity of 160 UNRWA health professionals (63 per cent females) on family, maternal and neonatal health care, Integrated Management of Childhood Illness (IMCI), and maternal and neonatal death enquiries. There was a significant drop in infant and early child mortality over the last six decades, but there is still room for further reduction of neonatal mortality, which accounts for approximately two-thirds of infant mortality. This can be achieved through active maternal health surveillance, effective preconception, pre-natal, peri-natal and post-natal care as well as through expanding and sustaining a high coverage of high quality family planning service. The trainees were equipped with the necessary skills to apply the IMCI guidelines in UNRWA health centres, provide the needed support to ensure optimal breastfeeding practices and encourage mothers to better utilize existing MCH services.

UNICEF supported the refurbishment of 24 UNRWA health centres with medical equipment to improve maternal and child health services, including adult scales, baby scales, infant metres, syringe destroyers, sphygmomanometers, Doppler ultrasounds, and diagnostic sets.

UNICEF Jordan, through a partnership with Save the Children Jordan, reached 60 per cent of Palestinian children under 5 years of age in camps as well as host communities through its Infant and Young Child Feeding (IYCF) programme. The programme contributed to the improvement of feeding practices of pregnant women and lactating mothers. This included continued work on raising awareness for pregnant and lactating women on nutritional needs, a healthy lifestyle and personal hygiene, in addition to raising the awareness of mothers on their children’s growth and development and maternal health issues through a communication for development campaign. In 2017 UNICEF will continue supporting the UNRWA efforts and activities towards the improvement of family health practices in all UNRWA Health Centres, with focus on maternal and neonatal health.

OUTPUT 1 4.1 Policy and capacity to develop strategy exist for newborn child health

Analytical Statement of Progress:
UNICEF provided technical support to MoH to review nine neonatal guidelines and the death reporting forms, which were updated and tailored to the local context, in consultation with specialists from all health sectors in Jordan including MOH, UNRWA, RMS, the private sector, and universities. In October, the National Steering Committee endorsed the nine updated neonatal guidelines to be applied to all hospitals. The reviewed guidelines will be printed and applied in all the hospitals. While the roll out of the guidelines will be done through UNICEF’s regular programme, UNRWA will continue to play an active role.

OUTPUT 2 4.2 Institutional and community based health systems provide quality newborn, child health and nutrition services

Analytical Statement of Progress:
With technical support from UNICEF, UNRWA updated its guidelines to incorporate the Integrated Management of Neonatal and Childhood Illness (IMNCl) approach – an upgrade from IMCI. As a result, approximately 60 per cent of women in their post-natal period benefited from postnatal home visits by skilled health personnel who were trained on how to identify the risk
signs after delivery, including bleeding, fever, and post-partum infections. This supported an improved response to the needs of new mothers and helped to reduce maternal deaths. PNC visits were used to provide needed support to nursing mothers to help them continue exclusive breastfeeding. Although 80 per cent of facilities implementing IMCI were reached with capacity building sessions, the high turnover of doctors and nurses as they move on to better positions with higher salaries meant continuous efforts were needed to train new staff.

UNICEF support also built the capacity of 80 UNRWA health staff across all UNRWA health centres on family health services, and another 80 staff at different levels, on death enquiry (verbal autopsy) for maternal and neonatal deaths. UNICEF procured essential medical equipment for 24 UNRWA medical centres to improve examinations of mothers and newborns, including cold chain equipment, scales, infection prevention equipment, stethoscopes, nebulizers, Sphygmomanometers and digital foetal Doppler ultrasounds.

**OUTPUT 3 New Element**

**Analytical Statement of Progress:**

UNICEF Jordan and Ministry of Health of Jordan signed a protocol to include UNRWA service providers in the specialized training on Infant and Young Child Feeding and Integrated Management of Neonatal and Childhood Illness (IMNCI). Following UNICEF Jordan efforts, UNRWA updated its guidelines to incorporate the IMNCI approach. The guidelines were used to roll out activities reported under output 4.2.

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