Executive Summary

In 2014, the ongoing crisis in Syria continued to challenge almost all aspects of Jordanian society, with children and women being the most affected. Approximately 620,000 UN High Commission for Refugees (UNHCR)-registered Syrian refugees have arrived in Jordan since the onset of the Syrian crisis. This influx, coupled with the Palestinian and Iraqi refugees from earlier conflicts in the region, has caused additional socio-economic and political pressure in the country. The refugee population is projected to increase to 700,000 by the end of 2015, which constitutes about 12 per cent of Jordan’s population. Social services, including education and health, are being strained beyond their existing capacity, resulting in compromises in access and quality of the services provided.

A significant proportion of the Syrian refugees have depleted their savings and are reliant on support from communities, the Government and the international community. Although incredibly resilient, many families are resorting to coping mechanisms with negative consequences, directly impacting children, including increased child labour, child marriage and school drop-outs.

In 2014, the security situation in neighbouring Iraq and Syria dramatically deteriorated. Children and women continued to be the most affected by the crisis, and meeting their humanitarian needs became increasingly challenging as international support diminished, and security concerns became paramount.

UNICEF continued to provide humanitarian assistance to the most vulnerable children in the country in 2014, utilizing innovative solutions to further strengthen the resilience of ‘host communities’ in the country. Cutting-edge technology was used to provide cash assistance to Syrian refugees. Incidences of violence in schools were monitored on a large scale and follow-up action was taken as necessary. Alternative education opportunities were provided for vulnerable children not accessing formal schooling. UNICEF also initiated the scale-up of an SMS-based U-report system in collaboration with the largest cell phone provider.

With the prolonged humanitarian crisis, greater emphasis was placed on promoting cost efficiency and sustainability of programme interventions. Construction of a large-scale water and sewage network began in Za’atari refugee camp, which, once completed, will significantly reduce the recurrent costs of water and sanitation services and have important public health and environmental benefits. UNICEF also increased its focus on strengthening the capacity of relevant Government departments and national non-governmental organizations to effectively plan and manage services for children. UNICEF put a priority on promoting greater coherence between the various UNICEF interventions, including psychosocial support, life-skills training, and learning opportunities for children. This will result in a more comprehensive support to each child, based on their identified needs, and, by combing these services in one community platform, will also reduce costs in the years to come.

Notable achievements for children in 2014 included the following:
• Over one million under-five children received polio vaccinations, and 3.3 million children and adults were vaccinated against measles and rubella.
• About 1,000 children with disabilities accessed education and psychosocial support, and were integrated into public schools.
• Some 98,000 Syrian refugees living in camps received a comprehensive package of water, sanitation and hygiene services. Water infrastructures were rehabilitated in communities, improving access to clean water for an estimated 450,000 people, including approximately 238,000 children.
• A total of 210,000 girls and boys benefitted from psychosocial support through 132 child and adolescent-friendly spaces across the country. More than 23,000 of these children, including 2,500 unaccompanied and separated children, also received multi-sectoral child protection and gender-based violence related case management services. Eighty nine per cent of these children were reunited with their families.
• More than 22,000 young people received life-skills training enabling them to initiate positive change among their peers through UNICEF’s innovative Change Agents Network.

UNICEF will further strengthen efforts on ‘reaching the unreached’ in the country, including children that face additional barriers to accessing services and participating in community life. All UNICEF-supported programmes and interventions will continue to expand access of services to excluded children. Recognizing that regardless of the level of accessibility of services, certain children will remain hidden and unreached, UNICEF will proactively support community outreach initiatives, including accessing families directly in order to provide appropriate support.

**Humanitarian Assistance**

The provision of humanitarian assistance remained paramount in 2014. The year saw a trend in restricting protective space, particularly associated with new arrivals from Syria waiting lengthy periods in border and transit areas with minimal access to assistance and protection services.

UNICEF expanded humanitarian assistance and protection in 2014. An innovative pilot cash assistance programme was introduced aimed at addressing the urgent needs of vulnerable children. The pilot programme was implemented as part of winterisation efforts to protect children during the harsh cold season. A large scale programme implementation is planned for early 2015.

The Health and Nutrition Programme focused on protecting the health of children and women (pregnant and lactating mothers) through emergency as well as standard immunisations, breastfeeding promotion and child nutrition, training of medical professionals on integrated management of childhood illnesses, and multiple other initiatives. Water Sanitation and Hygiene efforts focused on establishing medium to long-term reductions in operational costs for essential water and sanitation services, such as the operation of boreholes, piping systems and wastewater treatment solutions for camp settings. Child Protection and Education programmes focused on psychosocial support and on expanding outreach to underserved refugees and vulnerable Jordanians in host communities, especially children at risk of dropping out of school and entering into child labour or early marriage. UNICEF sought to create options for adolescents and youth, including those who are no longer eligible to return to formal education.

**Equity Case Study**

As the crisis in Syria continues, a majority of the refugees in Jordan have been displaced for a number of years. With their savings depleted, they are increasingly unable to meet their basic
needs. A recent assessment led by UNICEF of families living in informal settlements indicates that more are surviving off increasing debt. Evidence also points toward an increase in negative coping mechanisms such as early marriage (from 13 per cent in 2011 to 25 per cent in the first quarter of 2014). Many more families are relying on their children to earn a wage (an estimated 30,000 refugee children are working instead of accessing an education). Reductions in World Food Programme food assistance to refugees living outside of camps and the recent limitation of access to primary healthcare have further challenged the refugee families in Jordan.

Recognizing these growing vulnerabilities and in preparation for the 2014/2015 winter, UNICEF developed and supported a ‘winterization plan’ which included providing winter clothing to more than 100,000 children up to the age of 16, through an innovative cash support system and in-kind support. In December 2014, UNICEF reached 37,847 vulnerable Syrian refugee children living in host communities that were identified through a comprehensive household-level interview system. An agreed vulnerability criteria was used to identify and reach the most vulnerable children, including female-headed households, child-headed households, children with disabilities, separated and unaccompanied children, and out of school children. A child grant of US$25 was provided by UNICEF Jordan through UNHCR’s innovative biometric system, whereby recipients receive cash support at ATMs equipped with iris scanning technology.

Cash assistance offered a dignified form of support for vulnerable families, allowing them to select winter clothing most appropriate for their children, and has clear multiplier effects on the local economy. This direct support was highly cost-efficient as it was at zero operational cost for UNICEF Jordan. It also promoted high level of accountability given the use of biometric identification.

