

Jordan

Part 1: Situation update in the country

Over the past year, the situation of vulnerable children in Jordan grew more precarious, with indications of growing challenges linked to continuing economic challenges and growing disparities in the country. Seven years after the onset of the Syrian crisis, UNICEF, along with key donors and other agencies, accelerated the transition from an exclusive humanitarian refugee-related response to a longer-term, more sustainable approach that prioritizes development outcomes and systems strengthening for all children living in Jordan. Of the 10 million people living in Jordan, more than 40 per cent were under 18 years old (according to the Department of Statistics, 2017). The national disability prevalence was 13 per cent, or approximately 1,100,000 people (Thompson, 2018).

The fiscal space required to respond to the growing needs of the most vulnerable narrowed as the Government worked to meet related economic and fiscal targets under the guidance of international financial institutions. Jordan's gross domestic product (GDP) grew by 2.3 per cent in 2018 (according to the International Monetary Fund) and growth was predicted to continue at that pace in 2019. The International Monetary Fund Extended Fund Facility three-year loan for Jordan was approved in 2016 for US\$723 million, with the goals of lowering public debt to 77 per cent of GDP by 2021, promoting growth and jobs, with a focus on youth and female unemployment, and enhancing the business environment.

Youth and women represent the priority targets under the SDGs and the most critical cross-cutting themes to achieve the 2030 Agenda (Jordan's Way to Sustainable Development, 2015). The UN Country Team in Jordan is committed to the 2030 Agenda.

In 2018, certain structural adjustments, including the development of a revised Income Tax Bill that aims to increase revenue, sparked public protests, resulting in the resignation of the cabinet and replacement of the Prime Minister. The newly appointed Government began a consultation process that led to the development of a two-year plan designed to have a positive impact on the quality and access to services and provide more economic opportunities in the short-term, while the Government concurrently addresses more structural issues related to economic reform. The ambitious two-year plan (2019-2020) includes expanding social transfers to an additional 55,000 families, universalizing kindergarten 2, increasing health insurance coverage by 10 per cent and creating 30,000 new job opportunities. While those policies have the potential to protect children and their families from the turbulent economic situation, it remained unclear how they will be realized within the national budget allocations and fiscal targets.

The unemployment rate continued to rise during 2018, from 12 per cent in 2014 to 18.6 per cent in 2018. The unemployment rate for women was 27 per cent, compared to 16 per cent for men (per the Department of Statistics, Q3 2018). Jordan had one of the lowest female participation rates in the labour market in the world.

Thirty-nine per cent of Jordanian youth aged 15-29 were neither employed nor in education or

training (26 per cent of men and 50 per cent of women in that age bracket). Measures to promote employability skills, combined with macro-level efforts to stimulate the economy to produce more job opportunities, were yet to make a positive impact.

The initial results from the Household Income and Expenditure Survey (2018) showed clear regional disparities in terms of the average annual households' expenditure, with high expenditures reported in the most populated governorates of Amman, Irbid, and Zarqa and much lower levels in Mafraq, Tafila, and Aqaba. Results also showed that transportation was one of the major monthly expenditures for families. Families spent US\$3,029.77 on transportation, compared to only US\$816.30 on education.

Analysis of poverty prevalence indicated that children and adolescents experienced poverty more than other age groups in Jordan. According to an analysis conducted by UNICEF's Middle East and North Africa Regional Office in 2017, 20 per cent of the children in Jordan were multi-dimensionally poor. This multidimensional poverty was associated with high levels of deprivation in water (45 per cent), nutrition (28 per cent) and health (34 per cent). Multidimensional child poverty was slightly higher in rural areas and slightly higher for males than females (22 per cent vs. 20 per cent). A 2018 study by UNICEF found that 79 per cent of Syrian families were poor (income below the national poverty line of US\$96.05 per person per month), and 81 per cent of Syrian children aged 0-5 years and 50 per cent of children aged 6-17 years were both monetarily and multi-dimensionally poor.

Jordan hosted more than 2.8 million registered refugees, the second largest ratio of refugee population in the world, including approximately 670,000 UNHCR Syrian refugees. Despite progress made for Syrian refugees, there were still challenges and increased vulnerabilities in several sectors. Thirty-one per cent of Syrian refugee children were out of school. According to VAF (2018), 25 per cent of Syrian children were vulnerable in terms of school attendance. Data also showed that 19 per cent of Syrian refugees with disabilities age 13 and above never enrolled in school and cannot read or write. That number was higher for girls and women. Recent government data showed that gross enrolment rates of Syrians were lowest for kindergarten and secondary education (9 per cent and 14 per cent, respectively, for school year 2015/2016). More than 122,000 work permits for Syrians were issued between January 2016 and October 2018. However, there were still restrictions in terms of mandatory quotas and sectors open to foreigners. This has impacted refugee labour, including semi-skilled and high skilled refugee labour, with many refugees reported to work in the informal sector, which is often associated with poor work conditions.

Refugee access to health services was a major challenge in 2018, with the government decision to cut health subsidies and to require Syrian refugees in urban areas to pay the same rates as other foreigners at public hospitals. Several reports showed that refugees resorted to negative coping mechanisms to deal with this lack of access.

Several surveys and reports showed that the majority of Syrian refugees had no intention of returning in the near future, even with the opening of Jaber border point. UNHCR confirmed only 3,852 spontaneous refugee departures between mid-October and December 2018. Security concerns, difficulty in maintaining a livelihood and meeting basic needs in Syria, and fear of compulsory military service were among the reasons refugees were cautious about returning to Syria.

An estimated 40,000-45,000 people remained near the North-Eastern border of Jordan in

Rukban during 2018. Many of those people had lived in this harsh environment for more than two years, finding temporary shelter in tents and mudbrick dwellings. UNICEF Jordan, in partnership with UNHCR and UNFPA, provided basic health services and referred life-threatening cases to tertiary care within the country. UNICEF Jordan also provided water for the population in that region, who had very little food or other assistance provided during the year.

