

Jordan

Executive summary

In 2017, notable policy and programmatic successes were tempered by the continuation of the six year long Syrian crisis and the accompanying economic challenges in Jordan, as there were approximately 656,000 registered Syrian refugees in Jordan – the vast majority of whom lived in relatively poor and vulnerable host communities. The increased population in those areas stretched the country’s limited capacity and resources to provide quality services to all vulnerable children. There were indications of increasing vulnerabilities, as evidenced by the growing adoption of negative coping mechanisms, including child labour and early marriage. Particularly vulnerable children requiring additional assistance included those living in informal tented camps and in remote and underserved areas. Disaggregated data also indicated that the disabled, ethnic minorities and refugees were particularly vulnerable and required focused assistance to enable them to realize their full potential. Girls also faced specific challenges, including increasing early-marriage, high domestic violence rates and low participation rates in the labour market. There was also an extremely vulnerable population estimated at 50,000 people, living at the ‘berm’, immediately north of the Jordanian border near Rukban, who required life-saving assistance, including water, food and health care.

In 2017, UNICEF Jordan further prioritized reaching the most vulnerable children throughout the country based on an analysis of disaggregated data. The country programme addressed identified barriers and leveraged all interventions to promote social cohesion, including between refugee populations and host communities. Recognising the protracted nature of the crisis and the growing importance of providing multisectoral services in a more sustainable and cost-effective manner, UNICEF increasingly focused on enhancing access and quality of national public services for children.

There were more than 200 UNICEF-supported Makani centres throughout the country that were open to all vulnerable children, including Syrian, Jordanian and other nationalities. A total of 119,961 children participated in structured, sustained child protection or psychosocial support programmes; 99,653 children enrolled in learning support services; and 115,681 children and youth benefited from life-skill based education.

Access to education was expanded during the year, including enabling enrolment in the second semester and expanding the catch-up programme.

A large-scale social media campaign to address violence against children was rolled out, reaching millions of people with key anti-violence messages and sparking a national dialogue on the issue.

The dropout programme was challenged by limited access in certain vulnerable areas in the country, and the internal migration of families. The relative poor attendance of children in double-shifted schools has shown to increase a student’s chances of dropping out;

It was challenging to reach Syrian refugee children and ethnic minorities living in mobile informal tented settlements with a comprehensive set of services.

National and community-based partnerships were strengthened to expand the Makani initiative, including with various government ministries and local community-based organizations. UN operational agencies (UNICEF, WFP, UNHCR, IOM and UNFPA and OCHA), coordinated by the Humanitarian Coordinator, collaboratively effectively to provide basic life-saving services to highly vulnerable populations at the 'berm' North of the Jordanian border near Rukban.

Humanitarian assistance

2017 marked the sixth year of the Syria crisis. At year end, Jordan hosted more than 2.8 million refugees, including 654,373 registered Syrian refugees (51 per cent children), 65,120 Iraqi refugees (33 per cent children) and more than 2.1 million registered Palestinian refugees.

Children residing near the northeastern border (the 'berm') were in urgent need of greater humanitarian support. There were an estimated 50,000 individuals residing at the 'berm'. The introduction of innovative data collection tools, such as KoBo and WhatsApp, enabled UNICEF Jordan to collect vital data on the needs of the population at Rukban, particularly children. Assessments highlighted the critical need for health services; rising food prices; and the difficult protection situation children faced.

UNICEF Jordan continued to provide safe water and health services for children under 5 years of age at the berm. Through August 2017, 19.7 litres per person per day of safe water was provided through water trucking. Beginning in September, the completion of the Rukban water network meant that trucking was no longer required. This drastically reduced the cost of safe water provision. UNICEF Jordan conducted two rounds of an emergency polio vaccination campaign through trained community health workers. Informal learning and protection of vulnerable children and women were supported through the provision of stationary and learning materials and critical health referrals. UN organizations distributed food and non-food items, including UNICEF-supported winter clothing for children and hygiene kits in January and May 2017.

In 2017, 21 per cent of registered Syrian refugees who lived in camps: in Za'atari (79,000), Azraq (53,000), Emirati Jordanian Camp (7,000) and King Abdullah Park (500). The situation in all four camps was relatively stable throughout the year. Movement of refugees from camps to urban areas remained restricted, though the introduction of work permits for camp residents in early 2017 increased freedom of movement, with 71,426 work permits issued or renewed during the year. Approximately 9,000 refugees remained in the fenced part of Azraq camp, awaiting security clearance from the authorities. Between 500 and 1,000 refugees were relocated every month from urban areas to Azraq camp. When the ceasefire agreement was brokered in southwest Syria in July, the number of spontaneous returns, in particular from the Zaatari area (where most refugees come from Dara'a), modestly increased, though they later returned to normal rates. This accounted for less than 0.2 per cent of the overall Syrian refugee population, who generally remained cautious about the relative calm created by the ceasefire. UNICEF Jordan's operations in Zaatari and Azraq camps focused on increased sustainability and cost efficiency.

In 2017, UNICEF Jordan reached approximately 16,000 highly vulnerable Syrian refugees and 'Dom' population living in 139 informal tented settlements (ITS) across the Kingdom. Due to their difficult living conditions and limited access to services, the ITS communities were

recognized as among the most vulnerable in Jordan. UNICEF and partners reached those vulnerable communities with a package of services under the Makani, an integrated child-friendly space, including catch-up classes for formal education, water sanitation and hygiene (WASH) facilities and non-food items (hygiene kits and winter kits). As a key strategic shift in 2017, UNICEF focused on advocating for and facilitating access to public services and essential documentation to increase government accountability for, and sustainability of, services for those vulnerable communities.

To mitigate the impact of the sub-zero temperatures and heavy rains of Jordan's winter season on vulnerable children, a comprehensive Winterization Response was planned and implemented. The plan targeted the most vulnerable children by providing a one-off cash transfer of US\$28.19 per child in camps and distributing winter kits in informal tented settlements, host communities and at the berm. In Azraq and Za'atari camps, 63,002 children received the grant and 51,505 kits were distributed in other vulnerable contexts. Ensuring that the assistance was delivered ahead of the winter season allowed families to plan better, thus relying less on negative coping mechanisms such as exchanging food vouchers or selling assets.

In response to vulnerabilities in education, protection and youth engagement, in 2015 UNICEF established the 'Makani' platform (My Space) that offers a minimum package of integrated social protection services including life skills, structured child protection services and learning support services for vulnerable children and youth. There were more than 200 Makani centres across the country – including in refugee camps, host communities and mobile centres that reach informal tented settlements - that provided vulnerable children, including Syrian, Jordanian, and other nationalities, with essential services. Through this programme, 119,961 children participated in structured, sustained child protection or psychosocial support programmes; 99,653 children enrolled in learning support services and 115,681 youth benefited from life-skill based education. UNICEF Jordan, in close consultation with the Government of Jordan and partners, focused the Country Programme of 2018-2022 on addressing vulnerabilities of children throughout the country in all programme areas.

Emerging areas of importance

Focus on the second decade. The Kingdom of Jordan has one of the youngest populations in the world, with 40 per cent of the population under the age of 18 and 71 per cent under the age of 30. Many of these young people are left behind, or left out, by economic marginalization, social pressure and alienation. The Kingdom of Jordan has committed to unleashing the potential of its youth, with UNICEF partnering with the Ministry of Youth to support Jordan's young people to become informed, empowered, energized and engaged leaders.

In 2017, 115,681 young people (55 per cent female) benefited from life skills programmes provided by UNICEF Jordan and its partners in camps and host communities, and 87,242 youth (54 per cent female) led 3,319 social cohesion and civic engagement projects. To strengthen the linkage between skill-building opportunities and employment opportunities, UNICEF Jordan, in partnership with Luminus Education and the Norwegian Refugee Council (NRC), began a pilot programme to provide certified technical and vocational training for vulnerable youth tailored to meet the needs of specific private sectors' employment prospects. In 2017, 478 young people (50 per cent female) began certified vocational training in sectors including cosmetology, pastry making, plumbing, customer service, tailoring design, machine operation and food production. It is expected that by the end of the pilot phase of the programme, 500 young people will have obtained internationally- or nationally-certified qualifications. They will

have access to guaranteed employment upon successful completion of their course. Based on a review of the pilot phase, the programme is to be scaled up in 2018.

UNICEF Jordan also supported four vocational training centres for Syrian refugees in Za'atari and Azraq camps, with a focus on females and youth with disabilities. Technical courses included welding, electrical wiring, hairdressing, cosmetology, tailoring, plumbing and international computer driving license. Upon completing the training, participants were registered in the United Nations High Commissioner for Refugees (UNHCR) database and the newly-established Zaatari Employment Office, to link them to Cash for Work and volunteering opportunities within the camps or employment opportunities outside the camps, given the Government's continued issuance of work permits for Syrian refugees. Between February and October 2017, 2,895 young people (27 per cent female) participated in the vocational training programme. Of the first two cohorts of graduates (February-July), 15 per cent successfully found paid employment and nearly half participated in post-programme volunteer opportunities.

To further increase income generation opportunities for youth in camps, UNICEF paid youth trained in tailoring to make winter clothing kits for babies under the age of 3 months, which were distributed as part of UNICEF's winterization efforts. To date, 27 young people have been engaged in this programme, and plans were underway to expand production in 2018.

In October, UNICEF Jordan held its first roundtable discussion with 60 private sector companies to strengthen the linkages between its youth programme and employment opportunities and discuss potential solutions to skill mismatch. A broad consensus was reached on the need to develop integrated partnerships between UNICEF and the private sector to help address the challenges that young people face in their transition to employment.

Strategic Plan 2018-2021

Given the protracted sub-regional crisis, UNICEF Jordan continued to prioritize the Core Commitments for Children in Humanitarian Action for the affected population residing in Jordan. While these immediate needs were being met, the waning funding situation made their ongoing provision uncertain. In this context, UNICEF Jordan will invest in system strengthening and capacity development of key partners to meet the needs of vulnerable populations. UNICEF Jordan will also improve efficiency and effectiveness by further integrating programmes and prioritizing the districts with the most vulnerable children. Resilience will be supported and inequality reduced by focusing on the most vulnerable children and women.

UNICEF Jordan is best placed to help improve the quality of services from the national to the community level and ensure that the most marginalized have access to multisectoral services. There will be an acceleration of efforts to address bottlenecks and barriers around policy, systems, access to and demand for quality services, and social and behavioural change. UNICEF Jordan is aiming for integration and concerted efforts at community and household levels in targeted multi-dimensionally vulnerable districts; refugee camps; and hard-to-reach and marginalized mobile communities. This approach will support the Government and civil society to better provide access to integrated social protection and services for the most vulnerable.

With services such as life skills, psychosocial support, learning support and innovations labs, Makani centres will provide services that are not readily available through existing systems. Children, adolescents and youth from all backgrounds will participate, promoting community-level social cohesion, including but not limited to between the refugee and host communities. Makani staff reached out to families through home visits and referred them to available services

in and beyond Makani.

A comprehensive 2018 – 2020 Multi-Sectoral Changing Norms and Behaviour Strategy to End Violence against Children will help ensure that targeted vulnerable households have the knowledge, skills and social support needed to adopt positive behaviours and access basic services, and improve families' and communities' ability to help realize children's rights. UNICEF will build on past experiences and work with the Government to launch nationwide communication campaigns, such as Learning for All, the Ma'an Campaign to End Violence against Children and an Immunization Campaign.

Through an internal disability working group, UNICEF Jordan provides technical assistance on issues including accessibility of and referral from Makani and other UNICEF-supported services. To address barriers to children with disabilities accessing schools, the education programme will promote inclusive education at policy level and strengthen inclusive education. Integration of children with disabilities will be explicitly reflected to all partnerships to ensure provided services are inclusive.

UNICEF Jordan will continue to address gender-related bottlenecks and barriers in line with the Strategic Plan 2018-2021. This will be done through programmes including interventions on child marriage and child labour; ensuring equitable and quality learning; providing gender-sensitive WASH services; and nutrition and health for women and girls. Building on lessons from the comprehensive humanitarian response, preventing and responding to gender-based violence will be accelerated as a flagship gender-focused programme leading to more resilient and responsive systems.

Strategic partnerships will be a vital enabler of efficient and effective programming. These will continue to build on the strengths of the private and public sectors, complemented by youth-led groups, civil society and academic institutions to build national capacity and resilience. Private sector partnerships will be strengthened both for programming and for resource mobilization, in line with the Children's Rights and Business Principles initiative.

To monitor progress toward the realization of the rights of every child and the Strategic Plan 2018-2021, UNICEF Jordan will continue to help the Jordan Department of Statistics produce vulnerability- and equity-focused disaggregated data. Technical assistance will be also provided to strengthen the information management systems of key institutions dealing with children's issues.

A multipronged programme monitoring system will be established. Monthly and quarterly data are collected on high-frequency indicators. Programme and field visits provide technical oversight and ensure quality in programme implementation. Additionally, an independent field monitoring team routinely conducts visits across the country to validate information and obtain feedback from beneficiaries. The Bayanati data system captures gender-sensitive information about children, adolescents and young people who access Makani and other related services.

Summary notes and acronyms

Notes

Makani: "My Space" in Arabic is a comprehensive, integrated approach that allows children to access multiple services under one roof.

Acronyms

AWP	annual workplan
BM	breast milk
C4D	communication for development
CIP	Civil Insurance Programme
CBO	community-based organisations
CBR	community-based rehabilitation
CHW	community health workers
CMT	country management team
CO2	carbon dioxide
CRC	Convention on the Rights of the Child
DoS	Department of Statistics
DRR	Disaster Risk Reduction
DSS	double-shifted schools
ECD	early childhood development
ECE	early childhood education
EJC	Emirati Jordanian Camp
EPI	expanded programme on immunisation
ESWG	education sector working group
FPD	Family Protection Department
GAM	Greater Amman Municipality
GBV	gender-based violence
GIZ	Gesellschaft für Internationale Zusammenarbeit
GPS	Global Positioning System
HH	Households
ICT	information and communication technology
ILO	International Labour Organization
IMC	International Medical Corps
IMCI	integrated management of childhood illness
IMEP	integrated monitoring and evaluation plan
IMNCI	integrated management of neonatal and childhood illness
IP	implementing partner
ITS	informal tented settlements
IYCF	infant and young child feeding
JHAS	Jordan Health Aid Society
JOHUD	Jordanian Hashemite Fund for Human Development
JPD	Juvenile Police Department
JPFHS	Population and Family Health Survey
JRP	Jordan Response Plan
KAP	Knowledge, Attitudes and Practice
KfW	Kreditanstalt für Wiederaufbau
KG	kindergarten
LED	light-emitting diode
LLS	community child protectors
LTA	long-term agreement
M&E	monitoring and evaluation
MENA	Middle East and North Africa
MENARO	Middle East and North Africa Regional Office (UNICEF)
MDG	Millennium Development Goal
MoE	Ministry of Education
MoH	Ministry of Health
MoL	Ministry of Labour

MoPIC	Ministry of Planning and Interior Cooperation
MoSD	Ministry of Social Development
MoWI	Ministry of Water and Irrigation
MRE	Mine Risk Education
MICS	Multi Indicators Cluster Survey
NAF	National Aid Fund
NBH	newborn health
NCFA	National Council for Family Affairs
NFE	non-formal education
NGO	non-governmental organization
NRC	Norwegian Refugee Council
ODI	Overseas Development Institute
OPV	oral polio vaccine
ORE	Other Resources Emergency
ORR	Other Regular Resources
PCA	Project Cooperation Agreement
PSS	psychosocial support
SDG	Sustainable Development Goal
SCJ	Save the Children Jordan
SOP	Standard Operating Procedures
TOR	terms of reference
UASC	unaccompanied and separated children
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNOPS	United Nations Office for Project Services
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
USAID	United States Agency for International Development
VAC	violence against children
WASH	water, sanitation and hygiene
WFP	World Food Programme
ZF	Zakat Fund

Capacity development

UNICEF Jordan built national capacity by expanding partnerships with community-based organizations (CBOs), primarily in Makani and reaching vulnerable children living in informal tented settlements. To respond to the immediate, urgent needs from the large influx of Syrian refugees, UNICEF Jordan initially partnered with large international non-governmental organizations (NGOs). Six years on, to build national capacity to provide services for children in a more sustainable manner, UNICEF began to expand national partnerships, including with the Ministries of Social Development and Youth, and local CBOs. Management of 71 Makani centres in informal tent settlements were transferred from international NGOs to local CBOs, along with dedicated training and mentorship. Services ran uninterrupted during the transition. In 2017, UNICEF Jordan conducted a mapping exercise of NGOs to accelerate the transition to local partnerships across its programmes and to strengthen national capacity in the coming years. The mapping exercise indicated that the assessed CBOs need capacity building in UNICEF technical areas in addition to general areas (e.g. procurement, writing proposal and financial planning).