In 2015, UNICEF is planning to scale-up child cash grants to up to 75,000 extremely vulnerable children.

**Summary Notes and Acronyms**

3RP - Regional Refugee and Resilience Plan  
ANC - Antenatal Care  
ANCS - Antenatal Corticosteroids  
BPRM - Bureau of Population Refugees and Migration  
CEDAW - Convention on the Elimination of All Forms of Discrimination against Women  
CFS - Child-Friendly Spaces  
CMC - Child Municipal Council  
CP - Country Protection  
CRC - Convention on the Rights of the Child  
CVRS - Civil Vital Registration Systems  
DEVCO - EuropeAid Development and Cooperation  
DFID - United Kingdom’s Department for International Development  
DOS - Department of Statistics  
DRR - Disaster Risk Reduction  
ECD - Early Childhood Development  
ECHO - European Commission  
EDI - Early Development Instrument  
EGC - Emirates Gulf Camp  
EPI - Expanded Programme on Immunisation  
ErfKE - Education Reform for Knowledge Economy
ESWG - Education Sector Working Group
FPD - Family Planning Department
GAM - Greater Amman Municipality
GBD - General Budget Department
GBV - Gender Based Violence
HCD - Higher Council for Affairs of Persons with Disabilities
HCY - Higher Council for Youth
HR - Human Resources
ICT - Information and Communication Technology
IYCF - Infant and Young Child Feeding
IM - Information Management
IMCI - Integrated Management of Childhood Illnesses
IMEP - Integrated Monitoring, Evaluation and Research Plan
INEE - Inter-Agency Network for Education in Emergencies
JCO - Jordan Country Office
JOHUD - Jordanian Hashemite Fund for Human Development
JPD - Juvenile Police Department
JRP - Jordan Response Plan
KW - German Development Bank
LTA - Long Term Agreement
MAM - Moderate Acute Malnutrition
M&E - Monitoring & Evaluation
MNCH - Maternal Newborn and Child Health
MOE - Ministry of Education
MOH - Ministry of Health
MOSD - Ministry of Social Development
MoWI - Ministry of Water and Irrigation
NAF - National Aid Fund
NCFA - National Council for Family Affairs
NGO - Non-Governmental Organization
NID - National Immunisation Day
NLG - No Lost Generation
NMMR - Neonatal Maternal Mortality Rate
NRP - National Resilience Plan
ORS - Oral Rehydration Salts
OSC - Operations Support Centre
PM&E - Planning, Monitoring and Evaluation
PNC - Post Natal Care
PSS - Psychosocial Support Service
RRP - Regional Response Plan
RSTC - Raba al Sarhan Transit Centre
SAM - Severe Acute Malnutrition
SCJ - Save the Children Jordan
SIA - Supplemental Implementation Activities
SNID - Sub-national Immunisation Day
SOP - Standard Operating Procedures
UASC - Unaccompanied and Separated Children
UCAN - UNICEF Change Agents Network
UN - United Nations
UNDP - United Nations Development Programme
UNESCO - United Nations Educational, Scientific and Cultural Organization
In partnership with the World Food Programme (WFP), UNICEF Jordan initiated a joint conditional cash assistance programme for winterisation in camps and led the nation-wide nutrition assessment for Syrian refugees. The partnership with WFP resulted in a more comprehensive response system to address malnutrition in transit sites, camps and host communities. This included WFP’s contribution to school feeding and the provision of complementary feeding in UNICEF-supported Infant and Young Child Feeding centres. A new Letter of Understanding was signed with UNHCR to define areas of collaboration and a more stringent joint monitoring system. The partnership with UNHCR also led to a joint unconditional cash assistance programme, which utilised UNHCR’s innovative biometric system. UNICEF Jordan and UNHCR also jointly partnered with private donors, academia and foundations to discuss various innovations to support the refugee response.

UNICEF Jordan invested in the development of a resilience approach to strengthen the link between the emergency response and national systems. An important agreement was signed with the Ministry of Social Development, UNHCR and UNICEF, marking the investment in foster care for all separated and unaccompanied children. UNICEF Jordan strengthened a partnership with the World Health Organization (WHO), UNHCR and the Ministry of Health to enhance the coverage of the Expanded Programme on Immunisation and establish a digital monitoring system.

In early 2014, UNICEF Jordan’s interaction with the private sector was mostly limited to engagement with service contractors. Recognising available opportunities and the significant potential for resources to be leveraged within the private sector and foundations, UNICEF Jordan created a staff position to focus on developing partnerships with donors, with a focus on the private sector. Discussions with the Chief Executive Officer of the mobile company ZAIN in Jordan to provide free SMS services in support of the U-report programme are expected to lead to a successful partnership in 2015.

UNICEF Jordan’s advocacy initiatives with the Government, donors and partners resulted in measurable progress in 2014, especially in addressing specific issues related to the most vulnerable and marginalised children, in line with the No Lost Generation initiative. This included successfully advocating with the Government to gain access to alternative and other accessible forms of education for the more than 90,000 Syrian children still out of school. The intensive international media attention and donor visits to Jordan continued in 2014. Humanitarian and
programmatic response continued to be highlighted through videos, social media feeds, stories and press releases.

UNICEF Jordan synchronised the launch of the report ‘Early Marriage in Jordan’ with the London Girl’s Summit. The report received a lot of interest on social media as well as feature stories on Al-Jazeera and BBC. This indirectly supported UNICEF Jordan’s advocacy with the Sharia courts, and further increased awareness and facilitated dialogue within communities on this issue.

There were two significant ‘wins’ for children in Jordan to mark the CRC@25 milestone. Continued advocacy meetings by programmes, strengthened partnership and media messaging resulted in the Government passing the Juvenile Act of Jordan and the formal endorsement of the Code of Marketing Breastmilk Substitutes. CRC@25 was utilised widely to publicise the country’s achievements for child rights, as well as to advocate on the specific recommendations from the Committee on the Rights of the Child (CRC). A children’s consultation on Jordan’s report to the CRC committee and recommendations organised jointly with the National Council for Family Affairs under the patronage of Her Majesty Queen Rania Al Abdallah provided an opportunity for children to voice their priorities and state their requests to the Government and NGO officials. A media briefing was also organised with local journalists, with a specific focus on gaining their support in advocating for better protection of children against violence in schools and homes.

**Identification Promotion of Innovation**

In 2014, UNICEF Jordan placed an increased emphasis on mainstreaming innovations to accelerate results.