Jordan achieved a high net enrolment rate for basic education, at 93 per cent (per the Ministry of Education 2017). The rate was 94 per cent for males and 92.4 per cent for females. Secondary school net enrolment rate was only 68 per cent, and was lower for males than females (62 per cent vs. 75 per cent. Boys cited a high prevalence of violence and bullying, and having to work to support their family as reasons for not enrolling in school (USAID, 2014). Girls remained at risk of early marriage; had concerns about violence en route to school and had more domestic responsibilities. Thirty-five per cent of persons with disability were illiterate (32 per cent of males and 40 per cent of females). Fifty-one per cent of 6 to 11-year-old boys with disabilities were in formal education, compared to 65 per cent of girls that age. Thirty-three per cent of 12 to 17-year-old boys with disabilities were in formal education, compared to 47 per cent of girls. Deeply-rooted cultural and social norms discriminate against women, resulting in relative low levels of self-determination and decision-making. Women with disabilities were more discriminated against than men, facing multiple layers of stigma, and they seldom participated in decision making about their lives.

There were significant geographic and socioeconomic disparities in access to schools and in the level of learning outcomes. Disadvantaged areas were more acutely affected by chronic under-investment, resulting in poor infrastructure, overcrowded classrooms and other challenges.

Estimates from CARE on child labour showed that 8 per cent of Syrian refugee families reported children working or looking for work. According to the Demographic and Health Survey 2017-18, teenage child-bearing was more common among women in the Mafraq governorate (13 per cent) and among Syrian women (28 per cent). Violence against children remained a key challenge in Jordan, with 9 out of 10 children subjected to harsh discipline at home. Proximity to conflict and poverty level increase a child's likelihood of experiencing violence.

Jordan made significant improvements in health indicators over the last two decades, but there were still disparities among regions. The fertility rate in Jordan decreased from 3.5 in 2012 to 2.7 in 2018 (Jordan Population and Family Health Survey 2017-18). The under-five mortality rate was 19 per 1,000 live births, down from 37 per 1,000 in 1990. Seventeen infants out of 1,000 live births died before their first birthday; 65 per cent of those deaths occurred during the first month of life. Three-quarters of those deaths are preventable with optimal care.

Eighty-six per cent of children under 35 months received basic vaccination (B.C.G., 3 doses of DPT-IPV, and one dose of measles), but only 76 per cent of Syrian children received basic vaccination (JPFHS, 2017-18). Children living in the South region, especially in the governorates of Madaba, Ma'an and Aqaba and non-Jordanian children were less likely to be fully vaccinated. Skilled birth attendance was nearly 100 per cent for Jordanian and Syrian mothers. More than half of women ages 15-29 years were using methods for family planning (though only 37 per cent used modern contraceptive methods. The percentage was slightly lower for Syrian women, at 45 per cent).

Retention of skilled healthcare staff has become a barrier to accessing the healthcare system. There was no centralized deployment of healthcare professionals and a lack of professional development opportunities. There were insufficient numbers of specialist staff, including neonatologists, neonatal intensive care nurses and breastfeeding counselling nurses (High Health Council, 2013).

Nutrition remained an area of concern. The nutrition and feeding estimates in the recent Jordan Population Family and Health Survey (2017-18) were not very promising. Only 28 per cent of children aged 6-23 months were fed appropriately based on recommended infant and young child feeding practices. Anaemia was common among children in Jordan: almost one-third were anaemic (32 per cent). The prevalence of anaemia among children living in the North region was higher than among those living in the Central or South region (at 38 per cent vs. 29 per cent). For the Syrian refugees the rate was 34 per cent. The prevalence of anaemia in males was 31 per cent and for females it was 32 per cent.

Jordan ranked as the world's second water-poorest country. Jordan's annual renewable water resources were less than 100m³ per person, significantly below the threshold of 500m³ per person, which defines severe water scarcity (Ministry of Water and Irrigation, 2017). The groundwater level in the main aquifers drops at a rate of two meters per year, but the decline in some depleted areas reaches 5 to 20 meters.

Eighty per cent of the population was estimated to be using safely managed sanitation services and 94 per cent of the population was estimated to be using safely managed drinking water services in 2017 (Ministry of Water and Irrigation, 2017). Two-thirds of the schools in Jordan lacked basic, functional and dignified sanitation services, the second lowest rate in the North Africa and West Asia region (JMP WASH in Schools, 2018). The water supply vulnerability index depicts severe vulnerability in the Northern governorates and high vulnerability in the Southern governorates in comparison to the central governorates, which also show moderate vulnerability scores (UNICEF-MOWI, 2018).

Disparities remained high among the governorates in Jordan for the majority of socio-economic indicators. Central governorates were performing much better than the Northern and Southern governorates. Social protection programmes have not been able to achieve the desired outcome for reducing disparities, poverty and vulnerability in the country. The National Aid Fund distributed cash to 103,190 households (302,252 individuals) in 2017, including 119,972 children, which is only 2.9 per cent of the total child population. Only 12,000 persons with disabilities were receiving National Aid Fund assistance, of which 2,144 were children (NAF, 2018). Although overall health indicators showed significant improvement, southern governorates were still much more vulnerable. Malnutrition was one of the major concerns for the country, and a high presence of anaemia was reported. The school feeding programme was the only major nutrition programme in the country.

School enrolment in basic education was much higher for Jordanian children compared to Syrian children and the transition to secondary school remained consistently low for both the groups, especially among boys.

UNICEF Jordan entered a new Country Programme in 2018, with a renewed focus on serving the most vulnerable children regardless of nationality or refugee status. As part of this approach, UNICEF Jordan undertook a strategic shift toward more national and local ownership of programmes through system strengthening. The UNICEF Country Programme is

fully aligned to the United Nations Sustainable Development Framework (UNSDF 2018-2022) to ensure complementarity with other United Nations agencies and development partners.

Resource mobilization, backed by extensive communications and advocacy efforts, also focused on the vulnerability approach. In 2018, UNICEF Jordan received 57 per cent of its US\$208.7 million appeal, in line with the regional trend of declining funds. Increasingly, funds were earmarked, making progress difficult on priorities that remained underfunded.