In the context of persistent violence against children, UNICEF Jordan developed the 2018 – 2020 Multi-Sectoral Changing Norms and Behaviour Strategy to End Violence against Children in collaboration with the Ministry of Social Development and other partners, including the private sector. The strategy is intended to promote positive attitudes and behaviours to reduce violence against children and women at institutional, individual and community levels. To support the coordination mechanism, short- and medium-term action plans were collaboratively developed. A mapping and capacity assessment was also conducted of potential partners. The analysis identified strengths and opportunities that can be leveraged by UNICEF to support implementation of a communication for development strategy to end violence against children. The guidelines for the mapping were developed on the basis of the Protective Environment Framework for Children.

Evidence generation, policy dialogue and advocacy

The evaluation of the Makani platform generated findings and recommendations including strengthening the monitoring system, which was restructured per a revised results framework and theory of change. This allowed for the generation of data to ensure accountability to stakeholders, including targeted populations and donors. Makani programme management was revised under the upcoming country programme and placed under one team with technical support from sectoral experts to improve management efficiency.

Bayanati, UNICEF's web-based data management system, provides real-time monitoring of partners' performance against programme indicators. With more than 420 active Bayanati users in 330 Makani centres, more than 160,000 children were registered and monitored for access to services, daily attendance and progress over time in 2017. UNICEF Jordan continued conducting waves of frequent monitoring to generate evidence on dynamic socioeconomic status of Syrian refugees in host communities. Findings of the real-time monitoring and frequent monitoring exercises together informed situational analyses of children, monitored the impact of UNICEF programmes and informed planning and advocacy priorities.

Upstream and public advocacy efforts resulted in the Ministry of Education opening enrolment of children in the second semester for the first time. This allowed 1,900 out-of-school children to enter formal school without delay, using a summer school semester to compensate learning lost during the first semester.

UNICEF Jordan assessed journalists' capacity to ethically report issues related to child protection, including violence against children. The findings were presented to the Minister of State for Media Affairs, that of Awqaf, and the National Family Protection Team, as well as 45 journalists and other governmental bodies. The assessment resulted in the establishment of a committee to develop a university curriculum on child rights reporting in collaboration with the Jordan Media Institute and launched the 'Makani for child rights-based journalism' network to share best practices and lessons learned.

Partnerships

The provision of humanitarian assistance to the 50,000 Syrians living at Rukban required high levels of collaboration among operational agencies, including IOM, OCHA, UNFPA, UNHCR, UNICEF and WFP. UNICEF and its sister agencies were able to provide water; deliver health and nutrition services; undertake an emergency vaccination campaign; and distribute lifesaving food and non-food items despite the highly complex and difficult operating environment.

In the host community, to strengthen partnerships and create a supportive environment to end

violence against children, UNICEF, together with the Ministry of Health and the National Council for Family Affairs (NCFA), organized a high-level advocacy roundtable with 25 key stakeholders, including senior officials from line ministries, UN organizations, and international and national NGOs. Following the event, UNICEF and NCFA conducted a series of bilateral meetings with line ministries, the private sector, and community and religious leaders. Participants agreed to strategically use their community and institutional networks to support the campaign to end violence.

UNICEF Jordan, the Minister of Social Development and NCFA organized a series of high-level meetings, inviting 170 media leaders, including representatives of local mainstream and online media outlets as well as social media activists and influencers. These meetings resulted in explicit support in the media for the cause and national initiatives to end violence against children in Jordan, and will accelerate UNICEF's efforts.

External communication and public advocacy

UNICEF Jordan continued to strategically communicate for the most vulnerable children in Jordan, guided by the Convention on the Rights of the Child (CRC), the Sustainable Development Goals (SDGs) and national and global initiatives. UNICEF engaged the Government, donors, civil society, media and key influencers in support of policy changes, increased budgeting and action for children.

The Early Moments Matter campaign contributed to the Government's decision to universalize early childhood education. The nationwide Learning for All campaign reached nearly 120,000 children and helped to register 25,000 out-of-school Syrian children (40 per cent girls). The End Violence against Children social media campaign took the discussion to the public domain for the first time, achieving 28.5 million impressions and 26,000 followers on UNICEF social media channels. Supported by local social and mainstream media influencers, women and men from all walks of life, including government, diplomatic missions, UN country teams, students, civil society and the private sector, are taking a stand against violence through social media.

Visits from UNICEF goodwill ambassadors helped maintain focus on the most vulnerable children in Jordan locally and globally. On World Children's Day, girls and boys (including children with disabilities) took over major leadership roles, including the prime minister, key ministers, ambassadors, UN personnel, company CEOs, athletes, and media broadcasters. Child-friendly Arabic versions of the Convention on the Rights of the Child and the SDGs were distributed to children and service providers; and a child rights song produced by UNICEF Jordan was launched, engaging popular singers and children's choirs.

UNICEF Jordan published 28 press releases, 35 videos and 50 stories, collaborating closely with local, regional and international media channels. Website visitors increased from 35,000 to more than 61,000, Facebook likes increased from 60,000 to 100,000 and Twitter followers increased from 3,600 to 9,500.

Identification and promotion of innovation

UNICEF Jordan developed Five-Year Innovation Goals for its 2018-2022 Country Programme in four areas: smart cities; social enterprise pathways; learning outcomes; and zero water leakage. The latter two were crafted partly through Hackathons run together with Zain and Techfugees (technologists from around the world), which brought together technology companies, coders, university students and others. For smart cities, several leading technology and data companies were engaged along with participants from the Turing talk in Geneva.

Innovation labs were scaled up, allowing 34,011 adolescents (56 per cent girls) aged 14-18 to participate in a social innovation curriculum and gain the skills to tackle problems they identify in their community while smoothing their transition to employment or entrepreneurship. Seven labs were operating in refugee camps along with ten mobile labs across Jordan.

Six young refugees (two women) who graduated from the innovation lab in Azraq camp initiated the Time Bank (a reciprocal service exchange that uses units of time as currency). UNICEF provided seed funding and support, including mentorship, a work space and tools to be borrowed for the service exchanges, along with incentive-based volunteering salaries for the team members. The team was setting up the Time Bank as a self-sustaining community initiative and began training other young people to start their own time banks.

Effective waste management was a critical issue for sanitation in Za'atari camp. The Waxi app was developed to streamline waste collection. It collects and uses wastewater data to predict when each septic tank will fill and dispatches desludging trucks as required, optimizing their use. Early results showed a 70 per cent reduction in complaints from residents. The software cost approximately US\$90,000. Since UNICEF owns the software, the solution is scalable and replicable by other UNICEF offices.

Support to integration and cross-sectoral linkages

Vulnerable children, including Syrian refugee children, benefited from UNICEF Jordan's expanded Makani with more comprehensive service provision in 2017. In informal tented settlements, 'Makani-Plus' was further expanded to include a health and nutrition component. Children's vaccination status was monitored against the national expanded programme of immunization with 328 cases referred to the nearest primary health centre. Makani staff members in informal tent settlements were also trained to periodically record nutrition status. A total of 565 children were screened. Children with moderate acute malnutrition received ready-to-use supplementary food and their cases were monitored closely over time.

UNICEF's integrated social protection programme, 'Hajati', delivered integrated social protection services with the goal of increasing basic education enrolment and retention of vulnerable children in Jordan. Hajati developed a child-focused targeting methodology integrating the technical contribution of all UNICEF sections as well as National Aid Fund (the major national social protection actor). Hajati leveraged the Learning for All campaign and the school facilitators project to survey 30,000 families, 19,000 of whom were targeted to receive a monthly cash transfer of US\$28.19 per child. Makani implementing partners' outreach workers then follow up with Hajati recipients with abnormal absences from school, referring them to any additional services required. In 2017, 643 children of the 51,427 benefiting from Hajati received this follow up.

The expanded youth employment programme strengthened its linkage to other programmes to leverage results. In Za'atari Camp, UNICEF Jordan and its WASH partners agreed to recruit plumbers trained under UNICEF and NRC vocational programmes. To date, NRC has trained 20 youth aged 18-32, of whom eight have been employed in the camp and the rest registered on Cash for Work list. UNICEF and NRC explored applying this community paid-service model to better link the youth programme to other needs in camps, such as welding and construction.

Service delivery

UNICEF Jordan continued to provide multisectoral services to vulnerable children in Jordan, including through the Makani platform, which integrates education support; child protection; life skills and innovation services. In addition to partners' self-reporting, UNICEF mobilized in-house field monitors to validate, supplement and triangulate reported results. Data regarding child and youth participation and wellbeing were collected in the Bayanati centralized computer system. Bayanati provides real-time evidence to support decision making, and has been used to ensure the quality of data by triangulation with other data sources. In 2017, Bayanati included the data of 180,000 beneficiaries who used services, of whom 80 per cent were children, as well as data on activities administered by 330 community-based organizations. Bayanati confirmed that more vulnerable Jordanian children began accessing Makani services over the course of 2017 (up from 22 per cent in January to 45 per cent in December). School enrolment rate for children attending Makani activities also significantly increased (from 60 per cent in January 2017 to 92 per cent in December 2017).

To be accountable to beneficiaries and other stakeholders, and to monitor the effectiveness of the services delivered, changes in beneficiaries' capacity and behaviour were monitored over time, particularly before and after receiving services (including integrated child protection services, catch-up classes and life-skills training). Pre- and post-tests showed improvements in youths' self-reported communication, teamwork and community engagement skills. The data collected were used to monitor progress against the intended results and ensure service quality across implementing partners.

Human rights-based approach to cooperation

In its 2014 Concluding Observations on the combined fourth and fifth periodic reports by Jordan, the Committee on the Rights of the Child raised a number of concerns about the state of violence against children in the country. Responding to the observations, UNICEF Jordan and its partners took a holistic and multifaceted approach to developing capacity at various levels to reduce the violence. Initiatives included advocacy for child rights-based legal and policy frameworks and scaled-up prevention and response services. One of the key strategic approaches taken by UNICEF was to increase the capacities of children, families and communities by promoting positive practices to prevent and respond to violence against children. UNICEF and its partners began expanding the Ma'An Campaign outside schools to include violence not only perpetrated by teachers against students, but beyond, to include physical violence against children by anyone anywhere.

In May 2017, the Ministry of Social Development and UNICEF Jordan signed a child protection agreement. The agreement focuses on improving the protection and reintegration of young girls and women survivors of violence and abuse; further expanding the foster family programme; and training Ministry of Social Development staff to improve alternative care for unaccompanied and separated children. This agreement is also intended to support further expansion of the juvenile diversion programme that provides community-based care solutions for children in contact with the law.

UNICEF Jordan provided support to the Department of Statistics to introduce modules for Early Childhood Development (ECD) and child discipline in its 2017 Jordan Population and Family Health Survey. The ECD module generated additional evidence on the social, emotional and psychosocial development of young children. The child discipline module will provide data on the prevalence of physical and psychological violence in the home and facilitate amendments to the Domestic Violence Law.

Gender equality

Based on the institutional capacity building plan developed for Ministry of Social Development shelters, UNICEF provided technical support to three shelters for survivors of gender-based violence. Support was provided to upgrade and improve the quality of services provided to girls and women survivors of violence in these shelters, in compliance with the international standards and the national Protocol of Care. The technical support included on-the-job training and supervision of shelter staff on case management, confidentiality and professional work practices.

Through these shelters and other UNICEF-supported case management interventions, 1,100 survivors of gender-based violence, including women, 313 girls, and 172 boys, were reached with multisectoral case management services to respond to their needs. The total expenditure was approximately US\$400,000.

To improve access to WASH facilities for girls and boys in schools, the Ministry of Education, with technical support and advocacy from UNICEF Jordan, endorsed the National WASH in Schools Standards. The standards mandate segregated WASH facilities and menstrual hygiene management, and will be jointly piloted along with the Three Star Approach for WASH in Schools in 100 schools by the Ministry of Education and UNICEF beginning in 2018, with an estimated budget of US\$250,000. To demonstrate a gender-sensitive design for sanitary menstrual hygiene management facilities, WASH facilities in three schools in Irbid were constructed by UNICEF Jordan and NRC, benefiting 2,000 female students at a construction cost of approximately US\$150,000.

In Azraq, individual household bathing facilities initially did not ensure the safety of female household members. Responding to public concerns, UNICEF Jordan implemented a greywater project to connect individual bathing facilities to the communal wastewater tanks in Villages 3 and 6 at an estimated cost of US\$1.2 million, affording families, especially girls and women, privacy. In 2017, 1,243 households were reached by the project.

Environmental sustainability

Significant progress was made to improve the environmental sustainability and protection for the WASH interventions in camps, as well as at the border, in host communities and informal tented settlements. Construction began on the Za'atari water and wastewater network in February, which was more than 64 per cent completed by late December. Data loggers were installed in an additional four boreholes. All UNICEF boreholes in camps were equipped to record water levels, conductivity and pH at five minute intervals to detect any changes in the underlying aquifers. Water samples were collected and analysed for a comprehensive range of parameters on a regular basis. Greywater networks were constructed in two villages in Azraq, benefiting approximately 20,200 people and eliminating thousands of pools of standing wastewater that could have contaminated aquifers and been a public health risk, especially for children. Extensive mobilization campaigns were undertaken on water conservation in camps, and recycling activities and awareness campaigns were supported to reduce the volume of solid waste.

In Hadalat and Rukban, boreholes were operationalized to provide water to an estimated 50,000 people, ending water tanking from Ruwayshed, which is more than 80 and 100km away, respectively, thus reducing CO2 emissions. These boreholes also reduced the hydraulic load on Ruwayshed, reducing its impact upon the underlying aquifer.

The Greening and Accessibility funds provided UNICEF Jordan with US\$50,000 for the purchase and installation of LED light units, including the electro design and supervision component. The LED units provide great environmental benefits for reducing UNICEF's CO2 footprint.

Effective leadership

In 2017, UNICEF Jordan introduced weekly 'Rocks' meetings to enable the management team to focus on priorities and achieving results. The country management team (CMT) identified priorities ('Rocks') for each quarter, and discussed progress, constraints and actions. This allowed UNICEF Jordan to proactively manage risks before they posed significant barriers to programming and operations. The meetings also served as a platform to discuss and resolve systemic cross-sectoral challenges. To enhance their leadership capacity, the country management team and mid-level management received tailored leadership training in May.

An internal audit in August noted that UNICEF Jordan was 'performing well against UNICEF's key global performance indicators' through a comprehensive system for monitoring performance against management and programme priorities. The internal audit also acknowledged the efforts made to improve the staff's working environment. UNICEF Jordan developed action plans to address the audit recommendations and to enhance systems to manage risks.

Staff well-being continued to be a priority for UNICEF Jordan. In addition to the Global Staff Survey, a country-level survey is conducted twice a year to monitor trends and receive feedback from staff. To improve the working environment and to address safety concerns, UNICEF Jordan relocated its office in June 2017. Staff members expressed general satisfaction with the move at the follow up all-staff meeting.

Work-life balance, career and professional development and office efficiency and effectiveness, particularly workload management, were areas requiring improvement. Measures to address these issues will be included in the Annual Management Plan for 2018 and will be closely monitored through management reviews.

The business continuity plan was updated in January and was revised in June and October following the office relocation. Components on security and information and communications technology (ICT) disaster recovery were tested in October 2017.

Financial resources management

In 2017, UNICEF Jordan's country management team improved its contributions management, budget control and financial procedures through close monitoring of expenditure, grant expiry and donor conditionalities. UNICEF Jordan had a combined financial implementation rate of 100 per cent (Regular Resources, Other Resources and Other Resources Emergency). Outstanding direct cash transfers between six and nine months were 1.88 per cent, and none were outstanding more than nine months.

UNICEF Jordan continued to promote effective management of the harmonized approach to cash transfers. Risk assessments were undertaken for all implementing partners and 100 per cent of targeted assurance activities were completed, including 95 programme monitoring visits, 29 and 19 planned audits, to provide assurances that funds were utilized for the intended purposes.

UNICEF Jordan benefited from the efficiencies of common services provided by the Operations/Common Services processing transactions for UNICEF Jordan and the UNICEF Middle East and North Africa Regional Office.

During 2017, UNICEF Jordan underwent a successful internal audit. Twelve medium priority observations and recommendations were made. The Office of Internal Audit concluded that the controls and processes for UNICEF Jordan were generally in place and functioning during the period under review.