One example of innovations in 2014 was providing youth with IT-enabled opportunities to participate in democratic governance and monitor critical issues real-time as per the Child-Friendly City indicators they identified. This was facilitated by U-report, made possible through a partnership between UNICEF Jordan and TechTribes to amplify the voices of young people and directly connect them to decision makers. Young people can report through a website, a mobile application, and SMS text messages. Relevant reports are sent to decision makers. The pilot was tested for roll-out in 2015.

The youth innovation lab established in cooperation with the Jordanian Hashemite Fund for Human Development also supports marginalised children and young people. Refugee children are now connected to the innovation lab and engaged in solving local challenges they face, such as transportation to school and waste management in camps.

Another innovation was introduced in partnership with WFP to provide much-needed winter clothes to refugee children under the age of 16 in camps. Utilising WFP’s existing electronic vouchers, a separate ‘pocket’ for the UNICEF cash transfer was established that could be used to purchase winter clothes and shoes. In December 2014 UNICEF also reached 37,847 vulnerable Syrian refugee children living in host communities who were identified through a comprehensive household-level interview system. A child grant of US$25 was provided by UNICEF through UNHCR’s innovative biometric system, whereby recipients receive cash support at ATMs equipped with iris scanning technology. This direct support was highly cost-efficient as it was at zero operational cost for UNICEF and it also promoted a high level of accountability given the use of biometric identification. In 2015, UNICEF is planning to scale-up child cash grants to up to 75,000 extremely vulnerable children.
Support to Integration and cross-sectoral linkages

In 2014 UNICEF Jordan strengthened the integration between humanitarian response and development, based on the concept of resilience. Integrated programming approaches have been critical in order to scale-up activities and to address multiple vulnerabilities with capacity development of national actors and communities.

A comprehensive approach was adopted that included child protection, education and youth through Child and Adolescent-Friendly Spaces initially focused on providing psychosocial support for refugee children. Making use of the more than 180 spaces nationwide, and recognising that more than 60,000 refugee children and an estimated 30,000 Jordanians were not accessing education, UNICEF worked closely with various partners to adopt a comprehensive package that included alternative education for out of school children (also home-based and IT-supported) and life-skills development (for all 10-24 year olds) in addition to psychosocial support. These UNICEF-supported centres are open to all vulnerable children, including Jordanians, Syrians, Palestinians and Iraqis. Child Protection Committees, composed of both host communities and refugees, played a central role in the outreach activities and also in child rights monitoring and developing common awareness of child related issues. Support will be expanded in 2015 to more than 200 sites, reaching about 200,000 children.

The integration between Child Protection and Education has strengthened the Ma’An campaign against violence in schools, which is informed by evidence from Knowledge Attitude and Practice assessment and an anonymous survey covering more than 70 percent of the schools in Jordan (including United Nations Relief and Works Agency for Palestine Refugees in the Near East [NRWA] schools). Ma’An includes alternative discipline training for teachers, psychosocial support training for teachers working with refugee children and more emphasis on the role of counsellors. These efforts were complemented by pedagogy and induction training for newly recruited teachers. As a result, the percentage of children reporting violence dropped from 35 per cent reporting verbal violence and 22 per cent reporting physical violence during the 2012-2013 scholastic year to 25 per cent and 16 per cent, respectively, during the 2013-2014 scholastic year.

Human Rights-Based Approach to Cooperation

The principles of the Human Rights based approach were mainstreamed in all programmes, including in both the humanitarian response and support to host communities. Within the No Lost Generation initiative, UNICEF designed a comprehensive approach to child protection, education and youth empowerment, which leveraged the “classic” child-friendly spaces in emergencies to provide holistic services to children victims of violence, abuse and neglect, out of school children and marginalised youth. UNICEF supported the preparation of the fifth periodic report to the Committee on the Rights of the Child (CRC), and also submitted a confidential memo highlighting issues of concern, which were discussed in Geneva at the CRC preliminary session. UNICEF also supported the delegation from the National Council for Family Affairs and Government in preparing for the CRC session. Support was also provided to develop a Youth CRC report, which is a unique example in the region, and was also considered by the Committee. A milestone policy change related on human rights in 2014 was the endorsement of the Juvenile Law, which UNICEF strongly supported through workshops and training sessions for Parliamentarians, Public Security Directorate and government officials. The Law includes a significant shift from a punitive to a restorative approach and facilitates child friendly judicial services. Advocacy initiatives were also undertaken with religious leaders to address the abolishment of article 62 of the Penal code, which still allows corporal punishment in domestic settings.
**Gender Mainstreaming and Equality**

Promoting gender equality has been central to all of UNICEF Jordan programmes and was a key cross-cutting theme during the Strategic Moment of Review and Reflection that took place in 2014. In addition to mainstreaming gender, UNICEF Jordan supported specific interventions that promote gender equality and address acute gender-based barriers and issues.

UNICEF Jordan developed and is implementing an action plan to prevent and respond to early marriage in Jordan, which is one of the priorities of the global UNICEF Gender Action Plan. The main objective of the action plan is to reduce risks and mitigate the consequences of early marriage for Jordanians, Syrians and other vulnerable populations in Jordan. Key activities included community awareness raising and mobilisation, empowerment of vulnerable adolescent girls, provision of comprehensive case management services including psychosocial support and appropriate referral services for married children, and advocacy with government entities. Awareness raising activities with community members to support the rights of married girls to access services was also a critical component of the programme.

UNICEF Jordan supported gender based violence (GBV) prevention and response activities in the context of the Syria crisis. In addition to a dedicated budget and initiatives for GBV prevention and response activities in host communities, GBV is mainstreamed in other interventions. Services for child survivors are provided through Child Protection programmes. UNICEF Jordan supported the establishment of a new safe shelter for GBV survivors in the north of the country, which is due to open in early 2015. UNICEF Jordan supported the Ministry of Health to establish stronger detecting, tracking, referral and management mechanisms for GBV. UNICEF Jordan contributed funding and resources to key inter-agency GBV prevention and response initiatives for the refugee response, including the development and roll-out of Child Protection and GBV Standard Operating Procedures, the inter-agency Child Protection and GBV case management training manual and the inter-agency Amani (‘my safety’) campaign.

UNICEF Jordan has one child protection specialist focusing on GBV interventions who also serves as the gender focal point.

**Environmental Sustainability**

Jordan is one of the most water-scarce countries in the world. Despite extensive Government efforts, aquifers are being depleted due to reduced rainfall and ever-increasing demands of a growing population, compounded by the influx of refugees.