Part 2: Major results, including in humanitarian action and gender, against the results in the Country Programme Documents

Goal area 1: Every child survives and thrives

Jordan is an upper middle-income country that has made considerable progress in improving the health of its population. However, in 2018, 19 children out of 1,000 live births still died before reaching their fifth birthday, and 11 of 1,000 died during the first 28 days after birth (per the Jordan Population Family and Health Survey 2017-2018). UNICEF Jordan's strategic shift was aligned with the country's health sector strategic reform needs to meet challenges resulting from the epidemiological transition and a growing burden of non-communicable diseases. According to the World Health Organization's country profile, non-communicable diseases were estimated to cause 78 per cent of the deaths in Jordan in 2018.

In 2018 UNICEF Jordan responded to the immediate health needs of vulnerable Jordanians, Syrians and others, while also working to strengthen the health system. Expansion of primary health care services, with a strong focus on families and communities, proved to be one of the most cost-effective ways to respond to health care challenges in Jordan. The Ministry of Health adopted the family medicine model as a priority under its National Health Strategy (2015-2019). UNICEF leveraged a strategic partnership with the Bill & Melinda Gates Foundation to pilot the family community medical team approach in 20 primary health care centres in the high-need governorates of Mafraq and Irbid. When the pilot comes online in the first quarter of 2019, 10,000 uninsured Jordanians and 10,000 Syrian refugees will have improved access to comprehensive care.

Baby-friendly hospital initiative and neonatal death audits

UNICEF supported the revival of the baby-friendly hospital initiative, including certification, to improve the quality of care for newborns. UNICEF supported the Ministry of Health to develop a standardized national service package for certification, and provided supplies and training in the five hospitals currently being piloted. In 2018, Jordan University Hospital, a teaching hospital, was certified as the first baby friendly hospital, based on the new international standards.

Neonatal deaths were under-reported in Jordan due to a weak reporting system and a gap in legislation that stipulates families, rather than health facilities, are responsible for registering births and deaths. UNICEF supported the development of the Perinatal and Neonatal Mortality Surveillance and Auditing System. The system will introduce comprehensive audits on the causes of perinatal and neonatal deaths, and is intended to shift the accountability for reporting those deaths to the respective health professionals. The resulting increase in the availability of data will enable more effective programme responses and quicker corrective action as required.

Vaccination

According to national immunization data, more than 95 per cent of children in Jordan were fully immunized. Children in hard-to-reach areas, including those from mobile communities of Syrian refugees and Jordanian ethnic minorities, were often missed. Through its Reach Every Community approach, UNICEF targeted the most hard-to-reach populations and facilitated mobile Ministry of Health staff to vaccinate 1,307 children and 183 women of reproductive age. To systematically identify and respond to gaps in coverage, UNICEF piloted a digital mobile data collection tool, which has been adopted by the Ministry of Health.

UNICEF, the World Health Organization and the Centres for Disease Control and Prevention conducted a 'Missed Opportunities for Vaccination' study in public health facilities in 2018. The study made specific recommendations that were being followed-up, including: enhancing coordination among relevant units within healthcare facilities; ensuring caregivers and women know to bring the vaccination card to every visit; and increasing the operating hours of vaccination clinics.

Emergency health response

In close collaboration with UNHCR and UNFPA, UNICEF provided primary health care for children under 5 and nutrition services for approximately 45,000 people living at the border near Rukban. In 2018, 9,682 consultations (51 per cent of them for girls) were provided at the clinic. Routine immunization services began at the clinic in March 2018, and 2,311 children (46 per cent of them girls) and 6,739 women were vaccinated during the year. Children and women attending the clinic also were screened for malnutrition. The 165 children with severe (47) or moderate (118) acute malnutrition were treated by UNICEF Jordan.

UNICEF Jordan also treated 387 children in refugee camps with moderate acute malnutrition. In partnership with International Medical Corps, 1,967 infants (48 per cent of them females) were admitted to the UNICEF-supported paediatric ward in Azraq refugee camp, where 60,992 consultations (49 per cent for females) also were provided for children. The School Health Programme (vaccination, vision/hearing tests and physical exams) reached 19,197 children (47 per cent of them females) in schools in the refugee camps with UNICEF support in 2018.

Early childhood development

Three early childhood development parenting components were introduced to the UNICEF Jordan flagship Makani centres to promote each child's development and reduce violence against children. Those programmes reached 32,336 parents (83 per cent mothers), exceeding the annual target of 27,000. Post-assessments of those initiatives showed that 80 per cent of parents and caregivers who completed the programme better understood and applied positive and developmentally appropriate practices. Fathers made up only 17 per cent of those reached in 2018, but UNICEF Jordan increasingly engaged fathers, including with the Early Moments Matter social media campaign to encourage a greater role of fathers in nurturing their children's growth and development.

Goal area 2: Every child learns

There were significant geographic and socioeconomic disparities in access to schools and in the level of learning outcomes. Disadvantaged areas were more acutely affected by chronic underinvestment, resulting in poor infrastructure, overcrowded classrooms and other challenges. While similar numbers of boys and girls attended basic education, secondary

school figures indicated that boys drop out more than girls (62 per cent net enrolment vs. 75 per cent for the 2016/17 year).

UNICEF Jordan supported the Ministry of Education to lead the education sector through a critical transition from the humanitarian refugee response to sustainable system strengthening. Given recent reductions in funding to the region, the financing chapter of the Ministry of Education's Education Strategic Plan 2018-22 considers the significant gap between the funding required and available for education in Jordan. UNICEF and sector partners supported the Ministry of Education to analyse data from the Education Management Information System to report against Education Strategic Plan indicators and generate evidence on the impact of donor investment. Jordan's budget allocation for education as a percentage of overall spending was higher than most middle-income countries in the region, but student performance in standardized international tests such as the Trends in International Mathematics and Science Study was among the lowest in participating countries.

Early childhood education

Early childhood education is a central component of Jordan's National Human Resource Development Strategy (2016-2025). UNICEF applied a multi-sectoral approach through services such as nurseries, kindergartens, parenting support and education systems strengthening, while also increasing the provision of direct services with partners. Together with Ministry of Education and the Early Grade Reading and Mathematics Project, UNICEF supported a study which showed that access to kindergarten 2 services in 2018 was 84 per cent, and 59 per cent of the kindergartens were licensed. UNICEF supported the Ministry of Education and other concerned sectoral ministries and national partners to develop a system to license kindergartens and their providers through the revision of existing bylaws, regulations and standards. The revisions are expected to be approved in 2019.