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 and thus contributing to global savings in treasury operations. UNICEF Jordan proactively ensured value for money in its programmes and operations through competitive procurement processes; extensive use of long-term agreements; and eco-efficiency initiatives for the office premises.

Fundraising and donor relations

In 2017, UNICEF Jordan requested US\$278 million under the Jordan Response Plan (JRP). The funding needs were determined at 55 per cent under the Refugee pillar and 45 per cent under Resilience. An additional US\$10 million was required for 'berm' emergency needs, which were not included in the JRP.

UNICEF Jordan mobilized US\$104 million, including US\$1 million in Other Resources – Regular and US\$103 million in Other Resources - Emergency (36 per cent of funding requirements). Including funds carried forward, US\$186 million was available for use in 2017 (64 per cent of funding requirements). Fundraising efforts focused on an equity approach to reaching all vulnerable children in the Kingdom including, but not limited to, refugees. Donors continued to support the No Lost Generation initiative and the Jordan Compact commitments for education. Funding was increasingly earmarked, making progress difficult on major priorities that remained underfunded.

UNICEF Jordan was supported by Australia, Belgium, Canada, European Civil Protection and Humanitarian Aid Operations, Estonia, the European Union, Finland, Germany (through KfW), the Global Partnership to End Violence Against Children, Italy, Japan, the Kuwait Foundation for the Advancement of Sciences, Norway, the Republic of Korea, Spain (The Spanish Agency for International Development Cooperation), Sweden, UK AID, and the United States (The Bureau of Population, Refugees, and Migration). UNICEF Jordan also was supported by UNICEF National Committees in Canada, France, Germany, Ireland, Japan, Luxembourg, the Netherlands, Norway, the Republic of Korea, Spain, the United Kingdom and the United States.

Close monitoring of reporting, expenditure and grant expiry dates ensured 100 per cent utilization of funds before expiry, and 100 per cent timely submission of donor reports. Regular coaching was provided to programme staff to improve the quality of reports. To keep donors engaged, UNICEF Jordan coordinated more than 157 field visits and shared monthly situation reports and newsletters and links to news articles and videos highlighting results.

Evaluation and research

An integrated monitoring and evaluation plan was developed at the beginning of the year by reviewing UNICEF Jordan's strategic priorities and key evidence gaps to achieving the results defined in the country programme. The drafting of the situation analysis facilitated that exercise.

The status of each activity was monitored and updated at the monthly country management team meetings as well as during the mid-year review. Sixteen studies and evaluations were planned. Five were completed, and three were continuing beyond 2017.

UNICEF Jordan conducted one evaluation in 2017 on the Ma'an campaign to end violence in schools. The evaluation informed the data gaps to improving the campaign's effectiveness and efficiency, and revealed how efforts could be strengthened. Based on the recommendations, UNICEF Jordan developed a management response to be implemented to improve the ongoing Ma'an programme. For example, UNICEF worked with the Ministry of Education to increase the number of parents involved in the school advocacy group, because they were found to be effective not only at reducing violence in schools but also at raising awareness in home settings. UNICEF Jordan also started advocating for an increase in the ratio of counsellors to students, since the ratio was found to positively correlate with a reduction in violence.

UNICEF Jordan also implemented a set of actions based on the findings and recommendations of the infant and young child feeding (IYCF) programme evaluation conducted in 2016. One key shift was the integration of the IYCF component with other health services, such as early childhood development, and newborn and child care.

Efficiency gains and cost savings

During 2017, UNICEF Jordan improved efficiencies and recorded estimated savings of US\$11.2 million.

UNICEF Jordan progressively reduced the cost of WASH service delivery in camps while increasing the standard of services delivered. This was done through a new round of bidding for major WASH contracts; improving project management structures, and operating major infrastructure to eliminate water tankering. The estimated costs savings amounted to more than US\$6 million.

Value for money rationalization exercises for Makani Centres in host communities led to cost reductions and increased sustainability by phasing out centres run by international partners, closing rented centres and retaining centres located in the most vulnerable communities run through local NGOs, CBOs and the Ministry of Social Development. This resulted in a cost savings estimated at more than US\$5 million.

Using the common cash facility with UNHCR to transfer cash assistance to refugees saved US\$97,000, with UNICEF reaching the highest bulk rate.

Through its contracted travel agency, UNICEF Jordan benefited from discount airfare agreements with commonly used airlines, amounting to US\$39,000.

An agreement with a mobile network provider enabled UNICEF Jordan to save US\$44,000 on free mobile phones handsets. Further savings were realized as a result of a 10 per cent discount on total monthly bills and repackaged subscription fees amounting to US\$34,000 for the year.

A total of US\$19,000 was saved on electricity bills due to the office solar power plant. A total of US\$8,600 was saved as a result of re-organizing and consolidating facility management services.

UNICEF Jordan recycled four tonnes of paper through an arrangement with a recycling company.

The above efforts enabled UNICEF Jordan to optimize programme implementation and assure sustainability at a time of declining resources.

Supply management

In 2017, UNICEF Jordan procured goods and services worth US\$66.1 million. Eighty-nine per cent of this was for the procurement of services, including: construction (primarily of WASH and education services); individual consultancies including for research and evaluation; water and sanitation services; warehousing; transportation; security; ICT services.

UNICEF Jordan PROCUREMENT - 2017	
Category	Value US\$
Programmatic supplies	5,936,436.01
Operational supplies	1,464,843.68
Construction services	32,386,696.09
Other services	26,318,348.75
Total	66,106,324.53

UNICEF Jordan developed long-term arrangements (LTAs) worth US\$6.2 million for frequently required supplies and services, including winter clothing kits, hygiene kits, printing, school furniture, warehousing, transportation and customs clearance services. The LTAs facilitated faster and more effective delivery, as well as cost savings, by reducing time spent on procurement processes and by applying economies of scale. UNICEF Jordan had 36 active LTAs, of which 16 were established in 2017.

The increased procurement of services over the past two years due to the strategic shift toward direct implementation led UNICEF Jordan to proactively build the capacity of staff responsible for contracts through internal and external training. Three training sessions on contract management were conducted in 2017; 13 staff attended an external training on International Federation of Consulting Engineers contracts and all 36 designated UNICEF Jordan contract managers completed an online contract management course through UNICEF's global learning hub.

In 2017, UNICEF Jordan worked closely with other operational agencies and the Logistics Cluster to undertake two distributions of humanitarian assistance at the northeastern border. UNICEF Jordan used inter-agency agreements with WFP and UNHCR to fast track the engagement of transporters and staff from all agencies worked together to coordinate and troubleshoot during the distributions themselves.

The value of programme supplies physically in the warehouse and controlled by UNICEF Jordan at the end of 2017 was US\$2.4 million, including prepositioned supplies. The value of programme supplies issued from local UNICEF Jordan warehouses was US\$5.3 million, meaning US\$7.8 million worth of inventory was managed throughout the year. A new warehousing LTA was issued with a more competitive vendor in 2017. The total value of construction delivered through partnership with the line ministries and other counterparts was US\$11 million, as indicated below.

Construction projects delivered via a partnership	
Sector	Value US\$
Education	5,700,630
Child protection	370,593
WASH	4,890,000
Total	10,961,223

Security for staff and premises

UNICEF Jordan's security focus in 2017 was threefold: enabling emergency operations at the northeastern border and in the refugee camps; supporting the transition to a new office location; and implementing the global road safety driver training programme.

UNICEF Jordan took the lead in delivering three Safe and secure approaches in field environments courses, certifying 41 staff members. Four advanced driver courses and three individual first aid kit courses were provided to UNICEF and other UN Agency, Fund and Programme personnel. UNICEF also conducted four Women's Security Awareness Trainings in Amman for 46 staff members and dependents.

The UNICEF Jordan security specialist delivered three driver trainer courses on behalf of the Office of Security Coordination in Amman, Nairobi and Dakar, certifying 23 UNICEF driver trainers. In 2017, these trainers in turn certified 74 drivers in advanced driving, and another 54 in advanced armoured vehicle driving.

A training impact assessment of the UNICEF Jordan driver training programme, using driver and passenger statements and data from the fleet tracking system, identified three potentially fatal car crashes in 2017 that were prevented through the judicious and timely use of advanced driving skills. In contrast, other agencies and INGOs experienced several serious crashes during the same period.

A five-year global road safety programme proposal was submitted to the Office of Security Coordination in New York. The programme aims to reduce severe and fatal car crashes by 95 per cent.

Human resources

The new Country Programme (2018-2022) led to significant office restructuring. Through the programme budget review (PBR), 51 fixed-term positions were created and eight positions were upgraded. A comprehensive recruitment implementation plan was launched in July 2017, with

90 per cent of recruitments finalized by 31 December 2017. Competitive recruitment and selection was completed for 83 fixed and temporary positions. Eighty-four per cent were completed within 60 days. A change management strategy was developed and staff members on abolished/upgraded posts were supported with career counselling and coaching. Twelve of the fifteen staff members on abolished posts found other opportunities within UNICEF.

UNICEF Jordan made efforts to improve gender and geographic diversity, including specific outreach through professional networks. Forty-eight per cent of staff members were female, though there were much higher gender disparities in national staff categories. Gender balance for national positions and geographic diversity (59 per cent industrial as of December 2017) will be addressed through a new outreach strategy in 2018.

A Performance Management (PM) Workshop was organized and regular PM sessions and PER clinics were conducted to address the new PM culture. UNICEF Jordan completed all 2016 PERs by April 2017. By the end of 2017, 88 per cent of staff had finalized their 2017 Year End Appraisals in ACHIEVE.

In response to the Global Staff Survey, UNICEF Jordan developed a Staff Well-being Workplan with concrete action points to address areas of concern. Semi-annual Staff Wellbeing Surveys were conducted to monitor progress. The Regional Staff Counsellor offered individual counselling, and nine elected peer support volunteers provided more regular support. UNICEF Jordan's on-boarding and off-boarding standard operating procedures were strengthened and a learning and development plan was developed in early 2017, with 75 per cent of the planned training implemented (ten group and seven individual trainings with 226 participants). Four joint consultative committee meetings were held.

Effective use of information and communication technology

In July 2017, UNICEF Jordan moved to a new location. Instead of creating a whole new information communication technology (ICT) data centre in the new office, UNICEF Jordan continued to use the data centre and ICT services established at the UNICEF Regional Office. The two offices were connected by a dark fibre optic, which reduced the ICT infrastructure footprint for UNICEF Jordan and saved approximately US\$180,000.

Throughout 2017, the number of staff in UNICEF Jordan increased, including field staff working in refugee camps. This increased the need for innovative ICT solutions. To address the needs, UNICEF Jordan introduced 'Office Light', which would allow staff to access ICT services remotely, with the Meraki Cloud management solution used to manage remote WIFI access points in camps and Rewashed Field Office.

UNICEF Jordan developed a Sharepoint case management system to improve the responsiveness of UNICEF's helpline by registering, tracking and monitoring all cases and data entered. Approximately 14,000 cases were registered and shared with concerned sections in 2017.

UNICEF Jordan also developed a field monitoring system to register, track, manage and share all field observations recorded by the field monitoring team. This resulted in capturing and sharing 1,100 observations with UNICEF partners to address identified issues. To integrate these systems, UNICEF Jordan introduced 'PowerBi' to share dashboards and display real time information for both systems.

ANALYSIS BY OUTCOME AND OUTPUT RESULTS

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

Analytical statement of progress

UNICEF Jordan took a dual-track approach to supporting the health and nutrition of children in the country. At the national level, UNICEF engaged with the Ministry of Health (MOH) and other stakeholders to strengthen national health systems and services for all children. At the same time, applying an equity lens, UNICEF supported the delivery of lifesaving medical and nutrition services for specific vulnerable groups. Those groups included Syrian refugees facing a deteriorating health situation at the northeastern border, Syrian refugees living in camps and children of all nationalities living in informal settlements communities.

The MOH, with UNICEF support, combated vaccine-preventable diseases through a similar dual-track strategy: strengthening the quality of the national immunization programme while conducting emergency immunization campaigns. In 2017, the national expanded programme for immunization (EPI) achieved more than 100 per cent full immunization coverage, reaching 148,810 Jordanian children under the age of 1 (49 per cent girls), as well as 12,634 Syrian refugee children.

Inadequate data continued to hinder efforts to ensure equitable access to maternal, newborn and child health and nutrition (MNCHN) services. UNICEF provided financial and technical support to the Department of Statistics (DOS) to expedite the 2017 Demographic Health Survey (JPFHS). Results are expected by mid-2018. To better understand the costs of providing health care to all children, a UNICEF consultant undertook a health costing study, the results of which were used to advocate with the Ministry of Health and health donors to expand health insurance coverage for vulnerable Jordanians and Syrian refugees.

Jordan faced stagnating chronic malnutrition rates: stunting fell from 12 per cent in 2002 to 8 per cent in 2012 but stagnated since then. At the same time, high levels of micronutrient deficiencies affected both women and children including 17 per cent of Jordanian children and 26 per cent of Syrian refugee children outside of camps along with 31 per cent of Jordanian women. In 2017, UNICEF worked to improve the capacity of 90 government health inspectors and 30 private sector inspectors through a series of trainings for mill operators to adhere to the updated guidelines and standards to fortify flour as well as the introduction of the MOH comprehensive guideline for fortifying table salt and wheat flour. An information gap was found in terms of recent trends in micronutrient deficiencies among vulnerable populations, required to inform MOH and partners' efforts to scale up effective nutrition interventions. UNICEF negotiated with MOH and partner agencies such as WFP to contract an agency to undertake a micronutrient deficiency survey. This survey will roll out in 2018 to inform scaled up nutrition programming in the coming years.

As of 2013, neonatal mortality made up over 70 per cent of deaths of children under five in Jordan. More than 30 per cent of those neonatal deaths were preventable and 44.3 per cent were possibly preventable with optimal care. In 2017, UNICEF provided 15 referral hospitals with equipment necessary to improve the quality of neonatal care as a first step toward certifying baby-friendly hospitals in the Kingdom. Six main referral hospitals at MOH, one

educational hospital (Jordan University Hospital) and the Ruweished hospital were selected for this support aimed at improving neonatal care quality and reducing preventable deaths.

Sustained interagency advocacy continued throughout the year at the national and local levels to ensure regular, unhindered access to lifesaving health and nutrition services for children living at Rukban, a northeastern border crossing with Syria. Serious health concerns continued to affect this population, including malnutrition, diarrhoea and pneumonia, along with injuries. A total of 4,233 medical consultations (95 per cent for children under 5) were undertaken throughout the year. The number of consultations per week varied widely, from zero to more than 320, depending on the security situation.

Services were provided for children and women living in Azraq and Za'atari refugee camps, including the management of malnutrition, infant and young child feeding and the integrated school health programme. Acknowledging the prohibitively high costs of long-term service delivery, UNICEF also began to transition health and nutrition services to more sustainable implementation modalities such as institutionalizing infant and young child feeding into reproductive health clinics inside camps and building local capacity of community health workers. In terms of the integrated school health programme, UNICEF aided the Ministries of Education and Health efforts to extend their own existing school health programmes into camps.

OUTPUT 1 Output 1.1: Policy and capacity to develop strategy exist for newborn child health

Analytical statement of progress

In 2016, UNICEF convened the A Promise Renewed Technical Committee, which updated nine guidelines on newborn care endorsed by the Ministry of Health (MOH). Progress in 2017 to roll out these updated guidelines was slow, and focused on engagement with technical MOH officials in identifying technical capacity gaps and developing terms of reference (TORs) for trainings.

UNICEF also supported the Government of Jordan to analyse its policy options around its commitments to universal health coverage under the Sustainable Development Goals. The key focus was on pooling the country's insurance schemes (including the Civil Insurance Fund, Royal Medical Services Fund and Public Universities Fund), as well as incorporating refugees into existing health protection schemes through donor support. The end goal of the reform agenda will be to improve health care service utilization among marginalized population groups, especially children, without risking their financial ruin.

In collaboration with the MOH planning directorate, UNICEF finalized a health care costing study at MOH to evaluate the fiscal impact of expanding the civil insurance programme (CIP) to include uninsured vulnerable Jordanians and Syrian refugee households. Thirty-seven per cent of all people in Jordan had no formal health coverage, according to the 2015 census. If realized, this expansion would expand coverage to almost 137,544 vulnerable children. The overall cost to the MOH per enrollee in CIP was US\$223.21, meaning it would cost US\$73.29 million to cover an additional 326,082 vulnerable Jordanians. Coverage for one Syrian refugee under CIP was US\$578.66, or US\$195.91 million for all registered Syrian refugees in the Kingdom. Jordan's Minister of Health reviewed the study's conclusions and recommendations, with an evaluation of fiscal space to accommodate this ongoing expansion to include all children older than 6 years and their families. Children under 6 already receive primary health care free of

cost. Policy advocacy around the expansion of equitable health coverage for vulnerable and marginalized families will be a key aim for UNICEF in 2018.