Communal sanitation blocks were constructed in refugee camps to meet the immediate needs of the refugees. However, as the camps evolved, households increasingly constructed their own sanitation facilities, raising concerns over inadequate construction and maintenance and increasing the risk of contamination to the underlying water resources. To address concerns over the potential environmental risks associated with the camps, UNICEF supported the daily collection of waste and transportation of it to treatment plants a significant distance away.

To ensure adequate water supply for the 98,000 refugees living in refugee camps in Jordan, UNICEF supported the use of water tankering as an emergency intervention. To reduce the dependence upon tankering and desludging over time, efforts are underway to supply water from sources within the camps, and to treat the wastewater. UNICEF Jordan also supported other initiatives to mitigate the environmental impact of the refugee camps, including rehabilitating the existing water distribution network to reduce system losses, integrating key messages on conserving water, promoting the use of solar panels, and expanding the collection
of waste water and solid waste from the camps. To help the Government better understand the impact on the quality and quantity of the available water resources, UNICEF Jordan supported the Ministry of Water and Irrigation to conduct groundwater monitoring.

**Effective Leadership**

In preparation for the internal audit which took place in October 2014, UNICEF Jordan, with assistance from the Middle East and North Africa Regional Office, requested technical support from the UNICEF Uganda Chief of Operations to conduct a peer review. The peer review took place from August 24-28. The recommendations from the peer review were systematically implemented and are being closely monitored.

To enhance internal control and to align with the changes effected in VISION, the Table of Authority (ToA) was reviewed to ensure its consistency with the Delegation of Authority Table (DAT). In October, the reconciliation of the ToA and DAT was conducted with support from the Regional Office. With the help of Regional Office, training for all staff was conducted, with special emphasis on ensuring that staff were properly orientated and conversant with financial and administrative procedures and responsibilities.

Performance was monitored according to the management indicators outlined in the 2014 Annual Management Plan. The County Management Team monitored the indicators on a quarterly basis to ensure achievement of the agreed standards.

Programme Meetings with a focus on integrated programming were held fortnightly. During housekeeping meetings, the Management Dashboard was reviewed for alerts on funds utilisation, donor reports and expiring programme budget allotments, as well as the status of funding proposals submitted, status of direct cash transfers and staff and contract management.

**Financial Resources Management**

New Standard Operating Procedures (SOPs) were developed in 2014 to enhance efficiency and effectiveness. A total of 17 updated SOPs have been issued in the areas of administration, human resources, supply, transaction processing and management of cash transfers. The new work processes will be monitored regularly through Common Services Unit reports and housekeeping meetings. Due to growth in the scale and scope of work and staffing in the programme sections due to the humanitarian response, UNICEF Jordan created an Operations Manager post. The primary responsibility will be to ensure sufficient operational support especially in the provision of technical and strategic advice, risk management and capacity development of staff and partners for effective and efficient management of direct cash transfers. In September and October, an internal audit was conducted. The auditors reported 19 recommendations in the three areas reviewed, namely Governance, Programme, and Operations. Of these recommendations, three were rated "high priority” (issues related to Harmonised Approach to Cash Transfers, Reporting Result and Financial Transactions). An action plan was shared with and approved by UNICEF Office of Internal Audit and Investigations, and is ready for implementation. The status of indicators as of the end of 2014 were: Budget Utilisation: - Regular Resources: 95 per cent - Other Resources Regular: 99 per cent - Other Resources Emergency: 90 per cent Outstanding Direct Cash Transfers: - Less Than 3 months: 61.92 per cent - Between 3 and 6 months: 27.24 per cent - Between 6 and 9 months: 0.12 per cent - More 9 months: 0.04 per cent.
Fund-raising and Donor Relations

In 2014, UNICEF Jordan appealed for US$140.72 million through the Syria Regional Response Plan (RRP6). Development interventions (US$46.5 million) were planned in line with the National Resilience Plan.

By the end of 2014, UNICEF Jordan had successfully mobilised US$116.51 million, including US$19.27 million for Other Resources-Regular and US$97.24 million for Other Resources-Emergency (70 per cent of the appeal under the RRP6). Child Protection was the most funded sector (110 per cent), while Health and Nutrition was the least funded (21 per cent). Overall, UNICEF Jordan had a 38 per cent funding gap in 2014, out of its total budget of US$187 million.

Donors in 2014 included Australia, Canada, European Union (European Commission and EuropeAid Development and Cooperation), Germany (through German Development Bank, KfW), Ireland, Italy, Japan, Kuwait, Mexico, New Zealand, Norway, Sweden, Switzerland, United Kingdom, and the United States. UNICEF Jordan also engaged the private sector to explore opportunities for cooperation. Contributions were received from the Spanish and Swiss National Committees for UNICEF.

Fifty six donor reports were completed in 2014, up from 30 in 2013. The majority of the reports (40) were submitted on time. Seventeen of the donor reports fell within the Consolidated Emergency Report, while the remaining 39 reports were prepared specifically for each grant.

To keep donors and prospective donors engaged and informed, UNICEF Jordan shared monthly situation reports, regular donor updates, highlights and links to news articles and videos regarding its work.

Reporting, expenditures and grant expiry dates were closely monitored, resulting in more than 90 per cent utilisation of funds planned for implementation in 2014.

Evaluation

In 2014, UNICEF Jordan expanded its planning, monitoring and evaluation (PM&E) section, responding to increased needs and complexity of the programming environment.

In the context of ongoing humanitarian response, UNICEF Jordan developed an Integrated Monitoring and Evaluation Plan (IMEP), which included 16 activities (three evaluations, 12 studies, one survey) with an additional 14 activities that were conducted jointly with partners. All IMEP activities followed internal quality assurance processes, and major activities (including evaluations) were reviewed by the Regional Office. Progress on the IMEP was monitored on a quarterly basis.

To generate knowledge on the effectiveness of the UNICEF-supported programmes in the humanitarian situation, evaluations were initiated on Emergency Education Response and Psychosocial Support. These were co-managed by the relevant programme section and PM&E section to ensure independence. Evaluation reference groups were formed to advise the evaluation managers throughout the process. UNICEF Jordan also contributed to the Regional Evaluation of the Palestinian Adolescent Programme and the scoping mission for the Evaluation of Sub-Regional Response to the Syria Crisis, which will start in 2015.

The PM&E section, in coordination with Donor Relations Unit, helped integrate a dedicated budget for monitoring and evaluation in major donor proposals.
Three Monitoring and Evaluation trainings were conducted to develop the M&E capacity of implementing partners. With the completion of the Monitoring and Evaluation Capacity Development Plan, the PM&E section will accelerate these efforts in 2015.