In 2018, UNICEF Jordan constructed 63 new child- and disability-friendly kindergarten classrooms in Syrian refugee camps, with spaces for 1,615 children. Operational support enabled a further 60 kindergarten classes to continue to provide services for 1,911 children (50 per cent of them females) in camps. UNICEF supported an innovative, cost-effective solution resulting in more than 1,000 vulnerable children accessing early childhood education services in UNICEF Makani centres.

Access

Facilitating learning for children out-of-school or at risk of dropping out remained a priority for UNICEF in supporting the Ministry of Education. The Catch-Up programme (targeting children aged 9-12 years) transitioned 1,150 children (43 per cent of them females) to formal education by year end. This accounted for one-third of the 3,526 Catch Up students enrolled during the 2017/18 academic year. The Drop-Out programme (targeting 13-18 year old males and 13-20 year old females) scaled-up to 60 underserved locations in 2018. UNICEF reached 12,667 vulnerable children and youth (41 per cent of them females) out of a target of 14,500 in the 2018/2019 academic year. The Drop-Out programme offered a flexible alternative for children with disabilities, who made up 4.2 per cent of participants. UNICEF Jordan will further support the Ministry of Education to fully manage the drop-out programme over the next two years.

Children with disabilities have the right to participate in formal education in Jordan, but only 84 schools were equipped with sufficient capacity to accommodate children with moderate disabilities. UNICEF worked closely with the Ministry of Education to establish the Higher Council for the Persons with Disabilities to produce the Ten Year National Strategy on Inclusive

Education. UNICEF, in partnership with Mercy Corps, supported the establishment of two model inclusive education schools, benefitting 100 children with disabilities (50 per cent of them female) and improved 46 schools through capacity building, awareness raising and infrastructure improvements reaching 1,922 children with disabilities (50 per cent of them female). Under that partnership, UNICEF handled the upstream advocacy component to ensure a smooth transition toward full ownership by the Ministry of Education. UNICEF Jordan's work on inclusive education was closely aligned with Ministry of Education's priorities.

Learning environments

To ensure the institutionalization of the work done on reducing violence against children in schools, a three-year strategic plan for the Ma'An programme against violence in schools was developed based on the outcome of the 2017 Ma'an Evaluation and in consultation with policymakers, educators, students, families and partner organizations. The Ministry of Education now plans to update and institutionalize Ma'An training materials to equip staff with the skills required to prevent and respond to violence in schools. The monthly online survey tool was updated to include a broader definition of violence, including bullying, family violence, sexual violence and school vandalism. On a monthly basis, 639,162 children complete the online survey. This robust monitoring and reporting system has enabled follow-up action at school and ministry level, resulting in reducing verbal violence from 33 to 16 per cent between 2012/13 and 2016/17, and reducing physical violence from 21 per cent to 9 per cent during that time.

At the start of the 2017/18 academic year, UNICEF launched the Nashatati programme, enabling students to participate in activities that foster tolerance, healthy living and personal development. The programme operated along the life course approach. UNICEF and partner Generations for Peace integrated the Nashatati programme in 100 Ministry of Education schools, benefitting 9,834 students (51 per cent female and 0.4 per cent children with disabilities). A participatory evaluation found that 20 per cent of teachers and students reported improved peer-to-peer relationships, increased confidence and tolerance, enhanced communication and problem-solving skills, and a greater sense of community.

Accountability and feedback

In 2018, UNICEF Jordan expanded its Helpline system, initially developed for the 2017 Learning for All campaign. The Helpline was outsourced to a private sector partner that managed UNICEF-supported vocational training for vulnerable youth on call centre management. With support from UNICEF Jordan information technology experts, an incident management system was expanded to capture 28,000 complaints and incidents across sectors. Helpline reports, in addition to reports from school facilitators and Makani partners, fed into a real-time dashboard that tracked children not able to register in school. Hundreds of refugee children were rejected from registering in school due to lack of documentation. Based on this evidence, UNICEF Jordan engaged with key decision-makers, resulting in a ministerial directive, issued with Cabinet approval, which reaffirmed the Government of Jordan's position that all children in Jordan, regardless of status or documentation, have access to public school.

Skills building

In 2018, UNICEF launched the Youth Engagement Pathway, based on the draft National Youth Strategy, to better equip and engage youth in different pathways leading to their successful transition to adulthood. The pathway follows the life-course approach, where investments made in the first decade are maximized by further investments in the second decade of a child's life.

With the Ministry of Youth, UNICEF Jordan and its partners provided 71,625 youth (54 per cent female and 5.8 per cent with disabilities) with life skills and citizenship education. Based on robust pre- and post-tests, adolescents and youth demonstrated an increased sense of belonging, improved communication and teamwork skills and increased engagement in community activities. UNICEF Jordan provided technical and financial support to the Ministry of Youth to institutionalize life skills programming, with 600 facilitators now teaching life skills at 150 youth centres.

Youth social and civic engagement

UNICEF launched a national youth engagement programme to provide young people with opportunities to engage, gain skills and thus improve their employment prospects. UNICEF Jordan convened 527 government officials and representatives of private sector partners, NGOs and UN agencies to provide engagement opportunities for youth, such as volunteering and internships. To date, 6,000 youth have registered on the online portal and 2,500 (66 per cent of them female) were linked with engagement opportunities. Since opportunities lagged compared to demand, efforts were underway to further engage with private and public sector partners on the benefits of participation. The National Youth Engagement Programme was endorsed by the Ministry of Education to be part of the 20 per cent of class time devoted to non-academic activities starting in 2019.

In 2018, UNICEF's Participatory Action Research extended to 300 additional young people from all governorates in Jordan who received training by 36 young master researchers from UNICEF's network of national partners, including the Ministry of Youth.

Social innovation skills

Responding to a need to prepare young people for forward-looking career paths, UNICEF Jordan social innovation programming was expanded from 23 to 71 labs, engaging 70,533 young people between 10-24 years old (56 per cent girls, 0.75 per cent children with disabilities) in the social innovation curriculum and technical training, including robotics, coding and filmmaking.

UNICEF and the One Foundation partnered in 2018 to roll out the Changemaker Lab Programme, bringing entrepreneurship to youth 18-24 years old in Azraq and Za'atari refugee camps. To date, 117 youth (44 per cent female) completed the design training and were preparing to pitch their ideas. Winning teams will move on to the Fabrication Lab Academy at Shamal Start, a business accelerator and seed investor, and compete for seed funding.