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

Analytical statement of progress

UNICEF supported a series of trainings for 30 technicians from 15 flour mills on adding and spot testing for iron to improve the nutrient levels of flour to combat micronutrient deficiencies in children and women. Training was also extended to 15 MOH inspection laboratories and technicians from the Jordanian Food and Drug Administration on micronutrient analysis. Direct coaching was also provided for 90 health inspectors and relevant partners to improve the monitoring of fortification and to develop reference guidelines for health inspectors.

UNICEF provided a range of equipment (rusticators, incubators, warmers, ultrasound scanners and others) to 15 neonatal intensive care units, including at MOH referral hospitals, the University of Jordan hospital and Ruwayshed Hospital (which receives referrals coming from the northeastern border). This equipment was a step toward the Baby-Friendly Hospital Initiative that will be scaled up in partnership with the Ministry of Health in 2018.

Two orientation workshops were held for 45 private sector and medical syndicate paediatricians, medical students, and other concerned stakeholders around polio vaccination awareness in support of the April 2017 SWITCH plan, which replaced trivalent oral polio vaccine (OPV) with bivalent OPV to reduce the risk of vaccine-derived polio. A training of trainers for 92 EPI officers and vaccination supervisors on introduction of the hexaxim vaccine was also conducted.

It remained difficult to vaccinate children in hard to reach areas, including those from mobile communities of Syrian refugees and Jordanian ethnic minorities. MOH, with UNICEF facilitation, sent mobile vaccinators to these communities, where 530 children were vaccinated. This Reach Every Community approach was better integrated into the national healthcare system by providing a mobile vaccination vehicle, expanding the capacity of MOH mobile teams to regularly conduct vaccination outreach. Mobile data collection will be a priority for 2018 to better monitor the vaccination status of the children and bring real-time reporting to this equity-based response.

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

Analytical statement of progress

Based on the 2016 evaluation of its infant and young child feeding (IYCF) programming, UNICEF refocused its management of acute malnutrition support in Azraq and Za'atari camps in 2017. From July 2017, UNICEF began the process of integrating nutrition services into primary health care facilities in the camps. Community mobilizers reached out to all new mothers in their shelters and invited them to one-on-one counselling sessions with the IYCF counsellor at a primary healthcare facility. The detailed information for each child was recorded in a database to be used as a reference to identify their nutritional status and ensure follow up as required. During the visits of community nutrition team, the targeted population also received education about breastfeeding, complementary feeding and hygiene. After delivery, hospital midwives briefed new mothers on breastfeeding and infant and young child feeding key messages.

Through this programme, in 2017 in Azraq and Za'atari camps, 14,748 children ages 6 to 59 months were screened for malnutrition and 24,540 mothers and caregivers were reached with infant and young child feeding services. In Azraq camp, 64 children with moderate acute malnutrition (MAM) were enrolled in supplementary feeding programmes, as were 15 women who were pregnant or lactating. In Za'atari camp, 96 children with moderate acute malnutrition were enrolled, as were 27 women.

At the northeastern borders service area, 5,982 children ages 6-59 months were screened for malnutrition at the UNICEF clinic. Among those children, 199 were identified with moderate acute malnutrition (MAM) and 72 were identified with severe acute malnutrition (SAM). All were treated as required. Additionally, 3,506 women were reached with infant and young child feeding (IYCF) counselling and nutrition status screening, with 137 women who were pregnant or lactating found to be undernourished. For those children with severe acute malnutrition or other critical nutrition problems, UNICEF advocated for their referral into Jordan hospitals until they were stabilized and able to return to Rukban. Ready-to-use supplementary food was also distributed on a regular basis to children older than 6 months and their mothers as preventive measure against malnutrition. UNICEF also provided the referral hospital in Ruwayshed, near the border, with therapeutic milk, ready to use supplementary food and oral rehydration salts.

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

Throughout the year, despite significant logistical and security concerns, UNICEF assured availability of integrated primary health and nutrition services for children under 5 at the Rukban service area. Those efforts resulted in 4,233 medical consultations, 95 per cent for children under 5 years old. The majority of the consultations were to combat common childhood killers such as pneumonia and diarrhoea, which are exacerbated by the difficult living conditions in the berm.

A total of 5,982 children from 6 to 59 months from Rukban were screened for malnutrition in 2017. Among those children, 199 were identified with moderate acute malnutrition (MAM) and 72 were identified with severe acute malnutrition (SAM). All were enrolled in treatment programmes. Meanwhile, 3,506 women were counselled on infant and young child feeding, with 137 women who were pregnant or lactating found to be undernourished. Ready-to-use supplementary food was distributed both through the clinic and the main distribution point to prevent malnutrition.

UNICEF and other UN operational agencies supported the Ministry of Health to conduct an emergency polio vaccination and vitamin A supplementation campaign in Rukban. The campaign was undertaken with the support of 33 community health volunteers, as no UN or NGO staff were able to access the community. The campaign aimed to reduce the risk of polio, since refugees were arriving from areas of Syria affected by the circulating vaccine-derived poliovirus outbreak. Through the campaign, 11,417 children under 15 were protected against polio and 10,865 children ages 6-59 months received vitamin A supplementation.

In 2016, UNICEF furnished the Azraq Camp Hospital paediatric ward, allowing for 24 hour-a-day operation of 16 beds. In 2017, there were 2,146 admissions to the paediatric inpatient care ward, along with 69,329 outpatient paediatric consultations. Four solar refrigerators were

distributed to primary health care centres in Azraq and Za'atari camps.

The UNICEF-supported integrated school health programme reached 1,987 students in Azraq camp with a complete physical examination. A total of 3,410 students in Za'atari were vaccinated. UNICEF successfully handed over the integrated school health programme to MOH and MOE, and built their capacities to move the project forward sustainably.

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

Analytical statement of progress

Throughout 2017, UNICEF Jordan worked closely with the Ministry of Education (MoE) and its partners to continue extending access to both formal and non-formal education, with special attention to the most vulnerable children, in particular refugee children residing in camps and host communities, as well as out-of-school children across Jordan. A total of 126,127 Syrian children were enrolled in MoE schools (camp schools, double-shift schools and single-shift schools). More than 3,212 children were newly enrolled in the non-formal Catch Up and Drop Out programmes. Within the refugee camps (Za'atari, Azraq and Emirate Jordan Camp), a total of 35,096 Syrian children enrolled in 45 formal primary and secondary schools. Additional space was created and overcrowding was reduced through the creation of 10 new schools in four complexes in Azraq (11,104 children), and through the provision of 28 new classrooms in existing schools in Azraq and Za'atari. Two hundred and fifty four existing classrooms (including 127 prefabs) were upgraded before winter. UNICEF supported 3,351 children in the northern border area of Rukban and 900 in Hadalat by providing learning materials and training 64 teachers and community volunteers on how to deliver informal education and psychosocial support for vulnerable children.

In order to step up integrated early childhood education and development services, UNICEF contributed to the development of the MoE's early childhood education (ECE) strategy, which was launched in July 2017. UNICEF has since helped establish 34 kindergarten classes in Za'atari and 18 in Azraq, accommodating 1,284 4-5 year-old children. A total of 1,486 enrolled in 65 kindergartens in host communities.

Multiple challenges were faced, with some resolved in a timely fashion and others requiring more structural and/or longer-term solutions. One of the major challenges faced was restricted access for refugees lacking Ministry of Interior (MoI) identity cards. UN agencies and the MoI worked together to remove restrictions so that all Syrian refugee students, irrespective of documentation, were eventually allowed to register at schools. The dropout programme was challenged by internal migration of families in search of employment opportunities resulting in students leaving the programme. In Za'atari camp multiple instances of violence were witnessed and reported. A task force was established to deal with the reported cases, and the MoE engaged at all levels to reinforce measures to eliminate violence and thus contribute to a safer school environment. This mechanism helped create the confidence needed for victims to file official reports on violence perpetrated by teachers against children. Twenty cases of violence in school were reported (seven in Za'atari and 13 in Azraq, all of which were investigated by MoE/DoE. Ten cases resulted in the termination of duties for 10 teachers (6 in Za'atari and 4 in Azraq).

Initiatives were taken for children to participate in school clubs and after-school sports and arts activities. More kindergarten-aged children came forward to register than the schools in the

camps have been able to absorb, indicating an urgent need to create more spaces.

In 2018, at the start of the new country programme and education strategy, UNICEF intends to gradually transition from a predominantly humanitarian response to supporting the system to build resilience and deliver access to quality education through formal and non-formal pathways for all vulnerable children residing in Jordan, no matter their background, status or abilities. To achieve this, UNICEF will step up its upstream engagement and collaboration with key MoE departments, while continuing to adhere to its humanitarian mandate. Upstream and downstream engagement will continue on early childhood education, non-formal education, continued professional development of teachers and school principals and capacity building for data collection and analysis. UNICEF will also support the inclusion of children with disabilities in schools and child protection efforts to institutionalize the Ma'an campaign across the education system at all levels. Construction and maintenance will continue to be important priority interventions.

In the area of non-formal education, increased attention will be given to identifying and overcoming structural barriers, particularly for adolescent children, to access higher levels of education and thus have better chances in the employment market. To further increase enrolment in the Drop-Out programme, geographic planning will be considered to optimize enrolment in certified education pathways.

In early childhood education (ECE), UNICEF will engage with its counterpart technical department in the MoE and other contributing partners to help to advise on the way forward for mobilizing resources, increase demand and expansion through both private and public provision and shape a model for provision that meets top international standards. In all areas including ECE, school construction, continuing professional development and data collection/analysis, UNICEF will seek to promote better coordination both within the MoE and between the Ministry and its partners and institutions, in order to achieve greater transparency and more efficient resource utilization.

OUTPUT 1 Output 2.1: Policies and planning capacity exist for quality, safe and inclusive education

Analytical statement of progress

UNICEF Jordan contributed to improving children's access to education through its advocacy work. In January 2017, UNICEF worked with the MoE to allow enrolment into the second semester, thereby allowing more students to register and preventing them from dropping out altogether. Those students who registered late received compensatory summer school sessions to help them catch up on learning. This initiative was developed in close collaboration between the MoE and UNICEF. A total of 1,900 students who participated actively in formal education or the catch-up programme attended the summer sessions. UNICEF partnered with the MoE to establish the summer school programme so that students who missed lessons in Semester 1 could gain their certification without having to repeat the grade. Some 3,382 students (54 per cent male and 44 per cent female) were enrolled in summer programme, and 1,890 attended regularly (55 per cent male and 45 per cent female).

In September, UNICEF worked closely with the MoE to adjust enrolment procedures to address access barriers arising from a lack of official documentation, which had particularly been affecting Syrian refugee children who had moved from camps into host communities in recent years. Syrian children without MoI identity cards were thus allowed to register in school.

Exemption from fees for tuition and textbooks was extended from just Syrian children to include all refugee children.

In its efforts to step up integrated early childhood education and development services, UNICEF contributed to the development of the MoE early childhood education (ECE) strategy, which was launched in July 2017. The MoE endorsed ownership of the UNICEF-supported inclusive education programme for children with disabilities to study in mainstream rather than specialized schools, and will utilize the inclusive education manual that was developed with UNICEF support as a training tool for MoE staff.

UNICEF closely collaborated with the MoE through both its higher committee and technical sub-committees. In addition to improving access to school for refugee children, UNICEF also worked closely with the MoE to improve the quality of education through the deployment of school supervisors and the creation of a specialist unit for camp schools.

Multiple operational challenges remained, including delays and bottlenecks to obtaining official approval for education projects such as the Learning Support Services (the MoE considers these to be in competition with rather than complementing formal and non-formal education pathways).

UNICEF will continue to support the MoE to coordinate at all levels to promote inclusive education.

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

Analytical statement of progress

Since the establishment of the Formal Education Acceleration Plan in 2016, UNICEF has been actively working with the MoE to help increase access to formal education and to improve the quality of education. In 2017 a total of 126,127 Syrian children were enrolled in public schools. Since the Learning for All campaign was conducted in the summer of 2017, UNICEF identified new locations where demand for education exceeded existing supply of schools. UNICEF worked with the MoE to establish new double-shifted schools (DSS), resulting in an increase from 197 DSS schools in 2016 to 206 in 2017.

UNICEF also supported additional interventions to help increase access. In August 2017, 240 school facilitators were deployed to the double-shifted schools to facilitate the registration process, and more than 32,749 children were thus assisted to enrol there. UNICEF also offered transportation services in both camps and host communities to overcome barriers related to safety, distance and cost of education. A total of 1,665 students received transportation support (more information on transportation is included under Output 4).

In order to help improve the quality of education provision, UNICEF helped train 2,805 teachers in English language instruction, Catch Up, Life Skills (Nashatati), inclusive education and school leadership for school principals. To improve the school environment UNICEF supported the MoEs efforts to conduct urgent rehabilitation and maintenance. In order to improve learning outcomes, UNICEF helped deliver remedial education for 2,000 Syrian and Jordanian children in the higher grades of host community schools. Despite these efforts, learning outcomes remained low. This was to some extent the result of irregular attendance. In the Saturday shifts,

for example, students were frequently absent.

UNICEF also invested more resources in expanding two certified alternative education pathways, the Catch Up and Drop Out programmes. By the end of 2017, 99 Catch Up centres were operational in 30 directorates. An estimated 3,179 children were enrolled since the start of the program in September 2016. As of the end of 2017, some 2016 students remained within the program. Since UNICEF began supporting the Drop Out programme in 2015, approximately 5,419 students have been enrolled, of whom, 1,923 were newly enrolled for the first time in 2017. Major challenges to the Catch Up programme included transportation and timely teacher training and orientation.

Moving forward, UNICEF will accelerate its efforts to provide orientation sessions at directorate and schools levels in order to enrol more children in the Catch Up programmes. To increase demand for Drop Out programmes, UNICEF will develop leaflets and a guidance manual and engage more implementing partners. Incentives should be considered to motivate teachers and children to attend Saturday remedial sessions. In 2018, UNICEF will continue supporting Drop Out program expansion, targeting 10,000 children.

OUTPUT 3 Output 2.3: Children, parents and community members are engaged in outreach, school life and social cohesion

Analytical statement of progress

In addition to collaborating with the MoE, UNICEF also worked directly with vulnerable communities to overcome barriers to education. In 2017, major barriers included lack of legal documentation, violence and safety concerns and indirect costs of education (such as uniforms, transportation, clothes and lunch). Throughout 2017, UNICEF conducted two rounds of its Learning for All campaign, reaching out to more than 200,000 community members and 134,000 children. In the first round (January to March), 8,307 out-of-school children (46 per cent girls) were visited several times at home to provide support and referral to certified education. Of these, 2,386 out-of-school children subsequently enrolled in school. In the second round (August to October), 126,000 children were contacted, including 16,000 out-of-school children, and further analysis will indicate how many of these actually enrolled.

To address violence in public schools, in addition to the taskforces and reporting mechanism established in Za'atari camp (described above), UNICEF promoted increased social cohesion through two distinct initiatives. Across both initiatives, 2,295 students from diverse backgrounds (54 per cent male, 46 per cent female, 53 per cent Syrian and 47 per cent Jordanians and other nationalities) were encouraged to take part in sports and arts activities, and through these to interact and learn how to resolve issues without resorting to violence. The students subsequently established school clubs to continue promoting cohesion. A total of 120 teachers were trained to help prevent conflict by managing disputes in the classroom without resorting to violence. Of these trained teachers, 84 per cent reported feeling more capable to manage and prevent conflicts. However, teachers have also been facing difficulties assuming multiple responsibilities.

The Learning for All campaigns helped deepen understanding of demand side barriers to education. During the 2017 campaign, barriers that emerged strongly were the cost of education, particularly transportation, and the cost of tuition for non-Syrian refugees. In addition to initiatives detailed above, UNICEF also provided transportation and cash assistance. Transportation services were offered both in camps and in host communities to overcome

barriers related to safety, distance and cost of education. Since early 2017, approximately 3,000 students were supported with transportation in Semester 2 (2016/17 school year) as well as in the 2017 summer programme. Cash assistance was provided to vulnerable families through the Hajati programme, and this initiative has been proven to have had a positive impact on schooling.