UNICEF Jordan will capitalise on the International Year of Evaluation 2015, and continue to enhance the evaluation function by further strengthening quality assurance processes and mechanisms, developing relevant evaluation capacity, and promoting use of evaluations for decision-making.

**Efficiency Gains and Cost Savings**

In 2014, the Administration Unit achieved efficiency gains by investing in its infrastructure. A new energy efficient A/C system was installed to replace the old central system, as well as a number of A/C split units. This has resulted in a reduction of 6.7 per cent in electricity expenses, from US$111,672 in 2013 to US$104,163 in 2014. This reduction in electricity expenses was realised despite an increase in rates by the Government of Jordan, and an increase in the number of staff. New energy efficient lights were installed in December 2014, which are expected to further reduce electricity expenses in 2015.

In February 2014, the Administration Unit switched from the vehicle fuel prepaid coupon system to the E-fill system. This has resulted in a reduction in time and effort spent on a daily basis by the drivers and their supervisors in distributing and collecting the fuel coupons, and has also eliminated risks associated with the loss of the coupons.

**Supply Management**

The Supply Unit of the Operations Support Centre (OSC) supports the UNICEF Regional Office, as well as Country Offices in Jordan, Syria, Lebanon and Libya. In 2014, OSC purchased on behalf of UNICEF Jordan in excess of US$11 million worth of supplies from regional and global manufacturers and distributors, and procured a further US$10 million in the provision of various services.

The OSC has focused on Long Term Arrangements (LTAs) for essential and frequently required commodities and services, such as hygiene kits, playgrounds and play fields, school furniture, fencing, stationery and school in a box, design and printing, warehousing, transport and customs clearance services, venue hire and IT equipment and consumables. At year end, OSC Supply had 63 LTAs in place, of which 41 were established in 2014.

The OSC has also provided an array of technical support. The OSC and UNICEF Jordan formalised work processes for the procurement of services from institutions and individuals. The OSC also provided VISION Supply stream and work process training clinics in February and May 2014.

The OSC continues to use the Service Desk tool to facilitate incoming work requests and monitoring and evaluation. In 2014, 456 requests from UNICEF Jordan were processed.

As of 31 December 2014 (as recorded in VISION), the value of the inventory of programme supplies physically in the warehouse and controlled by UNICEF Jordan is US$811,661.
As of 31 December 2014 (as recorded in VISION), the value of programme supplies issued from local warehouses controlled by UNICEF Jordan is $2,446,052.

Security for Staff and Premises

In 2014, the following steps were taken to enhance the safety and security of UNICEF Jordan staff and premises:

Training/Briefings:
• Security Awareness training was conducted for District Field Assistants.
• Individual First Aid training was conducted for 30 staff members.
• Defensive Driver training and Armoured Vehicle Driver training was conducted for seven staff members.
• Emergency Trauma Bag First responder training was provided to one staff member.
• 109 incoming staff briefings were conducted.
• 24 camp security briefings were conducted.

Equipment
• Four automatic emergency defibrillators were procured and distributed.
• 50 Individual First Aid Kits were procured.
• An Identification Card printer was installed.
• Two vehicles were equipped and upgraded for deep field missions.

Security Risk Management
• Security Risk Assessments were conducted and reviewed quarterly for all schools in Za’atari and Azraq camps.
• Security Risk Assessments for water, sanitation and hygiene (WASH) activities in Za’atari camp were conducted.
• 29 UNICEF Security Advisories were issued.
• Emergency evacuations were rehearsed, and the warden system was tested quarterly.

Personnel
• Two field assistants (security) were recruited for Za’atari and Azraq camps.

Facilities
• Upgrades were made to the main office and annex, including cameras, access systems, replacement of equipment (doors, cameras, entrances), and a safe haven was established.
• Reviews were conducted of seismic structural integrity and the external fire escape.

In 2014, the Resident Coordinator’s Office organised a mission to assess United Nations agencies’ compliance with the Minimum Operating Security Standards. According to the final assessment report, UNICEF Jordan was rated 100 per cent compliant and it was noted that appropriate and sufficient measures were being taken to manage and mitigate security risks. UNICEF Jordan continues to routinely closely monitor security developments in the country and the region.

Human Resources

Human Resources (HR) support to UNICEF Jordan is provided by the HR Unit at the Common Services Unit. During 2014, the HR unit strived for timeliness and efficiency in recruitment of
national staff. As of November, 17 full-time and 31 temporary appointment positions were identified and appointed.

Recruitment and Staffing in Emergency Situation procedures were applied to help fill vacant positions as quickly as possible. Efforts were also made to enhance gender balance.

The completion rate for 2013 Performance Appraisal System (PAS) was 100 per cent by the end of November 2014 (compared to 84 per cent last year). The completion rate for 2014 PAS key performance objectives was 87 per cent as of the end of November 2014 (25 percentage points higher than last year). Another area of improvement is performance feedback to ensure that there is a clear understanding on the link between individual objectives and results. A training on Managing People for Results was scheduled, but was postponed due to the emergency, and it is now planned for 2015.

The Learning and Training Committee met six times in 2014, finalising the training plan and endorsing 10 individual training requests submitted by staff. Five group trainings took place during the year. Despite the emergency, much attention was given to human resource development, and the Committee was active in organising a series of learning events.

New peer support volunteers were elected in 2014, including for the camps, and a staff counsellor is based in the office to support staff. Efforts were made to ensure that all staff completed the mandatory Abuse of Authority and Sexual Harassment online training.

The HR unit continued to provide orientation for new staff, and a number of Standard Operating Procedures (On-boarding and Off-boarding, and Interns and Volunteers) were developed in 2014 to help staff better understand the system.

**Effective Use of Information and Communication Technology**

In 2014, the Information and Communication Technology (ICT) section completed a seamless migration of all staff from Lotus Notes to Outlook. The migration to the new Office 365 platform has increased staff efficiency in terms of accessing emails, sharing documents, and web conferencing. Outlook was configured for all staff who have smart phones, thus enabling them to check and receive emails instantly. SharePoint has been used to create many Team Sites and documents repositories. Microsoft Lync has proved to be a reliable and cost-effective tool for conducting online meetings, chatting, and free audio and video calls, which improved staff collaboration significantly. OneDrive has helped staff upload and share important documents, and access them virtually from anywhere.