Vocational training

UNICEF Jordan broadened economic opportunities for 1,047 young people (56 per cent girls) out of a target of 1,050, with demand-driven vocational training paired with life and employability skills, such as how to write a CV, and career counselling. Of the first cohort, 79 per cent of young people were engaged in income generating activities or employed within 30 days of graduation. Three roundtables engaged 45 leading private sector companies, some of which provided employment opportunities to the vocational training participants, while others contributed to shaping the training curriculum.

In Za'atari and Azraq refugee camps, in partnership with Norwegian Refugee Council, 1,829 young people (35 per cent female) accessed demand-driven vocational training enabling them to progress toward self-employment or work opportunities inside and outside the camps. That number represented less than half the target of 4,680, a shortfall that was due to funding

constraints. In one successful example, newly graduated tailoring students generated income by producing newborn kits given to new mothers in the camps and visibility supplies for various humanitarian organizations.

Evidence generated from UNICEF vocational and employability programming was a key input into the partnership with the Ministry of Labour. Together, UNICEF and the Ministry of Labour established a Programme Strategic Unit within the Ministry of Labour to manage and monitor the National Framework for Employment and Engagement. This unit aims to create 30,000 new jobs within the next two years. UNICEF Jordan advocated for the programme to be accessed equitably by vulnerable youth and women.

Goal area 3: Every child is protected from violence and exploitation

Violence against children remained a key challenge in Jordan. UNICEF prioritized supporting the Government of Jordan to provide a protective environment for children through the strengthening of child protection systems, tackling harmful practices and advocating on key issues affecting child rights.

Legal framework for child protection

UNICEF provided technical and financial support to the National Council for Family Affairs and the Ministry of Social Development to draft and submit the Childhood Law to the Cabinet. If passed, the law will allow children to more fully enjoy their rights by eliminating some key gaps in the current legislation. The law will include specific clauses against parental physical discipline, currently justified by as a traditional practice under Article 62 of the Penal Code. The law faced delays in the development and revision process due to concerns over possible rejection by more traditional Members of Parliament. UNICEF Jordan will continue to convene partners in child rights to advocate for its passage in early 2019.

Changes also were drafted to the Juvenile Law based on the recommendations of the UNICEF-supported 2017 Juvenile Justice Situation Analysis. Those changes would increase the number of children diverted from the formal system into community-based arrangements and establish alternatives to pre-trial detention.

Reducing violence against children

UNICEF Jordan supported the development of a three-year multi-sectoral strategy and action plan to reduce physical violence against children by half by 2021. The strategy was endorsed by the Ministers of Social Development, Education, Health and Awqaf (charitable giving) and Islamic Affairs, as well as the Director of Public Security Directorate and the National Council for Family Affairs.

In 2018, UNICEF organized community-based events in four cities, engaging 40,000 family members (exceeding the target of 30,000) in learning activities about the impact of violence on children and the significance of positive parenting skills. Her Majesty the Queen and the Minister of Social Development opened the event in Amman. A social media campaign expanded the reach of those messages to 1.2 million online users (exceeding the 500,000 target). Eighty per cent of media outlets in Jordan reported on the event, with 98 articles subsequently published on violence against children.

A study was underway to provide data on the magnitude and consequences of violence against children in homes, schools and in communities. Results will support UNICEF's efforts to reduce

all forms of violence against children by 20 per cent by 2022.

In 2017, UNICEF supported the National Council for Family Affairs to adopt the Child Protection Working Group's humanitarian Information Management System (PRIMERO) to serve as the national Family Violence Tracking System. In 2018, the tracking system was rolled out in Amman governorate, covering 2,200 cases. An additional 5,175 children (41 per cent girls) had their cases managed by NGOs through PRIMERO. Technical support to the Family Protection Department helped to close 25,000 of the backlog of 29,000 open violence cases, with 12,750 cases electronically archived. With support from UNICEF Jordan, the Family Protection Department adopted a case management approach to violence against children and women across its 16 branches throughout the country. UNICEF also continued to support the Ministry of Social Development's Shelter, Dar El Fatayat, which served 174 girl survivors of gender-based violence with case management, vocational and educational services.

The Cybercrime Unit, which UNICEF Jordan helped establish in 2017 and continued to equip with the latest technology, addressed 165 cases in 2018, providing digital forensic evidence and tracing and identifying sexual predators.

Community-based child protection

To prevent exploitation and abuse and improve resilience and well-being, 95,632 children (54 per cent girls), representing 70 per cent of the annual target, benefited from structured, sustained community-based child protection interventions, including through sports, arts and drama. Participating children showed a measurable improvement in their social and emotional well-being. Girls benefited at a higher degree, indicating a need to improve responsiveness to the needs of boys.

UNICEF Jordan introduced an innovative informal music therapy programme, Musiqati, in Azraq camp for 998 children who experienced loss and violence. Spearheaded and launched by UNICEF's regional Goodwill Ambassador, initial monitoring of Musiqati showed that it results in enhanced self-expression, cooperation and improved decision-making skills. Plans are in place to expand the programme to Za'atari camp in 2019.

Seventy-nine children were placed in foster care in 2018. UNICEF supported the Ministry's efforts to develop an investment case for sustainable community-based foster care to secure human and financial resources within the government system to sustain and expand foster care.

Child safeguarding

Adhering to the United Nations Protocol on Allegations of Sexual Exploitation and Abuse Involving Implementing Partners, UNICEF internal and external focal points were trained and new measures put in place to prevent and respond to sexual exploitation and abuse, both inside and outside the organization. Codes of Conduct, guidelines and other tools to enable safe referrals were developed and shared with all partners. Twenty-five cases were reported in 2018.

Goal area 4: Every child lives in a safe and clean environment

The SDG target 6.2 aims to 'by 2030, achieve access to adequate and equitable sanitation and hygiene for all, and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.' As part of its shift from humanitarian assistance to a

systems-focus under the new Country Programme, UNICEF increasingly engaged with the Ministry of Environment and Ministry of Water and Irrigation and associated utility companies to contribute to the development of the country's plans to adapt and mitigate the impact of climate change. Those plans included Nationally Determined Contributions, Global Green Growth Institute, and the Fourth National Communication, a report submitted by countries that have ratified the Paris Agreement under the United Nations Framework Convention on Climate Change.