Challenges were faced in implementing the Learning for All campaign. In the past, campaigns failed to reach out to all out-of-school children in the country. To overcome this, UNICEF strove to utilize a national population dataset to identify and reach out to all out-of-school children. Another challenge was the lack of transportation in rural areas. To effectively reach more students, more efforts are needed to create a private sector capable of establishing safe and affordable transportation services for all vulnerable children. UNICEF collaborated with other development partners (GIZ, and the MoE) to build systemic solutions.

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

Analytical statement of progress

In 2017, 35,096 children were enrolled in 18 school complexes in Azraq, Za'atari and Emirate Jordan Camps. Kindergarten2 was introduced in camp schools and 5,218 kindergarten2 children enrolled, including 2,659 in camps (56 per cent girls) and others in double shifts schools. More than 94,000 students enrolled in Learning Support Services (LSS) delivered in Makani centres.

UNICEF contributed significantly to infrastructure expansion and improvement in Azraq and Za'atari camps. Azraq's population grew significantly between January and June 2017, requiring a quick expansion of schools. In January, only one school (in one school complex) was operational, serving 3,000 students. By 10 December 2017 new schools in four school complexes had been established, serving 11,104 students. Three help desks and three resource rooms for inclusive education were established at the camp to support integration of children with disabilities. Eighty new classrooms were added to existing schools to reduce overcrowding.

To improve teaching quality, 150 Syrian assistant teachers were deployed to support MoE teachers. Since early 2017, children in Azraq travel in school buses. Seven thousand children initially registered for this service, and approximately 5,000 regularly access transportation. Children and parents appreciated the service, which reduced the time needed to get to school and protected children from climatic and safety concerns on the journey (harassment for girls, violence for boys).

Enrolment in Za'atari improved slightly, with 21,392 students now enrolled. One new school complex began working in September. One school was expanding and another new complex was under construction. All these expansion efforts should be completed by December 2017 and will decongest overcrowded classrooms and facilitate class management by teachers. To improve access to education for children with disabilities, UNICEF has equipped MoE schools with resource rooms where they can access special services such as therapy and private lessons. So far all schools in Za'atari schools and three out of four school complexes in Azraq have been equipped.

A total of 94,496 children (52 per cent female) benefited from LSS. Learning materials were printed for all nine sub-levels. Equivalent services previously exclusively targeted out-of-school children. Children both in and out of school can now participate. Children with learning difficulties enrolled in public schools were also supported to improve their learning outcomes. In LSS, measurement of learning outcomes was challenging due to limitations to data collection methods. In 2018, UNICEF will develop a digitalized tool to better measure specific competencies in Arabic and Math. In the camps, students continued to fare poorly in final exams, including Tawjihi. More efforts are needed to improve quality and thus the relevance of completing education for future employment.

UNICEF co-led the education sector working group with NGOs to identify and update key education needs and gaps in the Jordan Response Plan. Five UN organizations and 19 NGOs participated. Challenges have been the MoE participation in the Education Sector Working Group, and the alignment between the Jordan Response Plan and the Education Sector Plan.

OUTCOME 3 3. Youth opportunities available for vulnerable young people to actively engage in decision making, community life and social cohesion

Analytical Statement of Progress

To expand civic engagement for young people and engage them in community life and promote social cohesion, UNICEF Jordan supported the strengthening of social and digital platforms. These platforms were used by young people to express their views on social issues, raise their voices and actively engage in decision-making. The platforms included Voices of Arab Youth and Jeel962, which recruited 306 change agents to support rollouts of youth engagement activities across the Kingdom and administers a digital engagement portal with 20,267 young people registered for interaction. In 2017, 'Jeel962 Forum: Technology and Us', was organized to bring together more than 400 young people, as well as donor and civil society organizations, to explore ways to advance youth efforts toward achieving the 17 SDGs by using digital and mobile technology. Participants engaged in open and constructive discussions with invited stakeholders. In the forum, youth members of Jeel962 also highlighted key achievements over the past three years and re-emphasized the importance of deploying young people's capabilities effectively by using technology to mobilize positive social causes. These platforms will continue to create an environment where youth organizations and young people can raise their voices to influence policy making and be active in advocacy for political, social, economic, educational and cultural causes.

UNICEF Jordan involved young people in its programme planning and implementation process. Approximately 60 young people aged 10 to 24, including Syrian refugees and persons with disabilities, were appointed as the Youth Advisory Council in October 2017. The Council also included young people across Jordan who were to establish local networks of young people in governorates so that they could plan and implement various initiatives at the sub-national level. UNICEF Jordan also supported the broadening of economic opportunities for youth by strengthening the linkage between youth skill-building and employment opportunities through partnerships with the private sector. In order to understand the employment market's needs and skills in demand for youth, a roundtable discussion was held with 60 private sector companies. One of the challenges highlighted by employers was skills mismatch. Corporate participants acknowledged that it was difficult to find candidates qualified to meet their particular needs despite the volume of job seekers in the market. Vocational training was widely perceived as inferior to university education by youth and their families in Jordan, even though it often provides skills that meet the immediate needs of employers. The outcomes of the roundtable

were used to tailor training targeting youth to the market needs.

To build the sustainability of existing services, UNICEF Jordan has been providing, and to make the transition from service delivery to resilience building, UNICEF Jordan supported the Jordan Hashemite Fund for Human Development (JOHUD) to institutionalize a life skills programme to complement its existing core programming. This included capacity building of JOHUD's employees working on youth programming, revision of JOHUD's programme design and integration of M&E systems and data collection. JOHUD's institutional capacity to implement, monitor and evaluate the life skills programme was strengthened. A core team of 25 trainers nationwide were trained on various topics related to life skills programming for youth, including civic engagement and youth-led initiatives, innovation, and sexual and reproductive health. They in turn reached approximately 100,000 young people across the Kingdom. Outreach was expanded through Makani centres referring youth to innovation labs and civic engagement and participation opportunities under UNICEF programmes.

UNICEF Jordan also scaled up innovation labs to expand opportunities for youth to engage with civic and economic initiatives. In 2017, eight social innovation labs became operational in refugee camps, and 10 mobile labs travelled across the country. Six JOHUD innovation hubs were also functional across the Kingdom. More than 6,000 adolescents aged 14-18 were reached in 2017, including both Jordanians and Syrians. A cumulative total of 22,501 young people participated in these innovative labs. UNICEF specifically created this intervention for 14-18 years old to instil youth with the technical skills and creative confidence needed to transition into adulthood equipped with the necessary set of skill sets required to be employers or employees. Over the next two years, it is planned that all Makani centres will develop built-in innovation labs to replace mobile labs. In 2017, Makani centres underwent a human-centred design challenge to design their own specialized labs based on the interests and needs of youth and to propose an implementation plan. In 2018 UNICEF will fund the establishment of 44 labs.

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

Analytical statement of progress

In 2017, UNICEF Jordan expanded its programme to provide opportunities for youth and adolescents to contribute to shape the society and influence-key decision-makers in policies that affected them. In addition to two municipalities receiving support from 2016, UNICEF supported the establishment of additional Children Municipal Councils (CMC) in Mafraq and Maan through a strategic partnership with Greater Amman Municipality (GAM) to ensure involvement of youth in planning and decision-making on the Child Friendly Cities Initiative in Jordan. More than 124 young people (60 per cent female), of which 10 were disabled, and 10 were school drop-outs, influenced policy decisions at their community level. Several initiatives were launched by the municipalities in response to the council's demand, including supporting recreational parks and play areas for children and road safety initiatives.

UNICEF Jordan and the National Council for Culture and Arts, in cooperation with the Ministry of Education, launched the 36th International Arab Youth Congress in July 2017 under the patronage of Her Majesty Queen Noor Al Hussein (founder of the Congress). The theme for 2017 was '21st Century Skills of a Culture for Peace and Prosperity'. The Congress addressed education, social cohesion, environment and technology. A total of 132 youth from 14 delegates joined the congress and presented their community initiatives.

UNICEF Jordan continued to support increasing civic engagement opportunities for young people, with a particular focus on vulnerable populations, including refugees. In 2017, 93,574 Syrian, Jordanian and Palestinian young people (53,125 females and 40,449 males) benefited from civic engagement opportunities provided by UNICEF and its partners, among whom 36,860 young people (22,010 females, 14,850 males) designed, planned, and implemented more than 960 civic engagement initiatives.

UNICEF Jordan, in partnership with Oasis500, provided business and entrepreneurial training opportunities to empower 125 vulnerable youth. This partnership helped to refine the life skills curriculum by adding entrepreneurial content and start-up guidance to support learning. The training not only helped youth to obtain entrepreneurial mindsets and business-related skills, but also provided opportunities to develop social ideas to address social issues. Innovative ideas were incubated at Oasis500 to address issues related to employment, education and the environment. An additional nine ideas received seed funding in December 2017 to be implemented in 2018.

A total of 120 Makani centres and 32 JOHUD centres provided life skills training in 2017. Capacity at central level was increased. More than 1,712 frontline workers (996 females and 716 males) were trained to better deliver their services and support youth-led initiatives. As a part of the capacity building, a steering committee was established and held regular regional meetings to share good practices and challenges and discuss ways to improve their services. These efforts are also aimed to support the institutionalization of the life skills programme.

OUTPUT 2 Output 3.2: Young people use opportunities to engage decision makers and participate in civic engagement platforms

Analytical statement of progress

Young people accessed various opportunities to effectively engage in civic activities and address social issues. To better inform their views, vulnerable young people conducted participatory action research with support from UNICEF Jordan and the UNICEF Middle East and North Africa Regional Office. The research was jointly conducted with young people in Lebanon and Syria. One of the findings presented to UNICEF was the persistent frustration and challenges experienced by young people, stemming from a lack of opportunities for meaningful engagement at home, community and local levels, as well as fading optimism in the future across the countries. The research informed UNICEF, governments, and civil society on the views and perceptions of young people, which fed into planning and implementation of youth programmes, particularly for the vulnerable population. The research also rearticulated urgent needs to strengthen efforts to build resilience and social cohesion at the individual and community levels.

UNICEF also continued to support young people to express themselves through cultural activities and to spread constructive messages of mutual understanding and support to communities. During 2017, 21 young artists received theatre-based technique training, accredited by UNFPA and the International Theatre Institute, which was co-founded by UNESCO. National Centre for Culture and Arts master trainers trained the artists on reporting, facilitation and the code of conduct. Additionally, seven theatre companies conducted 1,260 performances in private and public schools and Makani centres, reaching 29,244 adolescents and youth and utilizing interactive theatre to highlight the negative impact of violence and the importance of civic engagement and social responsibility. Interactive performances included workshops designed to engage young people in critical thinking, problem solving, using

research skills and practices, interrogative questioning, communication and presentation skills.

Young people were also engaged in team sports and recreational activities facilitated by UNICEF Jordan as a means to create a sense of community and promote social cohesion. The activities were organized to enable skills development in communication, negotiation, teamwork, leadership and self-expression. The process helped build the confidence and wellbeing of the young people involved. Sports activities played an important role in improving the psychological mental health of adolescent refugee boys, girls and young people, providing a structure of normality and a coping mechanism for trauma, fear and loss. With Generations for Peace's support, UNICEF Jordan implemented a programme focused on social cohesion through sports and arts in 40 centres in selected at-risk host communities. The programme aimed to strengthen capacity for conflict transformation and improve relationships among Jordanians and Syrians in the most vulnerable communities and to address long-term systemic problems of direct, structural and cultural violence in these communities.

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

Analytical statement of progress

With the increasing need to link training to immediate income generation opportunities, UNICEF Jordan, in partnership with Luminus Education and the Norwegian Refugee Council, launched pilot certified technical and vocational training for vulnerable youth tailored to meeting market demand. The training events facilitated young people's access to employment opportunities. UNICEF adjusted the vocational training programme by making it more relevant to the market and linked it to livelihood opportunities. It is expected that by the end of the pilot phase of the programme, 500 young people will have obtained internationally- or nationally-certified qualifications and will have access to employment. On completion of the training, young people will move on to on-the-job training with prospective employers to further obtain skills tailored to actual work. Trainers will have opportunities to assess how the trainees performed as they consider entering formal employment contracts.

Additional vocational training was also provided to Syrian refugees in Za'atari and Azraq refugee camps, with a particular focus on females and youth with disabilities. This training was provided in four centres and included a wide range of technical courses. In 2017, a total of 2,837 young people participated in vocational training in the camps. Of the first two cohorts of graduates (February-July), 13 per cent successfully found paid opportunities. UNICEF will be expanding outreach efforts to support youth referrals to vocational centres. The programme will also be scaled in 2018 to focus on demand driven vocational training and production lines to support livelihoods. An outreach strategy was being developed to support wider outreach results.

UNICEF Jordan and its partners implemented cash for work programmes. In Za'atari Camp, for example, UNICEF and Norwegian Refugee Council established production lines to produce clothing kits for babies aged 0-3 months. Previously, such kits had been imported from outside the country. Twenty-seven Syrian youth (50 per cent females and 50 per cent males) participated and earned an income. Trained plumbers were also recruited for each district in Za'atari to provide community-paid servicing for water and sanitation facilities. As part of the production line supported by UNICEF, 3,500 school uniforms were produced and distributed to school-aged children in Azraq camp. A total of 65 heater cages were produced for formal schools and 12 ramps were installed for children with disabilities. There is an immense need for

employment programmes in the camps as well as outside the camps to scale up interventions aimed at supporting technical learning and income generation for young people.

OUTCOME 4 4. Wash sustainable and equitable wash system and key behaviours practiced

Analytical statement of progress

Since the country programme began in 2013, WASH services have been provided to more than 350,000 registered refugees in Za'atari, Azraq, King Abdullah Park and Cyber City. Over the course of 2017, an estimated 121,935 people in Za'atari, Azraq and King Abdullah Park benefited from quality WASH facilities and services. Building upon key projects initiated in 2016, significant progress was made throughout 2017 on major infrastructural projects to transition from emergency response mode into more sustainable services in a cost-efficient manner. The new water systems in Azraq and Rukban eliminated water tankering and increased the daily per capita amounts of water, while reducing the potential for service disruption due to bad weather and strikes, ensuring more predictable water delivery to the most vulnerable. The construction of the Za'atari water and wastewater network began, with the first districts scheduled to be operational from February 2018. Although the security situation at Rukban and Hadalat continued to be a major challenge, the delivery of water continued, with a progressive increase in per capita amounts for Rukban as a result of UNICEF's extensive advocacy and technical innovations. While access was severely restricted, UNICEF successfully advocated for distributions of hygiene kits, and conducted training on hygiene promotion to community health workers for subsequent community mobilization. Unfortunately, the limited access to the border inhibited any large-scale sanitation interventions. Informal surveys indicated that 89 per cent of the population in Rukban had constructed their own sanitation facilities. Overall, UNICEF's results over the course of 2017 represented 77, 28 and 67 per cent of the UNICEF targets for water, sanitation and hygiene, respectively, and 73, 22 and 44 per cent of the 2017 sector targets. Funding limitations were the main underlying reason for under-achieving the targets.

The Makani Plus model, which integrates education, child protection, livelihood and WASH interventions into one comprehensive package, was scaled-up from two international partners in 2016 to seven partners in 2017, including five national partners. This ensured that results were achieved in a cost-effective manner. The expansion of an integrated package of WASH services ensured that WASH facilities were provided to, and utilised by, some of the most vulnerable households in Jordan. More than 134,000 people were reached with hygiene messages and kits, triple the annual target.

Reliable statistics on the levels of practice of key hygiene behaviours in the camps were very limited. 2017 was the first year when no hepatitis A cases were reported in Azraq. The hygienic conditions in many of the informal tent settlements and Dom sites were poor, which was the reason for the significant scale-up in WASH interventions in 2017.

While the cumulative result for water supply in host communities exceeded the country programme target (achieving 112 per cent of the target), the scale of implementation slowed down enormously in 2017 due to a lack of funds for host community interventions. Constraints in funding for host community projects continued to impede the implementation of interventions. Consequently, in consultation with the Government, UNICEF's focus moved to smaller, targeted interventions to reach those in most need. This resulted in lower beneficiary numbers. The water and sanitation vulnerability maps were updated, highlighting the large disparities in water and wastewater services across Jordan. The information was used as an advocacy tool across

the sector to ensure the areas in most need were prioritised. No progress was made at a municipal level in 2017 on sanitation services, primarily due to a lack of funds, and the sector's focus on water projects.