The ICT section negotiated with internet service providers to increase both primary and secondary Internet links from 24MB to 32MB each, resulting in more than US$10,000 worth of yearly savings. This increase in capacity/bandwidth also offers improved and timely access to social media content such as Facebook and YouTube. A state-of-the-art wireless system has been deployed providing better coverage, more capacity, and more secure access to the office Local Access Network.

Two ICT for Programmes (ICT4P) projects were supported in 2014. Technical assistance was provided to computer labs in four schools at refugee camps and the Management Information System was developed for the Zakat Fund.
ANALYSIS BY OUTCOME AND OUTPUT RESULTS

OUTCOME 1 National institutions provide improved health and neonatal care services and quality early childhood care with a focus on disadvantaged groups.

Analytical Statement of Progress:
In 2014, UNICEF focused on providing life-saving health interventions. Activities aimed at reducing neonatal and child mortality and morbidity included strengthening immunisation, vaccination at transit centres, enhancing newborn and child care, and promoting best practices in Infant and Young Child Feeding (IYCF) such as breastfeeding, counselling and health education, and complementary child feeding.

Support was also provided to the development of a National Breastfeeding Strategy, IYCF guideline, and the National Code of Marketing of Breast Milk Substitutes. These informed legal and policy changes required for promoting breastfeeding, which led to the enactment of legislation on the National Code of Marketing Breast Milk Substitutes in December. UNICEF also conducted a learning readiness study which constituted the core element of the national monitoring system for early childhood care.

UNICEF also supported emergency health, immunisation and nutrition services. Best practices in IYCF were promoted, reaching nearly 40,000 pregnant and lactating mothers (89 per cent of target). Strategic partnership also accelerated communication campaigns on concepts of breastfeeding and enhanced newborn and emergency health service delivery.

To address the adverse impact of the health user-fees on Syrian refugees, UNICEF explored the possibility of providing urgent life-saving maternal, newborn and child health services. Options are being reviewed for implementation in 2015.

OUTPUT 1: By 2017, national policies, strategies, guidelines and programmes include quantified targets towards the reduction of peri and neonatal deaths, improved quality of anti and perinatal care services and a national monitoring system based on disaggregated data is in place.

Analytical Statement of Progress:
A study on the impact of the removal of subsidies on poor children and families was finalised. Despite slow progress, three scenarios for child focused protection schemes were developed. Accordingly a workplan is being developed to support Zakat Fund for child grant cash assistance planned for 2015. The management information system for Zakat Fund, supported by UNICEF Jordan, was tested. Standard Operating Procedures were completed, endorsed and rolled out.

OUTPUT 2: By 2017, national ECD policies, standards and strategies have quantified targets and a national monitoring system on learning readiness is in place

Analytical Statement of Progress:
A Learning Readiness Study was conducted as planned, and the report is scheduled to be launched in early 2015. The Government has decided to forgo the third Early Childhood Development Plan of Action (2015-2019) for the foreseeable future.
Limited funding delayed the overall early childhood development initiatives in 2014. Accelerated efforts will be made in 2015 thanks to a generous contribution received from the United States Agency for International Development.

OUTPUT 3: Core Commitments in WASH are met in Refugee camps and host communities

Analytical Statement of Progress:
Throughout 2014, support was provided for comprehensive package of WASH services reaching 98,000 refugees living in four refugee camps, including 52,000 children. The package of WASH services included the provision of approximately 4 million litres of treated water each day (equivalent to an average of 35 litres per person), desludging of household, communal and institutional latrines, daily collection and disposal of 800 cubic metres of solid waste, distribution of key WASH items including soap and hygiene kits, and the dissemination of key WASH messages. In camps and host communities, WASH items were distributed to approximately 107,000 people, including 57,000 children.

UNICEF led the sector coordination process, which contributed to an increased efficiency in service delivery, agreement on priority interventions (e.g. sewerage and water networks), and also a joint review and standardisation of approaches (including hygiene promotion material) and kits (including the hygiene kits).

While the cost and dependence on water tankering escalated in 2014, a number of initiatives were implemented to reduce the cost, thereby increasing the sustainability, and mitigating the environmental impact of the interventions. These included the drilling of two boreholes to reduce the dependence upon external tankering, and the construction of the wastewater plant in Za'atari. To further improve the sustainability of the interventions, support was provided to create WASH committees. These Committees have assumed the responsibility for the operation and maintenance of the communal WASH blocks. To further reduce the dependence upon tankering, UNICEF, in collaboration with concerned partners and the Government of Jordan, is planning a water distribution network, which will reduce the illegal connections to the current infrastructure and also promote a more equitable distribution of water across the Za'atari camp.

OUTPUT 4: Relevant Core Commitments on Health & Nutrition are met in all humanitarian settings

Analytical Statement of Progress:
UNICEF supported access to emergency immunisation services while also supporting the national system for the Expanded Programme on Immunisation (EPI). An outbreak of vaccine-preventable diseases was averted by supporting the International Organization for Migration to immunise nearly 48,000 Syrian refugee children between the ages of 6 months and 15 years against measles and more than 40,700 children under the age of 15 against Polio upon their arrival to Jordan. Vitamin A supplementation was also provided to 17,100 children (ages 6-59 months). Consecutive nationwide and supplementary emergency polio vaccination campaigns were conducted jointly with the Ministry of Health (MoH) through four National Immunisation Days (NIDs) and two Sub-national Immunisation Days (SNIDs). More than 1 million children under the age of five were reached (administrative coverage of 113 per cent) in each NID and 200,000 in each SNID with two drops of oral polio vaccination.

To expand national cold-chain capacity, support was provided to install walk-in freezer/fridges, two cold rooms were established, essential cold chain supplies (vaccine carriers, cold boxes,
and fridges) were provided, and 10 routine vaccination teams were established in camps. As of October 2014, these activities helped fully immunise 110,540 Jordanian children under the age of two (over 95 per cent), and 17,844 Syrian refugee children under the age of five (5,222 in camps and 12,622 in host communities, coverage of 30.9 per cent and 13.3 per cent, respectively). Priority will be given to reaching the unreached areas with routine immunisation in 2015.

More than 200,000 children under the age of five and lactating mothers received fortified nutritional snacks, and more than 5,500 children between the ages of 6 months and 59 months were screened for malnutrition. Among them, 13 girls and eight boys were found with severe acute malnutrition and 53 girls and 40 boys with moderate acute malnutrition. They were referred for treatment and monitoring. Six child-friendly caravans were supported in the refugee camps, reaching out to nearly 40,000 pregnant and lactating mothers (89 per cent of target) with one-to-one counselling sessions on breastfeeding, nutrition support and guidance.