UNICEF also strengthened its collaboration with GIZ, the US Agency for International Development and the African Development Bank, and developed new partnerships with UNDP, FAO, UN-HABITAT, WHO and UNESCO to move forward with water safety planning and the climate change agenda. In 2018, UNICEF and the World Health Organization worked closely with Ministry of Water and Irrigation and utility companies to develop and implement climate-resilient water safety plans to cover a population of 100,000 in Madaba. Climate risks to the water supply system will be identified, with clear corrective measures to be put in place as a result of implementing the plans, resulting in minimized water loss and improved water quality. UNICEF advocated for the inclusion of water resource and asset management in the water safety plans to ensure an integrated approach to risk management.

Implementation of the Ministry of Water and Irrigation policies, standards and legislation was constrained by the economic downturn and limited public resources, the population increase and declining water resources. UNICEF and the Ministry of Water and Irrigation jointly worked to update the national water and wastewater vulnerability maps, which provided the basis for prioritization within the constrained funding environment consistent with the Strategic Framework for WASH Climate Resilience, developed by UNICEF globally. Based on those maps, UNICEF and the Ministry of Water and Irrigation installed a water supply pipeline to Khaled bin Al Waleed village, serving more than 15,000 people, including 8,671 children. UNICEF also connected North Badia Hospital, which receives an average of 20,000 patients per year and is the sole service provider for Mafrq and North Badiya with capacities for neonatal intensive care. The installation of the water network eliminated dependency on water trucking.

Consistent with the programme strategy to promote knowledge leadership in the sector, a cooperation agreement was signed between UNICEF and Jordan University of Science and Technology to lead on WASH innovations. A mobile application for public reporting of water leakage and wastewater overflow was tested. The application provides water users with ready access to a complaint tracking system. Water leakage is a significant problem in Jordan, with non-revenue water estimated to be more than 50 per cent of water (meaning half of the water in the network is lost or not paid for). Once the application is fully rolled out in 2019, the Ministry's maintenance teams will be alerted quickly and able to respond immediately to leakages, reducing water loss.

WASH in schools

According to the Drinking Water, Sanitation and Hygiene in Schools Global Baseline Report 2018, only one-third of schools in Jordan had adequate basic sanitation services. To complement the National WASH in Schools Standards, developed by UNICEF in partnership with Ministry of Education, 13 schools and their surrounding communities were connected to the water network by UNICEF and Yarmouk Water Company, benefitting 1,924 students and 3,864 people in surrounding households. With that, 100 per cent of schools in Irbid, Jerash, Ajloun and Mafrq governorates were connected to a water network, reducing dependency on

trucked water.

WASH in informal settlements

The estimated 18,000 people living in informal tented settlements were among the most vulnerable in Jordan. UNICEF and partners installed water storage tanks and latrines and provided hygiene and cleaning supplies, including for menstrual hygiene management, in 103 informal tented settlement sites in 2018, reaching 14,590 people (59 per cent children, 48 per cent females), or 60 per cent of the target for the year. Field visits to those sites showed that sustaining a clean and hygienic environment remained a critical challenge. In late 2018, UNICEF conducted a more comprehensive survey on the hygiene and health situation faced by children in informal tented settlements. Survey results, expected in early 2019, will evaluate the impact of interventions to date.

Emergency WASH services

UNICEF-constructed water networks delivered 20 litres per person per day of safe water for approximately 50,000 people (80 per cent of them women and children) sheltering at Rukban. UNICEF built an additional five tapstands based on feedback from the community that highlighted challenges for women and children to access water. UNICEF also led the provision of lifesaving WASH services for 4,500 Syrians displaced internally to the Jaber border in July. This immediate, direct response included water tankering and the delivery of bottled water, mobile latrines and hygiene kits.

WASH services were provided daily in 2018 for all 127,308 people living in Za'atari, Azraq and King Abdullah Park Syrian refugee camps. After four years of design and construction, the Za'atari water and wastewater networks became operational in 2018. The value-for-money of those large-scale infrastructure investments was positive, with operating costs reduced by two-thirds. There was also an improvement in the quality of the service, with safe water delivered directly to caravans in Za'atari camp, reducing the child safety risks and service interruptions related to water trucking and desludging. The network also eliminated the health risks from pools of standing water; relieved women and girls of the responsibility for collecting water; and significantly improved the quality of life of the five per cent of the camp population living with disabilities that faced particular barriers to regularly access water supply.

In Azraq camp, a greywater system was in place in Villages 3 and 6, meaning 20,000 people (half of whom were females) were living in a safer environment and gained the security of being able to shower within their shelters, which was a key concern for women and girls. UNICEF scaled up its 'Lead Mother' programme in Azraq camp by mobilizing an additional 136 mothers and caregivers to disseminate key messages on hygiene, water conservation and health among women in their community. All tapstands and toilets in the areas of the camp hosting people with disabilities were made accessible through the installation of 321 ramps and 66 accessible toilets.

Goal area 5: Every child has an equitable chance in life

Fourteen per cent of Jordanians and 85 per cent of registered Syrian refugees lived in poverty in 2018. The vulnerability approach of UNICEF Jordan's 2018-2022 Country Programme gained increasing support as the Government of Jordan and international community transitioned from a humanitarian approach, which largely focused on meeting the needs of refugees, to a broader focus on all vulnerable people in Jordan. The Ministry of Planning and International Cooperation requested that UNICEF support a national Multidimensional

Vulnerability Assessment that will help the Government, UN agencies and civil society design and target policies and programmes.

Integrated social protection programming

UNICEF implemented two interlinked social protection programmes. Makani ('My Space'), is a large scale programme that offers integrated interventions to children including education, child protection, early childhood development and youth participation in a common space, along with messaging around hygiene, water conservation, vaccination and nutrition. Hajati ('My Needs') is a cash transfer programme that provides cash transfers of US\$28.25 per child per month and messaging on the importance of education and education case management, in coordination with Makani Centres. Both programmes were monitored by a common UNICEF web-based management information system, Bayanati ('My Data'), which provides near real-time data on children's progress.