The cumulative achievements for WASH facilities and services in schools significantly exceeded the programme target (more than double the target). Building on work undertaken since 2013, the National WASH in Schools Standards and the Three Star Approach (adapted to the Jordanian context) were endorsed by the Ministry of Education. These standards offer a critical opportunity to improve the equity, quality and accessibility of WASH facilities, and integrate measures to enhance water conservation in schools. The development of the Standards was initiated by MoE and UNICEF, with inputs from a wide range of stakeholders, including three government ministries.

Water scarcity continued to be a major challenge for Jordan and a number of water and climate related papers were developed by the Government. Implementation of the National Water Strategy was still in its early stages. To address growing concerns related to the potential impact of climate change on Jordan, a UN Climate Change Group was formed by UNDP.

In its role as WASH sector lead, UNICEF continued coordinating the WASH sector at national and sub-national levels to ensure optimal use of resources, with coordination platforms at the camp level. UNICEF also led the development of the Humanitarian WASH components of the Jordan Response Plan (2018-2020), working closely with the Government and key sector partners.

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

To complement the National Water Strategy (2016 -- 2025), supporting policy papers were developed by the Ministry of Water and Irrigation to provide guidance on the implementation of the strategy, including papers on groundwater policy, water reallocation, and climate change and resilience. Although the papers will undoubtedly strengthen the sector, to date the implementation of the key recommendations of the strategy has been limited.

A research project was completed on water reuse projects in six schools. The reuse schemes recycled water from handwashing basins for flushing and agricultural purposes and were operationalised in 2017. The pilots demonstrated the effectiveness of such projects on children's understanding of the importance of water conservation, with surrounding schools replicating the schemes at their own initiative. Owing to severe water challenges faced by Jordan, and the anticipated further reduction in available water resources in the foreseeable future, water reuse and conservation options were included in the National WASH in Schools Standards and the Three Star Approach, which were endorsed in December 2017. The Standards offer an important opportunity to integrate measures to enhance water conservation in schools, and enhance children's understanding of Jordan's challenging water situation and their individual responsibility toward it. The application of the Standards and the Three Star Approach will be piloted in 100 schools beginning in 2018, in coordination with the Ministries of Education, Health, and Water and Irrigation.

A research project that involved the development of a water leakage reporting application was slightly delayed. This was due to a request from the three utility companies to expand the scope

of the project to include a range of other functions. The app is expected to be operational by mid-2018, enabling users to report exact locations of water leakage, illegal connections, and wastewater overflows, and for those alerts to be uploaded into a complaint tracking system, which will also track progress in addressing the alerts monitored and reported and trends identified. The ease of reporting for the public, with GPS tracking, and the monitoring of response rates, is expected to incentivise utility companies to respond more quickly and to ensure proper repairs are undertaken, conserving Jordan's limited water resources.

UNICEF supported the Ministry of Water and Irrigation to review and finalize the baseline values for access to safely managed water and sanitation services under the SDGs. This included UNICEF working with the Ministry to strengthen the decision-making framework that ensures accurate baseline measures. The transition from MDGs to SDGs for water entails a small reduction of 5.3 per cent. The change for sanitation is significantly higher, at 24.6 per cent. The dramatic reduction in Jordan's sanitation rating is expected to redress the imbalance of the sector on water, and to scale-up sanitation interventions, particularly for the most vulnerable. To increase the percentage of the population using safely managed sanitation services, key activities were included in the new country programme, and will be progressively scaled up over the programme period.

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

Over the course of 2017, work was undertaken to increase the awareness of the most vulnerable groups on key hygiene practices and water conservation in camps, host communities, schools and institutions. Ascertaining the actual levels of practice remained a challenge. Knowledge, attitudes and practice (KAP) surveys were carried out in Azraq in January and in Za'atari in April/May. Challenges remained in terms of estimating the practice of key hygiene behaviours. The perception of water as a very limited and precious resource continued to be hampered by the low cost of water and bulk metering tariff structures.

The number of people reached through various mobilisation campaigns in the camps was 58,233, exceeding the target of 50,000. The mobilisation structures were strengthened to include awareness campaigns and safety messages relating to the construction of the Za'atari Water and Wastewater network, and targeted children and their parents. With the operation of the Azraq water network and the halving of the walking distances, a large mobilisation campaign was undertaken on the need for water conservation. No cases of hepatitis A were reported in Azraq in 2017, for the first time since the camp opened in 2014. At the border, access continued to be a challenge. Remote training of community health workers enabled basic messaging to be disseminated.

The number of people reached in the host communities was less than 5 per cent of the 44,000 target. The primary reason for this was that the projects undertaken were focused on construction, and the significantly reduced scale of both water and wastewater projects. Mobilisation in host communities was undertaken only in Ruwayshed, to complement the school outreach activities, and to reinforce the work undertaken during the household rehabilitation.

The number of students reached with key messages was less than 7 per cent of the 114,000 target. The network extension projects did not contain any mobilisation components. The

number of children reached in the Ruwayshed project was less than 20 per cent of the target, as much time was lost ensuring that the necessary permission and authorisations had been obtained by the relevant authorities, which itself involved extensive mobilisation on the importance of such activities.

The target for the informal tented settlements exceeded the target by more than 300 per cent. The considerable increase in the number of people in informal settlements reached (134,654 people, up from a few thousand in 2016) was primarily due to the expansion of partnership modalities to a wider network of local partners. To support these partners, extensive capacity building was carried out on key WASH messages and behavioural change communication and interventions.

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

In 2017, nearly 122,000 people in the three camps were provided with a consistent and predictable supply of safe water, along with an additional 50,000 at the border, representing 122 per cent of the target. Construction of the Za'atari water and wastewater network began in February 2017, with some areas expected to be operational in February 2018. The construction of the Azraq water network began, in collaboration with SDC, and was completed by June, eliminating water tankering completely. The redesign of the network tripled the number of tapstands and reduced the maximum walking distance from 260metres to 120metres, significantly reducing the length of time and the physical burden associated with water collection, which mostly falls upon boys and men.

Although the security situation at Rukban and Hadalat did not improve significantly, the delivery of water continued, and as a result of UNICEF's extensive advocacy and technical innovations, there was a progressive increase in per capita amounts for Rukban, from 9.8 litres per day in January to more than 16 litres per day by December. Work on the rehabilitation of the Hadalat water system was completed and the system was operational by mid-April, with additional water provided to Rukban from Hadalat by mid-May. The work on the new water system in Rukban was completed and the system was operationalised by September, with water tankering completely eliminated by early October. The extensive advocacy and stakeholder consultation undertaken by UNICEF in advance of the operation of the Rukban system greatly reduced the tension associated with the transition from tankering. UNICEF engaged a new partner to monitor the quantity and quality of water delivered and to ensure that water was distributed equitably.

Sanitation services (in terms of wastewater collection and treatment) and solid waste collection and disposal continued to be provided in the three camps, benefiting nearly 122,000 people. This was below the target of 140,000 people, as no sanitation services were provided to the population at the border, due to the severe access restrictions. Informal surveys conducted by UNICEF in Rukban indicated that 89 per cent of the population in Rukban had constructed their own sanitation facilities.

While the number of informal tent settlement (ITS) partners increased from two to seven over the course of the year, the ITS target was significantly underachieved, reaching 6,218 out of the 45,000 target (equating to less than 14 per cent). The low achievement for this very vulnerable

group was due to the additional time required for extensive capacity building of new partners on the simultaneous implementation of a comprehensive package of WASH, education, child protection and life-skills services. Despite the initial delay, WASH facilities were under construction at a number of sites by December, and new facilities were expected to be operational by early 2018, benefiting more than 134,000 people.

The number of people reached in institutions in camps exceeded the 20,000 target significantly, with 45,385 people reached in Makanis and schools (more than double the target).

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

Analytical statement of progress

To complement the National Water Strategy (2016 -- 2025), supporting policy papers were developed by the Ministry of Water and Irrigation to provide guidance on the implementation of the strategy, including papers on groundwater policy, water reallocation and climate change and resilience. Although the papers will undoubtedly strengthen the sector, the implementation of the key recommendations of the strategy has been limited to date.

A research project was completed on water reuse projects in six schools. The reuse schemes recycled water from handwashing basins for flushing and agricultural purposes and were operationalised in 2017. The pilots demonstrated the effectiveness of such projects on children's understanding of the importance of water conservation, with surrounding schools replicating the schemes at their own initiative. Owing to severe water challenges faced by Jordan, and the anticipated further reduction in available water resources in the foreseeable future, water reuse and conservation options were included in the National WASH in Schools Standards and the Three Star Approach, which were endorsed in December 2017. The Standards offer an important opportunity to integrate measures to enhance water conservation in schools, and enhance children's understanding of Jordan's challenging water situation and their individual responsibility toward it. The application of the Standards and the Three Star Approach will be piloted in 100 schools beginning in 2018, in coordination with the Ministries of Education, Health, and Water and Irrigation.

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sector on water, and to scale-up sanitation interventions, particularly for the most vulnerable. To increase the percentage of the population using safely managed sanitation services, key activities were included in the new country programme, and will be progressively scaled up over the programme period.

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

To ensure that the needs of the most vulnerable are identified, UNICEF collaborated closely with the Ministry of Water and Sanitation to revise the 2016 Water and Sanitation Vulnerability Maps. The revisions included new criteria relating to water losses and network age, in addition to existing criteria on water consumption, poverty and the proportion of Syrian refugees. The planned annual revision of the maps will identify progress made to meet the needs of the most vulnerable and will serve as a strong advocacy tool for the sector.

While progress was made to identify vulnerable households and to improve their access to, and utilisation of, WASH facilities and services, achievements were significantly lower than planned. This was primarily due to the limited resources available. Due to limited funds, it was decided to prioritise interventions that would ensure those in most need were reached, although at higher per capita costs. To mitigate tension with surrounding host communities, support was provided to improve the WASH facilities in 506 vulnerable households in Ruwayshed. The households were identified through a comprehensive vulnerability assessment. Efforts benefited an estimated 3,042 people, representing less than 7 per cent of the 44,000 target. During the assessments in Ruwayshed, it became apparent that the WASH challenges facing households included lack of access to municipal water networks, due to insufficient resources to pay connection or reconnection fees. UNICEF supported the connection and reconnection process for 29 and 44 vulnerable households, respectively, ensuring access to water services for 551 highly vulnerable people. The connection and reconnection work will serve as a pilot and will be monitored closely to see how households manage their utilities thereafter. If successful, the effort could be scaled up in other highly vulnerable locations.

More than 258,000 people benefitted from improved municipal water services, or approximately 8 per cent of the 2017 target. The ambitious 2107 target of 3.2 million people was set in 2016 when the funding outlook for host community interventions was optimistic. The funding allocated to host community municipal water interventions was approximately 25 per cent of the planned amount.

Little progress was made toward the target for sanitation. This was due to sectoral lack of funds, as well as prioritization of water projects for the Government, due to the enormous pressure to deliver water. UNICEF continued to work with the Government to advocate for appropriate allocation of resources to meet sanitation needs. The transition from MDGs to SDGs is expected to assist the sector to realign the balance between water and sanitation needs.

The achievements for WASH in Schools were also significantly lower than planned, at 7 per cent of the target. This was primarily due to reduced funding and a focus on smaller scale and higher impact interventions through the connection of schools to the municipal water network, with vulnerable households connected en route.

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

Analytical statement of progress

UNICEF contributed significantly to building a child protection environment that prevents exploitation, abuse and neglect and responds to the needs of vulnerable children in Jordan. Significant gains were made in the development of a legislative and policy environment preventing and responding to violence against children. UNICEF continued to support the roll out of the Juvenile Law (2014), which raised the minimum age of criminal responsibility to 12 and established alternatives to detention, settlement and diversion to ensure a restorative approach to juvenile justice. Key amendments were made to the Family Domestic law in 2017, and UNICEF is continuing this process through the development of key secondary legislation related to the updated law. UNICEF supported the Government in its follow up to the concluding observations and recommendations of the Committee on the Rights of the Child. A draft Childhood Law, which will close key gaps in the legislative framework, was drafted for consideration. UNICEF also convened stakeholders to discuss Article 62 of the Penal Code, which condones the use of corporal punishment in homes. This resulted in an amendment to the article to add a clause to ensure no harm is inflicted on the child.

UNICEF also continued to build the capacity of national child protection systems. The Family Violence Tracking System was operational and provided a national case management tool for national actors responding to cases of violence. This was complemented by new national standard operating procedures (SOPs) for child protection, gender-based violence, and domestic violence, developed by the National Council for Family Affairs (NCFA) with UNICEF support. Several meetings, discussions and revision workshops took place with representatives from the Government, NGOs, and the child protection and sexual and gender-based violence sub-working groups to review and discuss the procedures. They were ultimately endorsed by all key international and national actors working in the country. Building on existing interagency SOPs, the new procedures bring a systematic approach to preventing and responding to protection concerns and gender-based violence in Jordan, thus unifying the humanitarian and development response to violence.

UNICEF continued to build the national foster care system (55 children were placed in foster care in 2017) and expanded its criteria for children eligible for foster care. Shelters for survivors of gender-based violence now have an increased capacity to provide quality services as a result of UNICEF's support for Ministry of Social Development (MoSD) shelter staff. A UNICEF-supported unit within the Family Protection Department now engages with Interpol on cases of online sexual exploitation of children.

UNICEF made substantial progress toward adoption of a national strategy for children in street situations, which was in the process of approval at year end. An Executive Plan of Action for implementation of the National Strategy for Children in Street Situations, a Community Based Approach for working with Children in Street Situations, and Standard Operating Procedures and Job Descriptions for the Staff of the Begging Prevention Unit were developed through a consultative process and submitted to the MoSD for its feedback and approval.

UNICEF tackled violence against children through a major social media campaign, which gained more than 30 million impressions, reached 10 million people, had 100,000 engagements and drew a total of 26,000 new fans to UNICEF's platforms. Pre- and post- campaign tests indicated that only 4.6 per cent of people believed that violence against children was not a

phenomenon in Jordan, down from 25.6 per cent before the campaign. Following the campaign, 92 per cent of people believed that hitting a child is not an effective discipline method, up from 81 per cent prior to the campaign. The campaign was supported by Her Majesty Queen Rania Al Abdullah, the Royal family, the Minister of Social Development, the Minister of Health and the Minister of Awqaf.

UNICEF also continued its better parenting programme interventions to support early childhood development.

In 2017, UNICEF shifted from providing psychosocial support to providing structured and sustained community-based child protection services, including a greater focus on engaging parents in activities. Community-based child protection activities were a core component of UNICEF's overall Makani approach in camps and urban settings. UNICEF also continued to support the provision of case management services to the most vulnerable children in Jordan. These specialized multisectoral services reached the most vulnerable children in Jordan, including unaccompanied and separated children, child survivors of gender-based violence, married children, working children and children with disabilities. The CPIMS+/Primero tool was used by UNICEF partners to facilitate the documentation of the case management process.

The National Team for Family Protection adopted a proposal to have a unified family helpline through a Jordan River Foundation platform. The new helpline, which will be operational in 2018, will harmonize and consolidate the 17 existing helplines to provide families with one clear resource for all issues addressed by the existing helplines.

OUTPUT 1 Output 5.1: Improved legal and policy framework prevents and responds to violence, exploitation and neglect

Analytical statement of progress

UNICEF continued to support the Government of Jordan to roll out key provisions of the Juvenile Law (2014). The Juvenile Law brought the Jordanian legal framework concerning children in conflict with the law into greater harmony with the Beijing Principles and other relevant international standards. UNICEF recently finalized a situation analysis of the existing juvenile justice system, which will be key to ensuring that the provisions of the Juvenile Law are realized. The situation analysis was conducted with key stakeholders including NCF, the Juvenile Police Department, the Ministry of Justice, and the MoSD. UNICEF also supported NCF to develop a national Juvenile Strategy, which was endorsed by the Prime Minister, and compiled a situation analysis of juvenile in Jordan to inform the Government's workplan on juvenile justice and establish a group of national experts on restorative justice. They developed a draft workplan to establish the continuum of community-based services available for children in conflict with the law.

In anticipation of Jordan's upcoming submission to the Committee on the Rights of the Child (expected in 2019), UNICEF, in partnership with the NCF, supported the Government of Jordan to follow up the Committee's Concluding Observations and Recommendations on Jordan's fourth and fifth periodic reports. UNICEF supported distribution of copies of the Concluding Observations to government and civil society actors. A two-day national consultative workshop was organized involving all the key stakeholders, including the members of the National Team for Family Protection, parliamentarians, judges and representatives of the armed forces to review the Concluding Observations and Recommendations and develop a plan of

action to respond to them.