An interagency nutrition survey focusing on Syrian refugees also was supported. The survey provided updated information to compare with the 2012 survey results. The final draft report suggested that certain areas require continued efforts, such as anaemia reduction and infant and young child feeding practices, particularly breastfeeding. UNICEF will focus on those areas in 2015.

**OUTPUT 5: Support to the water and Sanitation sector under the National Resilience Plan**

**Analytical Statement of Progress:**

In Jordan, an estimated 91 per cent of the population has access to a piped water system (Joint Monitoring Programme Update 2014). Despite such high levels of access, leakage along the water network results in huge losses (up to 60 per cent in some areas) and inefficient operation modalities.

To address this, UNICEF provided support to the Government to rehabilitate the existing water infrastructure in selected host communities. This has benefitted an estimated 450,000 people, including 238,000 children. Through UNICEF’s support, the capacity of the blocked sections of the sewer network was increased, which has benefitted an estimated 10,000 people.

As a result of the technical support provided by UNICEF to the Government and sector partners, Water, Sanitation and Hygiene (WASH) interventions featured prominently in key planning documents, such as the Jordan Response Plan. To further support the Government to effectively and equitably identify priority areas of intervention, UNICEF provided support to undertake a water vulnerability assessment. The assessment included data on per capita water usage, water usage deficits, poverty indicators and the proportion of refugees in respective administrative units and provided important inputs to the policy-making and programme development process. The assessment clearly shows the extent of the needs, and priority areas of intervention across the country. UNICEF supported the Ministry of Water and Irrigation through the secondment of a senior advisor who assists with the planning/delivery capacity and the implementation of the Jordan Response Plan.

During 2014, a strategic shift was made from basic emergency response of essential WASH services to longer-term interventions, with an increased focus on host communities. The shift in camps has been achieved through key infrastructure projects to reduce the dependence upon external service providers, such as the wastewater treatment plant in Za’atari. Increased participation of the Government of Jordan was facilitated in the planning, implementation and
monitoring of interventions in camps and host communities.

UNICEF also facilitated sector coordination that enabled partners to jointly identify sectoral needs (e.g. on-site wastewater treatment) and to standardise approaches and materials (e.g. agreement on hygiene promotion materials) to ensure the effective use of resources. UNICEF also provided technical assistance for a water vulnerability assessment, which identified areas in need of support to improve water access. The assessment criteria were agreed to with the Government, which ensured the use of the vulnerability map by the Government to plan and prioritise areas of intervention.

UNICEF continued to work closely with the Ministry of Water and Irrigation, UNHCR, United Nations Development Programme (UNDP), United Nations Human Settlement Programme (UNHABITAT) and United Nations Office for Project Services (UNOPS) towards sustainability and resilience of interventions. UNICEF also worked with donors including the German Development Bank (KfW) and the United Kingdom’s Department for International Development (DFID), as well as NGOs, commercial enterprises and international municipalities, including the City of Amsterdam. The design, planning and construction of the wastewater treatment plant in Za’atari will significantly reduce the need for external desludging services. This also serves as an excellent example of the Government’s potential expanded role in the provision of services to refugees. Other initiatives included the drilling and commissioning of boreholes and planning to phase out water tankering, which costs approximately US$ 258,000 per month.

Although significant progress has been made, many challenges remain, including limited longer-term funding, particularly for infrastructure projects to address the critical needs in host communities, and planning for the long-term operation and management of WASH facilities. UNICEF will continue to work in 2015 to address these issues while achieving the planned results.

OUTCOME 2: National, community based organizations/groups and schools offer quality active civic engagement programmes for adolescents to learn, develop and participate

Analytical Statement of Progress:
In 2014, UNICEF continued to focus on equipping young people with skills needed to participate and engage in their communities. Building on the existing network of young people, social cohesion was promoted. Dialogues with policymakers were also facilitated to support meaningful youth participation. A holistic skills-building programme was developed, focusing on Peer to Peer Education and utilising a cascaded approach for life-skills training. To ensure quality implementation, UNICEF developed the capacity of 185 trainers of 50 national partners. These trainers supported more than 100 centres in 2014 and will reach nearly 22,000 Jordanian and Syrian young people through 200 centres across the country in 2015. National partners, Jordan Hashemite Fund for Human Development (JOHUD) and the Greater Amman Municipality (GAM), have institutionalised the life-skills training at their centres, and the Higher Council for Youth is following suit. In camps post basic education was provided to 800 Syrian young people.

Opportunities for young people were supported to lead policy dialogues, through the Child Municipal Council and in partnership with GAM. Fifty children and young people from Amman engaged with government officials and technical specialists, discussed and validated the indicators that will measure Amman’s progress towards a Child-Friendly City. They also called for improvements in ten thematic areas relevant to the Convention on the Rights of the Child.
UNICEF successfully advocated for the establishment of U-report, a participation mechanism, which will be rolled out in 2015.

UNICEF also initiated the National Youth Survey, which is expected to fill an evidence gap. This had seen a considerable delay due to limited funds available. Despite the concerted fund-raising efforts through No Lost Generation, urgent needs of young people do not receive sufficient attention.

In 2014, UNICEF made intensive efforts to develop a comprehensive framework for inclusive education. In collaboration with the Ministry of Education (MoE), UNICEF developed a Terms of Reference for the provision of technical assistance to the MoE and the Ministry of Social Development for the development of a phased and resourced Action Plan for the full integration of students with disabilities into Jordan’s public school system. To improve the quality of inclusive education, UNICEF supported the MoE in the development of comprehensive teachers’ training materials for kindergarten, classroom and resource room teachers.

Direct support was also provided to the MoE’s programme Education Reform for a Knowledge Economy (ERfKE). Capitalising on the existing efforts by European Union and UNESCO to develop Open Education Management Information Systems, UNICEF ensured the inclusion of data on Syrian students at school level in host communities. A data collection tool was tested for expected use during the 2014-2015 scholastic year. UNICEF also contributed to reform by ensuring that contract teachers, hired in the wake of the Syria crisis, have the needed skills and information to effectively teach refugee children. Working closely with the MoE’s Education Training Centre, UNICEF provided training to teachers on the new curricula for grades one to three, instructional games and interactive learning, as well as new teaching and learning techniques.