In the first half of 2018, UNICEF Jordan provided integrated services in 234 Makani centres across the country. Funding constraints resulted in a reduction later in the year to 150 Makani centres, including 78 in communities across Jordan, 22 in Syrian refugee camps and 50 in informal tented settlements. This rationalization process was guided by a multi-dimensional child vulnerability index combined with areas of high concentration of marginalized groups such as the Dom and ex-Gazan Palestinians. Makani centres reached 200,797 beneficiaries (60 per cent female) in 2018. For 2019, UNICEF Jordan will improve the cost efficiency and sustainability of the Makani programme by further focusing on national partners that have the technical and financial capacity to sustain the programme and by systematically shifting the ownership of the programme to government entities. Pre- and post-tests showed that 92 per cent of children improved their learning outcomes after participating in Makani sessions. Social well-being and cohesion-related indicators showed an increase of 43 per cent. Ninety four per cent of children reported being better able to communicate and articulate their thoughts. In 2019, the Makani programme will be evaluated, and the findings will be used to support further programme improvements.

The Makani programme acted as an entry point to reach the most marginalized and hardest to reach children in the country, including 2,657 Dom children (49 per cent girls), 3,777 ex-Gazan Palestinian children (55 per cent girls) and 4,588 children living in informal tented settlements (49 per cent girls) who participated in activities in 2018. Children from those groups faced harsh living conditions, discrimination and very limited access to public services. More than one-third of those children were out of school. Makani centres and outreach activities played a crucial role for the well-being and academic performance of those vulnerable children. The centres often represented the only safe and conducive space for children in their community. In many urban and rural communities across Jordan, Makani centres represented the only safe space where girls could gather, participate in activities such as sports, meet peers and engage with their communities.

Implementing partners were trained on the 'Washington Group Questions' to track the inclusion of children with functional difficulties. The 4,600 children registered at Makani centres affected by at least one difficulty (5.6 per cent of total respondents) were less likely to be enrolled in school (10 per cent out-of-school compared to 6 per cent for children with no difficulty). Those children made higher than average increases in learning outcomes as a result of attending Makani centres.

Since January 2018, UNICEF directly implemented the Makani programme in Za'atari and

Azraq refugee camps. In the past, the centres were operated by international NGOs. With the shift to management of the centres by the Syria refugees themselves and direct implementation by UNICEF, 720 Syrians now manage the day-to-day running of the centres as 'cash-for-work' volunteers with technical support and oversight from UNICEF. Integrated services reached 19,432 children in camps (50 per cent of them female), with the cost per child reduced by 30 per cent, from US\$648.31 in 2017 to US\$454.80 in 2018, as a result of this change. Makani site managers reported an increase in the responsiveness to community needs and greater involvement of refugees in their camp communities.

The 'Hajati' cash transfer programme served 56,011 girls and boys each month of the 2017/18 school year. The most vulnerable children were targeted based on established and verified vulnerability criteria. The Hajati design included gender-specific concerns in its targeting. For example, female-headed households and families with disabled members received a higher weighting for their eligibility.

Evidence demonstrated that this cash transfer played a crucial role in covering the education transportation costs for children to be able to attend school. Due to funding restrictions, the caseload decreased by 80 per cent during 2018, to cover 10,000 children for the 2018/2019 school year (9 per cent were children with a functional difficulty and 50 per cent were girls). To support school attendance, 1,217 families received a home visit. Post-distribution monitoring of the 2017/18 school year revealed that 3.5 per cent of children were prevented from dropping out of school, and 24 per cent of eligible children who were out of school were re-enrolled.

In 2018, Bayanati was strengthened to generate increased credible and real-time data on children involved in the Makani programme. A Data Quality Audit was launched in September to assess data timeliness, reliability and completeness. Experts from the Jordan Security and Digital Forensics Research Group carried out a scanning and penetration security assessment to find vulnerabilities in the system and determine the most critical for breaches that could be used by potential hackers. Results are expected in January 2019.

National Aid Fund support

Building on the lessons learned and capacity in managing the Hajati cash assistance programme, UNICEF signed a protocol of understanding with the National Aid Fund whereby a monthly cash grant of US\$42.37 was provided to 2,000 Jordanian children (54 per cent girls and 1 per cent children with disability) for 11 months to support their schooling. These transfers were an effective entry point for UNICEF to transfer its expertise in humanitarian cash transfers to strengthen the national system.

The Government of Jordan initiated an expansion of the National Aid Fund to an additional 85,000 families to mitigate the impact of the current economic crisis, for a total of 177,000 families by 2021 at a cost of US\$141,242,938. In February 2018, UNICEF and the World Bank co-chaired a Technical Working Group to support the National Aid Fund with planning, delivering and monitoring its cash transfer programme. The Technical Working Group supported the National Aid Fund to review its targeting. The Cabinet reviewed a proposed shift from the current category-based targeting to a combination of a proxy means tests and measures of non-monetary poverty to create a multi-dimension poverty targeting formula.

Social protection and poverty reduction strategy

Recognizing that social protection systems improve the ability of the poorest populations to access basic services, the Ministry of Social Development and UNICEF Jordan worked to

develop the National Social Protection and Poverty Reduction Strategy, a policy intended to reduce vulnerabilities and strengthen resilience. The government team, led by a Steering Committee co-chaired by the Ministry of Social Development and Ministry of Planning and International Cooperation with UNICEF technical support, is expected to complete the final draft of the strategy by first quarter of 2019.

Part 3: Lessons learned and constraints

In 2018, UNICEF Jordan focused on shifting from an almost exclusively refugee-related response to a broader vulnerability approach and to reaching children based on their vulnerabilities, rather than nationality, through sustainable, national systems. This required a change from a vertical, Syria-crisis-specific response to a comprehensive, systems-strengthening approach. The vulnerability approach came about through key lessons learned from the previous country programme, including the need to promote the resilience of national systems and communities to meet the needs of the country's vulnerable children. The need to work through national systems was echoed in the evaluations of the infant and young child feeding programme (2016), Ma'an campaign on violence against children (2017) and child protection case management (2018).