A key recommendation from the Committee on the Rights of the Child is the passage of a consolidated child rights statute to address gaps in child rights in the Jordanian legal framework. Through its partnership with NCFCA, UNICEF supported the drafting of the Childhood Law through a major multi-stakeholder collaboration. The draft law will be considered by parliament in 2018.

UNICEF successfully advocated for amendments to the Domestic Violence Law that were approved in 2017. Key features of the amendments include an expanded definition of family, the Family Protection Department being given jurisdiction to use reconciliation and settlement, and mandated rehabilitation for perpetrators. Since its passage, UNICEF has worked with the NCFCA to develop secondary legislation on protection of witnesses and alternative measures to support implementation of the amendments. UNICEF supported several capacity building training interventions on the updated Family Protection Law, targeting judges, forensic doctors, and staff from the MoSD, the Ministry of Health, and the Family Protection Department.

UNICEF continued to advocate for greater protection against corporal punishment of children. This resulted in amendments to Article 62 of the Penal Code. UNICEF held a workshop on corporal punishment in partnership with the NCFCA. During the workshop, international best practices on banning corporal punishment and information on the negative impact of corporal punishment on children were shared with government counterparts and civil society organizations.

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

After years of engagement with government counterparts, the Family Violence Tracking System was rolled out. The system leverages the existing PRIMERO/CPIMS+ system (developed by UNICEF and international NGO partners) and is intended for use by national actors responding to cases of violence. UNICEF supported the NCFCA to implement phase two of the tracking system to ensure quality services in cases of violence with concerned actors, following a multidisciplinary approach. A national steering committee was formed and a Memorandum of Understanding was signed, including an information sharing protocol between all concerned parties (the Ministry of Health, the Ministry of Education, the MoSD, the Jordan River Foundation, and the Family Protection Department). Training workshops and on-the-job training were conducted for end users to build their capacity for the system. The system will be piloted in Amman and subsequently expanded to all governorates over the next five years.

The MoSD, through its implementing partners and with UNICEF support, placed 55 children in foster care in 2017, up from 46 in 2016. A foster care unit was established in MoSD to support the increased demand for foster care placement, including for the first time, children from broken homes. The Ministry, with UNICEF technical support, took the lead in training and accrediting government and NGO staff on the foster programme and relevant legal procedures. The Ministry also took the lead on training other stakeholders to formalize alternative care arrangements for refugee children.

UNICEF supported the MoSD to revive the Diversion Programme, which diverted 11 juveniles into the Community Family Integration Teams programme. Guidelines and plans were

developed to implement six community-based actions for juveniles, and for early release, and professionals were trained to start the programme implementation.

Based on the institutional capacity building plan developed for MoSD shelters, UNICEF recruited a Jordanian national consultant to provide technical support to the three shelters for survivors of gender-based violence (Dar El Fatayat, Dar El Wifaq/Amman, and Dar El Wifaq/Irbid). The consultant assisted with upgrading and improving the quality of services provided to girls and women survivors of violence in order to meet international standards and the national protocol of care. Technical support included, but was not limited to, on-the-job training and supervision of shelter staff on case management, confidentiality and professional work practices. A new approach to reintegrating the girls from Dar El Fatayat was developed, and as an initial step a job fair was organized to encourage them to acquire income-generating skills.

In 2017, UNICEF signed a protocol with Public Security Directorate to support the Family Protection Department (FPD) to establish a new branch. The capacity of department staff was enhanced to provide gender-sensitive and child-friendly responses to survivors of violence. UNICEF continued increasing the capacity of a specialized unit within the FPD to tackle online sexual exploitation of children. The unit now collaborates with Interpol on online sexual exploitation cases.

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

Analytical statement of progress

In 2017, UNICEF launched a major social media campaign to combat violence against children. The campaign, part of UNICEF's larger Ma'an Campaign, gained more than 30 million impressions, reached 10 million people, and led to 26,000 new fans joining UNICEF platforms. More than 600 stakeholders, influencers, media professionals, and members of the general public pledged to end violence. A Facebook live stream to discuss positive alternatives to violent discipline was viewed by 5,600 internet users. The campaign was supported by Queen Rania Al Abdullah, the Royal family, the Minister of Social Development, the Minister of Health and the Minister of Awqaf. As part of this initiative, UNICEF launched the website www.childrenofjordan.org, which provides information on violence against children.

As part of the Ma'an Campaign against violence, UNICEF supported the Ministry of Education to develop school-level plans to reduce violence against children in schools. UNICEF supported the Ministry to launch a school-based code of conduct that requires all school staff to ensure a safe and enriching school environment for all.,

UNICEF developed a Multi-Sectoral Changing Norms and Behaviour Strategy to End Violence against Children, which will be rolled out between 2018 and 2020, in collaboration with key government organizations, large-scale quasi-governmental organizations, NGOs, and the private sector. The goal of the strategy is to bring about positive attitudes and behaviours among participant groups to reduce violence against children and women at institutional, individual and community levels.

In conjunction with the Jordan Media Institute, UNICEF also launched 'Makani for child rights-based journalism' for journalists who are mindful of child protection issues and who through their work are actively contributing to ending violence against children in Jordan. The objective

of Makani for journalists is to connect journalists with each other, provide an opportunity to share best practices and resources, and plan collectively on issues related to child rights.

UNICEF conducted a study to examine the reasons for high numbers of child death and injury due to road accidents. A three-year plan of action was developed to ensure stricter traffic controls and improved protection for children on the roads and around schools. UNICEF also conducted a study on children associated with groups promoting violence to help understand the drivers and protective factors that affect child affiliations with these groups. The study will inform UNICEF strategies to prevent extremism in children for the next three years.

UNICEF continued implementing its early childhood development and better parenting programmes nationwide. UNICEF's implementing partners conducted 1,417 workshops nationwide (approximately 11,336 sessions) reaching 27,553 Jordanian and Syrian families with Better Parenting sessions. This included parents and caregivers of 51,921 children below the age of 8, who will benefit from improved rearing practices. More than 93 per cent of participating parents demonstrated improved knowledge of proper ECD practices, according to pre- and post-assessments conducted by partners. A total of 150 children with disabilities and developmental delays benefited from home-based early intervention services.

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

In 2017, in order to respond to the protracted Syria emergency and the changing needs of Syrians and Jordanians, UNICEF Jordan shifted from providing psychosocial support to providing structured and sustained community-based child protection services. Community-based child protection activities were a core component of UNICEF's overall Makani approach in camps and urban settings, including through MoSD community centres. UNICEF reached more than 91,000 children (51,235 girls) with community-based child protection services, which focused on building the resilience of communities to prevent and respond to violence, exploitation and neglect of children. The community-based approach partly relies on increased engagement of parents and caregivers in structured and sustained activities. Through these activities, UNICEF reached 43,000 parents and caregivers in 2017.

A community-based child protection manual was developed by UNICEF, outlining ways to engage children and adults to help children and adolescents manage risks and challenges and to support parents, caregivers and families for better parenting. The manual also raised the awareness of parents and families and supported referral of children in need of specialized services. UNICEF provided 27 training events for 897 frontline workers to help them implement community-based child protection activities. The training covered structured and sustained engagement with children and parents, awareness raising and communication on child protection and gender-based violence, working with community networks and providing referrals for children.

UNICEF also reached 7,800 particularly vulnerable children with specialized multisectoral case management services. These children included unaccompanied and separated children, child survivors of gender-based violence, married children, working children and children with disabilities. Beneficiaries included 449 new unaccompanied and separated children (39 per cent of them girls), of whom 78 per cent were reunited with their families.

The newly developed, web-based Child Protection Information Management System (CPIMS+) has contributed greatly to case management in the emergency response, particularly for unaccompanied and separated children. It has facilitated case referral and transferral between agencies without having to rely on paper. This has contributed to improved follow up with children as they move inside Jordan.

UNICEF continued supporting mine risk education (MRE) and awareness for children in schools and Makanis, and parents and children in Za'atari camp via home outreach. It reached 6,388 children (3,859 girls) with risk education and 42,083 indirect beneficiaries through dissemination of information materials. Eighty young refugees received five-day training of trainers on mine risk reduction, to be ready to work as in-country trainers in the event of return to Syria. A new protocol was developed to include scanning and removal after unexploded ordinances were discovered in District 10 of Zaatari camp.

UNICEF Jordan continued to contribute to the monitoring and reporting mechanism for Syria.

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

Analytical statement of progress

For six consecutive years, the International Monetary Fund (IMF) supported the Government of Jordan (GOJ) to sustain macro-economic prospects despite the financial and political regional shocks. Numerous reforms on the taxation system and austerity measures in 2017 resulted in an increasing discontent among the population in Jordan.

As part of the Jordan Compact agreed to in 2016, Syrian registered refugees were permitted to work legally in select sections. As of December 2017, only 60,000 work permits had been issued to Syrians, against the target of 200,000 work permits. Syrian refugees continued to face highly uncertain futures and remained highly vulnerable.

In response to this overall situation, UNICEF initiated a new 'cash plus approach' to transform its Child Cash Grant programme for most vulnerable registered Syrian refugee children into an integrated package of social protection services to overcome demand-side barriers to education and enable all vulnerable children, irrespective of status and nationality, to attend public schools in Jordan. This is expected to decrease social tensions that have arisen in response to cash transfers to Syrian families by the international community.

From January to August 2017, UNICEF continued an unconditional humanitarian child grant of US\$ 28 per child per month to 56,000 girls and boys from 15,500 most vulnerable refugee families. From September 2017, as part of a new approach, UNICEF rolled out a new child focused targeting methodology to identify 52,000 most vulnerable girls and boys, regardless of their nationality or registration status, either at risk of dropping out of school or currently out of school, to support their enrolment and retention in public schools and mitigate negative coping mechanisms impacting children's wellbeing. UNICEF put in place a comprehensive package of enabling social protection services such as home visits, case management systems, referral pathways, behaviour change communication, enrolment and attendance monitoring. Ultimately the 'plus' component of this cash transfer program seeks to address supply side barriers to education that cannot be overcome by cash alone.

In 2017, UNICEF developed a partnership with UNHCR for monitoring the effects of humanitarian cash transfer programmes on the refugee families and their children's well-being. This research study, conducted by Overseas Development Institute (ODI) - UK, showed promising results of cash transfer programming on families and children in the host communities. Refugee families and children remained extremely vulnerable and the protracted nature of their exile means that continued support is more vital than ever.

With the launch of the SDGs and the commitment to the reduction of child poverty, the Government of Jordan has taken steps to improve its capacity to monitor the SDG indicators and inform policies. As required by SDG 1, UNICEF strengthened national government and non-governmental organization capacities through training to develop and monitor multidimensional child poverty.

UNICEF Jordan supported an SDG indicator mapping exercise coordinated by the Ministry of Planning and International Cooperation and concerned line ministries to identify SDG indicators relevant to the Jordanian context and availability for means of verification. The outcomes of the mapping exercise were used to develop Voluntary National Report for SDGs (VNR), which was presented by Ministry of Planning and International Cooperation in the UN High Level Political Forum in New York in July 2017.

There was no overarching social protection policy framework and Jordan's existing poverty reduction strategy is outdated. In partnership with the Ministry of Social Development, Ministry of Planning and International Corporation and other UN organizations, UNICEF provided support to develop the child and equity-focused National Social Protection and Poverty Reduction Strategy for Jordan. Progress was also made on strengthening the national social protection system. In August 2017, the National Aid Fund (NAF), in partnership with UNICEF, initiated a new cash transfer programme to improve education outcomes for 2,000 of the most vulnerable Jordanian children. UNICEF also supported NAF to strengthen institutional and infrastructure capacities, and monitoring and evaluation systems for social protection programmes. UNICEF leveraged this cash transfer programme with NAF to reinforce the capacity of the Government to deliver cash transfers that could also be adopted in case of additional humanitarian burden. UNICEF also engaged in discussions with NAF to consider including a child equity focus in their targeting methodology. This work will continue in the next several years in partnership with the World Bank.

To move away from humanitarian response and focus on the vulnerability of all children irrespective of nationality and status, UNICEF Jordan developed Jordan's Multidimensional Child Vulnerability (MCV) Index, which aggregates a set of indicators covering children's multiple vulnerabilities and is in line with UNICEF's programme priorities in Jordan. The indicators and data included in the MCV index are selected from education, health, nutrition, water and sanitation, shelter, and child protection sectors. The analysis mapped out geographic disparities with regard to vulnerabilities. Based on the findings, UNICEF Jordan prioritized 23 districts and continued to work for most the vulnerable populations, such as Syrian refugees, Dom ethnic minorities and those living in Informal Tented Settlements. The 23 selected districts cover 77 per cent of the children living in Jordan and 85 per cent of the registered Syrian refugee children living in host communities.

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

Analytical statement of progress

In 2017, UNICEF and the Government of Jordan advanced to ensure routine measurement of multidimensional child poverty and using this analysis to rethink policies and programme to enhance equity for the most disadvantaged children in Jordan. To start building a national pathway to end child poverty, UNICEF strengthened national capacities for government officials as well as academia and non-governmental organizations on the measurement of multidimensional child poverty in the SDGs context in Jordan.

The National Poverty Reduction Strategy (2013-2018) requires revision in the light of latest developments especially with reference to the impact of the Syrian refugee crises on Jordan's economy and the host communities. During 2017, the Government, in partnership with UNICEF, initiated the process to develop a National Social Protection and Poverty Reduction Strategy. This strategy will overcome the lack of an overarching social protection policy framework and update Jordan's existing poverty reduction strategy. The strategy will be accompanied by a monitoring and evaluation framework, costed action plan and communication plan.

To overcome demand-side barriers to education and enable all vulnerable children irrespective of status and nationality to access public schools, UNICEF rolled out new cash plus approach to transform its child cash grant programme in 2017. As part of the new UNICEF approach, a new child-focused targeting methodology was designed and targeting visits were carried out to more than 35,000 families whose children were enrolled in 400 double shift schools. As a result, 52,000 of the most vulnerable girls and boys were identified and supported with monthly cash assistance and a comprehensive package of enabling social protection services provided by UNICEF Makani partners in the host communities. Eighty five per cent of those children were Syrian refugees, 11 per cent were Jordanians and the remaining 4 per cent were from multiple nationalities, including Iraq, Yemen, Pakistan and Egypt.

UNICEF monitoring of the programme has shown the positive results of the child cash grant in improving most vulnerable children's well-being in the host communities.

To extend coverage of the cash grant to highly vulnerable Jordanian families, UNICEF developed partnership with National Aid Fund (NAF), Jordan's main social protection program. Through NAF, UNICEF funded support to 2,000 most vulnerable Jordanian girls and boys to improve education outcomes. UNICEF strengthened NAF's capacities on monitoring and evaluation systems, capacity development of social workers, review of targeting systems and assessment of monthly cash assistance impact on children and adolescents and provided infrastructural support for ICT systems.

UNICEF Jordan continued its partnership with NCFA and the General Budget Department of the Ministry of Finance and initiated the Child Rights Budget Analysis for the Ministry of Municipal Affairs and NAF..

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

The Department of Statistics (DoS) improved its capacity in data gathering and analysis with UNICEF Jordan's continuous support. Staff from the Department of Statistics were supported to attend UNICEF's regional workshop on Data Gaps and Multi Indicators Cluster Survey (MICS6) held in Beirut, Lebanon in April. This enhanced understanding of MICS household methodology

and standards especially that UNICEF and Department of Statistics have partnered to integrate MICS modules in the 2017 Jordan Population and Family Health Survey.

UNICEF Jordan's data management system, Bayanati, was strengthened, improving UNICEF's efforts to generate evidence. Bayanati went through a range of developments to enhance user experience and data protection and enable a set of extended functionalities to adapt to the evolving programmatic nature. UNICEF Jordan also upgraded the system so that it can yield real-time data in regard with children benefiting. . The system now automatically generates the infographic with data disaggregated in different profiles and geographic scopes and demonstrates trends over time to better inform programming.

To specifically assess the dynamic situation of Syrian refugees, a longitudinal survey on Syrian refugee families with children living in host communities in Jordan and comprehensive child-focused assessment in Azraq camp were conducted. Two rounds of the longitudinal survey were conducted in 2017 to better understand vulnerabilities and bottlenecks toward accessing services and to monitor the change over time in relation to the UNICEF programmes. The child-focused assessment in Azraq camp included a full demographic profile of the camp population, with a focus on children. It provided an updated in-depth understanding of the situation of Syrian refugees in the camp. These studies generated quality evidence on disparities within the camp regarding vulnerabilities and access to services, particularly for children and women. The findings were used by UNICEF Jordan and stakeholders to customize programmatic responses to better overcome bottlenecks and inform dynamic situations surrounding Syrian refugee families in host communities.

With support from UNICEF Jordan, the Ministry of Education initiated capacity building, revision of the online survey system on violence and institutionalization of guidelines to gender-based violence and violence against children. These were based on evaluation recommendations for the Ma'an campaign evaluation that has been implemented since 2009 to reduce violence in schools.

UNICEF Jordan introduced formal procedures for ethical review in evidence generation activities, aligned with the long-term agreement signed by the Regional Office and its partners.

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 constrained, with few governorates involving children in their planning, monitoring and evaluation systems. Stakeholders did not see an added value to children's participation to 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 overall wellbeing.

Due to limited staff capacity, UNICEF Jordan did not carry out any decentralization activities during 2017. UNICEF intends to expand its social policy team and will aim to engage with the municipalities and governorates for key social services for children in new programme 2018-2022.

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

According to the 2015 census, 6.7 per cent of Jordan's population had Palestinian nationality. Approximately 2.2 million UNRWA-registered Palestinian refugees resided in Jordan. In 2017, 121,368 children registered with UNRWA were enrolled in 171 UNRWA schools nationwide. Girls made up 48.5 per cent of all children enrolled. Inclusive education was part of a larger effort to provide quality education to Palestinian refugee children. UNICEF engaged with UNRWA to improve the quality of formal education for all children, including children with disabilities. With UNRWA's mandate to provide education for Palestinian children and UNICEF's mandate for quality formal education, this collaboration would best meet the interests of Palestinian children enrolled in basic education in Jordan.

Since December 2014, UNICEF and UNRWA have collaborated to roll out inclusive education at the school level. Key activities in 2017 included training of principals and teachers, an assessment of the situation of children with disabilities and formulation of a strategy for inclusive education. In the first half of the year, 350 key UNRWA staff were trained on the Inclusive Education Kit, including school principals, health tutors, deputy school principals, education development centre staff and area education officers. They were responsible for cascading training that reached all the teachers in the 171 schools. By May 2017, more than 4,299 teachers had been trained on the kit.

Providing comprehensive care for children with disabilities requires active participation from parents and caregivers at home and support from community members. At the beginning of the new school year in September, an awareness activity targeting parents of children in all 171 schools was conducted. Through this event parents learned more about inclusive education practices. In November and December 2017, more community mobilization activities were held to mark the International Day for Persons with Disabilities. Children benefitted from recreational activities while their parents received information on how to care for their children.

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

Analytical statement of progress

To overcome an information gap on the situation of Palestinian refugee children with disabilities and out-of-school children, UNICEF supported UNRWA to conduct a rapid assessment on these issues. This assessment was conducted by a consultant who visited a sample of UNRWA schools in several refugee camps in Jordan in November and December 2016. The assessment was primarily concerned with investigating the issue of drop outs, and more specifically the student populations dropping out, with regard to the quality of the students' relationships and interaction with the adults responsible for them (including parents, siblings and school staff). The assessment was qualitative and followed a participatory approach in which the impressions, opinions and insights of the participants were collected in interviews and focus groups. Participants included school principals and staff, students (some categorized by their schools as at-risk, and others who were not), out-of-school youth, parents and community members.

The assessment found that despite the fairly good performance of UNRWA schools on certain standard indicators (such as enrolment rate, completion rate, and student performance on international tests), schools were in dire need for improved learning environments, well-built and institutionalized student support services, stronger relations with the community, more caring

and humane interaction between members of school communities, and better working conditions for school staff.

The action plan that came out of the assessment will be rolled out beginning in 2018 and will focus on four main strategic results: institutionalizing student support systems for at-risk students at UNRWA schools, including hiring and training counsellors and providing individual case management; establishing networks and partnerships to assist with cases categorized as 'limited socio-economic'; assisting drop-out students to enrol in alternative education choices, making UNRWA schools accessible schools with rich learning environments; and develop and implement a comprehensive messaging campaign that aims to support achieving the strategic results.

As part of the interventions, 17 schools will undergo minor alteration works, including construction of ramps and modifications of latrine units in 2018. The 17 selected schools were assessed from an engineering perspective, following which a tendering process was initiated. It is expected that enhancement to infrastructure will be completed in May 2018 and will help ensure unrestricted access and use for children and persons with disabilities.

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

Analytical statement of progress

UNICEF support to UNRWA contributed to building case management systems in five camps across UNRWA's four geographic areas. The case management approach was adopted by UNRWA several years ago and has been a key part of UNRWA's shift to a protection approach. Following a pilot project in Marka camp, UNICEF supported UNRWA in scaling up all 10 official UNRWA camps and 3 unofficial camps, which are home to some 625,000 children.

UNICEF also supported UNRWA's work on the Ma'an campaign against violence in schools. UNRWA schools participated in the monthly online survey in which children self-reported on their experience of violence in schools. Children in schools filled in the online survey monthly. The school principals and school counselors analysed the responses and set plans according to the results. In 2017, less than 1 per cent of children reported that they were subjected to corporal punishment by teachers in schools. Only 2.25 per cent indicated that they had been subjected to verbal violence.

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

A total of 647 children had access to comprehensive case management services (out of a total of 1,212 cases) from 10 official camps and 3 unofficial camps distributed in the four areas of UNRWA activities in 2017. Of the 647 cases, 322 were girls, 325 were boys, and 11.75 per cent were persons with disabilities. A total of 125 cases were closed (59 girls and 66 boys). Statistics showed that verbal violence and physical violence both decreased in comparison to Feb-May 2015 baseline.

To reduce verbal and physical violence, UNICEF conducted refresher courses during September for teachers in South Amman, North Amman, Irbid and Zarqa. This training aimed to

enhance the teachers' skills in class management and use of positive behaviour management techniques in 87 schools.

School counsellors conducted a training for the advocacy committee, training a total of 87 non-project and project schools during September. UNRWA conducted 17 workshops within South Amman, North Amman, Irbid and Zarqa, reaching 640 parents.

UNRWA conducted four workshops within South Amman, North Amman, Irbid and Zarqa to train 216 school parliament students to promote positive engagement with teachers. UNRWA also implemented open days in 171 schools.

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 pursued an integrated and systematic project approach for adolescent and youth programming in order to enable a smooth and constructive transition from childhood to adulthood, equipping young people with the skills and opportunities they need for an active civic and professional life. These programmes specifically targeted vulnerable and disadvantaged youth, such as girls and young people living in host communities and in refugee camps. In 2017, UNICEF's main goal was to provide adolescents and youth with opportunities to acquire key skills that facilitate a swift transition from childhood to adulthood, and to help adolescents practice them by actively engaging in their communities as agents of positive change.

In 2017, UNICEF Jordan expanded its programme for Palestinian youth and adolescents through strategic partnerships and with the support of the Jordanian Hashemite Fund for Human Development. The life skills programme was conducted to reach Palestinian adolescents and youth aged 10-24 years old in Palestinian camps in Jordan. The programme sought to equip Palestinian youth with the skills they need for positive engagement in their communities, at social, civic and economic levels. It also intended to foster social cohesion through youth initiatives, life-skills education and participation programmes, in line with the Youth Strategic Framework and the Life Skills and Citizenship Education Framework.

As a response to growing demands for improved monitoring of the adolescent development and participation programme, UNICEF Jordan took steps, with the support of the UNICEF Regional Office, toward more integrated and holistic monitoring of the programme. The monitoring system was rolled out to support timely performance assessment, improve the quality of service delivery and strengthen management and accountability of the programme. This was achieved by operationalizing systematic data collection and analysis using a set of tools that were developed, tested and refined with the support of UNICEF Jordan's implementing partners. The monitoring system supported evaluations by generating evidence to determine whether knowledge acquired in the civic engagement programme has indeed expanded young people's life choices and improved their lives in terms of transitions to livelihood opportunities, space for engaging meaningfully at community level, and social cohesion.

UNICEF Jordan involved young people in programme planning and implementation, and ensured that they had opportunities to be part of UNICEF's planning, implementing and monitoring, while UNICEF benefited from their views and opinions. Sixty young people aged 10 to 24, including Palestinian youth representing different camps, were appointed as the Youth Advisory Council in October 2017.

UNICEF Jordan also scaled-up innovation labs to expand opportunities for youth to engage in civic and economic initiatives. Young people were able to access the labs to have further opportunities to engage in their communities, and there was a focus on increasing opportunities for the most vulnerable Palestinian adolescents and youth to develop and implement social and business entrepreneurship initiatives in their communities.

UNICEF will continue to support national institutions to implement youth-focused services that provide life skills and citizenship education programmes, asset and capacity development, coaching and mentoring and networking for adolescents and youth.

OUTPUT 1 3.1 Young people use opportunities to engage decision makers and participate in civic engagement platforms

Analytical statement of progress

UNICEF Jordan continued to support efforts to increase civic engagement opportunities for young people, with a focus on vulnerable youth. In 2017, UNICEF, with the support of its partner JOHUD, reached 1,096 Palestinian youth with life skills training in Palestinian camps (834 female, 262 male). In the life skills programme, the young people were provided with training on essential skills such as digital literacy, critical thinking, teamwork, problem solving, self-management and cognitive and social skills. More than 15 civic engagement initiatives were designed, planned and implemented by graduates tackling various issues in their communities.

UNICEF's Jordan Life Skills Development Framework included actions that promoted the development of knowledge, abilities, attitudes and values that would enable adolescents and youth to reach their full potential. Through the life skills interventions, young people were provided with training on individual self-management skills, cognitive skills, social skills, and instrumental collective action skills/civic skills. The reinforcement of life skills continued through the experiential learning which followed the learning stage, where young people were able to practise the skills they learned and to apply them to provide broader benefit and value.

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

Analytical statement of progress

In Jordan, adolescents and youth had few opportunities for civic engagement, to freely express their opinions, or to influence decisions affecting their lives, leaving them unprepared for effective participation in adulthood. This was particularly the case for Palestinian adolescents and youth, whose access to such opportunities remained limited. When adolescents and youth, girls and boys alike, are empowered to lead, develop and implement civic initiatives in their communities, evidence shows that they make positive choices and transcend violence and discrimination.

In 2017 young people accessed various opportunities to engage in civic activities and address social issues effectively. UNICEF Jordan, in partnership with the Jordanian Hashemite Fund for Human Development and Princess Basma Youth Centres, trained Palestinian young people on the Life Skills Programme. Following the programme, young people presented ideas that would generate social benefits and respond to challenges and problems identified in the camps. The most innovative initiatives were implemented: These included educational, sports and health-related, community awareness, environment, debate and dialogue, and civic engagement initiatives.

Civic engagement activities included all individual or collective actions that were intended to improve the overall well-being of the young people and their communities. By leading civic engagement initiatives, adolescents and youth developed and strengthened critical life skills and took an active role of responsible citizens and community advocates. This not only increased social cohesion in their communities, but also improved their employability and chances to become economically independent.

UNICEF supported young people to practice the skills they acquired and to develop, implement and lead initiatives in the social, civic and political areas that address issues of importance to youth. The youth were provided with mentorship and guidance and received follow up throughout the entire process. UNICEF facilitated opportunities to volunteer, as evidence shows that volunteerism strongly contributes to capacity building and as such employability of youth, and strengthens social cohesion. Young people in camps were able to tackle a wide range of issues in their communities, including health, education, violence and risky behaviour and also to lead their peers and advocate for issues of concern at community level.

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

A joint UNICEF-UNRWA project built the capacity of 60 UNRWA health professionals and nursing school students for family, maternal and neonatal health care, integrated management of childhood illness (IMCI) and maternal and neonatal death enquiries. The trainees were equipped with the skills necessary to apply the IMCI guidelines in UNRWA health centres, provide the support needed to ensure optimal breastfeeding practices and to encourage mothers to better utilize existing MCH services. As a result, almost all mothers who gave birth in 2017 practiced early initiation of breastfeeding within the 24 hours after delivery and 80 per cent of nursing mothers continued exclusive breastfeeding until six months, thus practicing timely introduction of complementary feeding.

With technical support from UNICEF, UNRWA updated its guidelines to incorporate the integrated management of neonatal and childhood illness (IMNCI) approach. As a result, approximately 60 per cent of women in the postnatal period benefited from home visits by skilled health personnel who were trained on how to identify risk signs after delivery, including bleeding, fever and post-partum infections. This helped respond to the mothers' needs and helped to reduce maternal deaths. The postnatal care visits were also a good tool to provide the support needed by nursing mothers to help them continue exclusive breastfeeding. Eighty per cent of facilities implementing IMCI were reached with capacity building sessions, but the high turnover of doctors and nurses meant continuous efforts to train new staff were required.

UNICEF support also contributed to building the capacity of 60 UNRWA healthcare staff for family healthcare services, and another 50 staff at various levels, for death enquiry (verbal autopsy) for maternal and neonatal deaths. UNICEF also supported the provision of medical equipment for examination of mothers and newborns, including cold chain, scales, infection prevention equipment, stethoscopes, nebulizers, sphygmomanometers and digital fetal doppler ultrasounds.

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

Analytical statement of progress

To further the implementation of the National Action Plan to reduce perinatal and neonatal mortality, UNICEF provided technical support to UNRWA and supported the training of 30 doctors and 30 nurses, who covered newborn services under the family health approach in all UNRWA health centres. The main goal of the family health approach is to protect and promote the health of Palestinian refugee women, children and families by providing preconception, pre-natal, natal, post-natal and adolescent health and family planning services that complement each other and are fully integrated with UNRWA primary healthcare activities.

The trained health professionals were equipped with the necessary skills to apply the nine updated neonatal guidelines. Integration of neonatal, newborn and infant health practices within the family approach effectively reached all family members and helped to identify the underlying causes of neonatal deaths, such as congenital anomalies resulting from consanguinity and traditional harmful practices that threaten the life of the newborn, in addition to the beliefs of the family members concerning the health of the newborn.

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

Analytical statement of progress

According to UNRWA registration statistics, approximately two-thirds of the refugee population were women of reproductive age and children under 15 years of age. Therefore, UNRWA focused on attaining the widest possible coverage and improvement of quality maternal and child health care and family planning services. This was achieved by reorganizing services at health centre level to ensure continuity of services in the preconception/interconception, antenatal, natal, post-natal and post-abortion periods, as well as family planning services, rather than providing these services in a fragmented way.

To support national efforts to reduce the maternal mortality rate and with technical support from UNICEF, UNRWA started applying the integrated management of neonatal and childhood illness (IMNCI) approach, an upgrade from IMCI, in all UNRWA health centres. A total of 88.64 per cent of women in their postnatal period benefited from home visits by skilled health personnel who were trained on how to identify 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. Postnatal care visits (PNC) continued to be used as an efficient platform to provide the support needed by nursing mothers to help them continue exclusive breastfeeding.

OUTPUT 3 New Element

Analytical statement of progress

UNICEF Jordan and the Ministry of Health signed a protocol to include UNRWA service providers in the specialized training on infant and young child feeding and IMNCI so that parents and caregivers could be covered with a wider range of services and be better informed about those services. Following UNICEF Jordan's efforts, UNRWA updated its guidelines to incorporate the IMNCI approach. These were used to roll out activities reported under output 4.2.

Evaluation and research

Title	Sequence Number	Type of Report
Comprehensive Child Focused Assessment in Azraq Camp	2017/007	Study
A promise of tomorrow: The effects of UNHCR and UNICEF cash assistance on Syrian refugees in Jordan	2017/006	Study
Health Care Cost Study at Ministry of Health and the Cost and Financial Impact of Expanding the Civil Insurance Program to Vulnerable Jordanians and Syrian Refugees	2017/005	Study
Evaluation of the Ma'an (Together) towards a Safe School Environment Programme 2009-2016 - Jordan	2017/004	Evaluation
Assessment of the Makani integrated programme	2017/003	Study
Out of the Cold – UNICEF Winterization Cash Transfer in Refugee Camps - Jordan	2017/002	Study
Journalistic Practices on Child Protection Issues in Jordan	2017/001	Study

Lessons learned

Document Type/Category	Title
Lesson Learned	Developing an App for waste - Strengthening waste water collection in Za'atari Refugee camp
Innovation	The Time Bank as a key crisis intervention

Programme documents

Document Type	Title	Name
Annual Report	Action plan 2017 - global staff survey	Action Plan for Global Staff survey 2017.pdf
CPD	JCO CPD 2008-2012	Jordan_CPD_2008_2012.doc