Throughout its Syria crisis response, UNICEF Jordan developed a network of national NGO and community-based organization partners, working alongside international NGO partners. The goal of this approach, agreed across the international community, was to transfer knowledge and skills from international to national NGOs, increasing cost-effectiveness, sustainability and responsiveness to local needs. By the end of 2018, this shift was nearly complete. Five international NGOs were working with UNICEF Jordan outside of camps, down from 10 the year before. They were working alongside 13 national NGOs. Undertaking this shift without disrupting services for the most vulnerable children required substantial staff time and resources, with a particular focus on increasing the technical expertise and project management skills required for local partners to take ownership of the response.

UNICEF Jordan strengthened its collaboration with its government partners and reached out to new ministries such as the Ministry of Labour. UNICEF Jordan increasingly focused on institutionalizing programming within line ministry partners. For example, training and coaching was provided to the Ministry of Youth to embed life skills education into its network of 150 youth centres. Agreements were also reached with the Ministry of Education to institutionalize non-formal education and the Nashatati programme. Based on lessons learned from the shift to national NGOs, UNICEF Jordan will focus its capacity building efforts to enable partner ministries to bring programmes to scale across the country.

The requirement to maintain humanitarian services in camps and at the north-eastern border (at Rukban) also required disproportionately high levels of staff time and funding. The majority of flexible resources received in 2018 were used to meet those humanitarian needs, including the provision of water and health services at Rukban, and WASH services and schooling in Syrian refugee camps. Achievements in 2018 included the operationalization of the water and wastewater networks in Za'atari camp; the shift to direct implementation of Makani centres in camps by Syrians themselves; and handing over vaccination and school health services in Za'atari and Azraq camps to the Ministry of Health. All those programmes are expected to deliver dividends in terms of cost savings, local ownership and sustainability in 2019.

In 2018 UNICEF Jordan's advocacy efforts for the vulnerable population in Rukban focused on two major areas: refugee access to basic social services and their safe return to Syria. Since March 2018, UNICEF Jordan played a lead role in advocating for access to health services for refugees living in Rukban. Thanks to persistent advocacy efforts, as of November 2018, an average of 250 patients per day received treatment at the United Nations-supported clinic. Strong advocacy efforts were focused on ensuring children under 5 years old who were in critical condition could be referred to a hospital in Jordan. Although UNICEF's advocacy targeting the Jordanian government and donor community yielded tangible results in the end, the process took a significant amount of staff time and effort due to the complex political dynamics.

UNICEF's accountability to affected populations was ensured by mobilizing 32 youth volunteers in Rukban to increase transparency, feedback, complaints and monitoring. Those volunteers acted as UNICEF's eyes and ears and sent daily feedback to UNICEF Jordan's humanitarian team to flag issues related to child protection, health, water and sanitation. Those volunteers were trained to undertake rapid assessments and subsequently were engaged in data collection for a nutrition assessment and post-distribution monitoring covering more than 10,000 people. This Rukban volunteer mechanism showcased a model to position vulnerable populations not only as service recipients but also as active change agents empowered to share the needs of the vulnerable on the ground.

While ever growing needs of the refugee population persisted, UNICEF Jordan faced an uncertain funding situation that required it to reposition and rationalize programmes based on donors' funding prospect and priorities. To address immediate needs, funding support was analysed constantly while strategies to engage current and potential donors were developed in parallel to continue reaching the most vulnerable children in Jordan.

The vulnerability approach was acknowledged as a way to mitigate the risk of growing tensions within communities by leveraging service delivery platforms to promote social cohesion and enable interaction among children from diverse backgrounds. The evaluation of the first phase of the Ma'an campaign (2009-2016) on violence against children noted that the Ma'an campaign created national acceptance and momentum on reducing violence against children in schools. The evaluation also noted the link between social cohesion and violence, and the need for the Syria crisis response to benefit the wider Jordanian community.

In 2018, UNICEF Jordan completed a study defining what social cohesion means for children, that is: a child feels an environment is safe, happy and comfortable, and they can build bridges with other children. A tool to monitor social cohesion for children will be piloted in 2019, and the Ma'an campaign online survey – through which more than 600,000 children report on levels of violence in schools on a monthly basis – was expanded to track the incidence of bullying.

Children with disabilities were frequently left out of services and programmes. In 2017, the Government of Jordan passed a Law on the Rights of Persons with Disabilities. A plan was being developed to make Jordan fully inclusive by 2027. Making this plan a reality has been constrained by the current funding environment as well as the social stigma and discrimination faced by children and people with disabilities. UNICEF Jordan worked with Ministry of Social Development to establish a multidisciplinary team of professionals to provide screening and early intervention services for children with disabilities and developmental delays. Through a pilot project, 150 children (42 per cent girls) received home-based early intervention services and assistive devices. While highly effective, this approach needs to be amended to be more

cost-effective. UNICEF and the Ministry of Social Development utilized the evidence generated from this programme to inform the scalable programme to reach more children across Jordan.

Some UNICEF Jordan programmes were relatively successful in engaging children with disabilities, including the Hajati cash transfer programme (12.5 per cent) and certified non-formal education (6.7 per cent for Catch Up and 4.8 per cent for Drop Out). Overall, further sustained funding will be required to provide the targeted outreach, frontline worker training, transportation and physical infrastructure upgrades required to ensure children with disabilities can enjoy all services alongside their peers. Going into 2019, UNICEF set a target of 5 per cent of all beneficiaries being children and people with disabilities.

Stigma and discrimination also continued to be a barrier for children from the marginalized ethnic Jordanian minority groups referred to as the Dom. Three Makani centres that serve high percentages of Dom children reported having 37, 44 and 78 per cent children with functional difficulties. Questions were asked in Arabic (not the first language for many Dom) and the historical stigma around the Dom and hygiene led to children being recorded as having difficulties in self-care. Staff from those centres were re-trained. The lesson from this exercise is that systematic efforts must be made to counteract the discrimination at each stage of an intervention. In 14 schools enrolling high numbers of Dom children, UNICEF Jordan engaged school staff, students and families to support 1,336 Dom children to enrol and stay in school. School-based mobilization activities, advocacy and case management activities facilitated their access to formal and certified non-formal education, with plans to further support the Dom community through UNICEF Jordan's Ma'an campaign against violence in schools in 2019.

END/