As the lead for the Education Sector Working Group, which consists of more than 30 partners, UNICEF ensured that Core Commitments for Children were met in humanitarian action. UNICEF also provided substantive technical support to the Task Force for the Jordan Response Plan 2015 and supported MoE in ensuring free access to education for Syrian refugee children. By December 2014, 128,000 Syrian refugee students enrolled in camp and host community schools, and 30,000 children were provided with alternative education, reaching nearly 75 per cent of school-aged children.

OUTPUT 1: By 2017, adolescents and young people, especially girls, are participating actively in civic engagement and leadership opportunities through local CSOs/CBOs

Analytical Statement of Progress:

UNICEF partnered with Greater Amman Municipality (GAM) and organised a national consultation with 50 young people and key stakeholders to validate the indicators that will measure Amman’s progress towards a Child-Friendly City. The proposed indicators were endorsed by GAM. Once endorsed by line ministries, these indicators will be tracked through an innovative approach, using U-report and an interactive map.

In partnership with GAM, UNICEF supported the Child Municipal Council (CMC) to promote democratic elections and offer an opportunity for adolescents to voice their opinions to the municipal council, dialogue with policymakers and take part in community decisions. In 2014, 13,000 adolescents from 460 schools participated in the CMC elections across 22 districts in Amman, and 450 adolescents were elected.
The UNICEF Change Agents Network (UCAN) was incubated in 2013 to expand life-skills training and active civic engagement throughout Jordan. In 2014, UCAN offered a coaching process that builds the capacity of young people to become active citizens and effective change agents in their communities. About 180 Jordanian young people joined the network and worked to develop its structure and work plan for 2015. To reinforce the network and build on their respective strengths, in 2014 the CMC and UCAN were united..

UCAN participated in the Disaster Risk Reduction consultation and presented five key messages from Jordan at the global summit. Ten young people completed the Young Researchers training and participated in the evaluation of the Norway-funded Palestinian programme. A partnership with Tech Tribes was formed to scale-up the network nationwide and to build a unique identity for UCAN.

UNICEF also continued to support the National Council for Family Affairs (NCFA) with the shadow report for the Convention on the Rights of the Child (CRC). A new Youth Advisory Committee with 20 adolescents was established to bring their perspectives into NCFA activities. Together with UCAN, the committee developed a paper with recommendations for the CRC shadow report and some projects responding to these recommendations. The paper was presented at a conference attended by HM Queen Rania and other key stakeholders.

Young people also advocated for their rights at many events, such as the International Women's Day, the Girl Child Consultation and the One Minutes Junior, where two UCAN members won a global award.

**OUTPUT 2:** By 2017, capacity of MoE and relevant NGOs to advance inclusive education is strengthened

**Analytical Statement of Progress:**
In 2014, UNICEF collaborated at upstream and downstream levels to enhance the inclusion of children with disabilities in Jordan’s public schools. By December 2014, UNICEF had supported the implementation of inclusive education activities in 40 schools in host communities and Syrian refugee camps. In partnership with Mercy Corps, UNICEF also provided access for nearly 1,000 children with disabilities, now integrated in public schools, to inclusive education and psychosocial services. Other interventions supported the accessibility of school buildings and transportation to and from schools, capacity development of teachers, provision of teaching and learning materials, and other classroom resources tailored to the special needs of children.

UNICEF also supported MoE, Ministry of Social Development and the Higher Council for Affairs of Persons with Disabilities (HCD), for the development of a phased and resourced Action Plan for the full integration of students with disabilities into Jordan’s public schools. In 2015, advocacy efforts will be accelerated to move this forward, given the priority of inclusive education for students with disabilities in the Convention on the Rights of the Child and in light of the MoE’s direct request of support.

To improve the quality of inclusive education, UNICEF also supported the MoE in the development of comprehensive teachers’ training materials for kindergarten, classroom and resource room teachers.

A major challenge associated with inclusive education has been the absence of reliable data on the actual numbers of students with special needs. To address this, UNICEF started working
with the Department of Statistics (DoS) to develop questions for the 2015 Census based on guidance from the Washington Group on Disability Statistics that will result in reliable disaggregated data on the actual number of children with disabilities in Jordan.

In 2014, UNICEF continued its Disaster Risk Reduction (DRR) work by creating 25 DRR committees comprised of teachers, students and parents to support planning and activities in the schools and surrounding communities. More than 6,000 students participated in monthly evacuation exercises. MoE officials were also trained.

In 2015, the Home School programme and informal education will be up-scaled to reach thousands of out-of-school children, taking into account the recommendations from the Out of School Study completed in 2014.

OUTPUT 3: Relevant Core Commitments on Education are met in all humanitarian settings

Analytical Statement of Progress:
As a lead for the Education Sector Working Group, UNICEF continued to support the MoE for free access to education for Syrian refugee children. In 2014, 128,000 Syrian refugee students were enrolled in camp and host community schools. This is an increase of nearly 20,000 children compared to 2013. The increase resulted from the Back to School Campaign that reached 300,000 refugees in camps and host communities, the creation of a referral pathway and the provision of additional learning spaces in camps. In 2014, 30,000 children were provided alternative education with the expanded country-wide coverage and unified curricular framework for informal education. In 2015, UNICEF will ensure education for 60,000 refugee children who are currently out of any form of education.

UNICEF facilitated policy discussions regarding the quality of informal education and the need for a certified accelerated learning programme for children between the ages of 9-12, paving the way for more inclusive quality education. An estimated 130,000 children were supported with school bags and supplies. UNICEF also developed the Monitoring and Evaluation capacity of the sector partners and established a system for greater oversight and accountability of camp schools. These activities will continue through 2015, including reinforced cooperation, coordination and sharing of knowledge with Child Protection aimed at tackling violence in schools.

To meet the urgent needs of adequate learning spaces, UNICEF worked with the MoE on the identification and establishment of 78 double-shifted schools (bringing the total to 98 schools), opened a school in Azraq, set up additional learning spaces in Zaatari, and provided school furniture to 84 schools across Jordan. Nearly 2,400 teachers and administrators were trained, and remedial and informal classes were established in camps and host communities to bridge learning gaps and bring children back to formal education. While the additional double-shifted schools ensured adequate learning spaces, the increasing number of refugee children in double-shifted schools has meant a system of segregation. To address this, UNICEF will advocate for donors to provide learning spaces to decrease the number of double shifted schools. Concomitantly, activities to support social cohesion such as parent and student councils, and extracurricular will be scaled-up to off-set the negative effects of segregation. Important progress was also made to strengthen alternative education, which included the development of a framework for informal education and the launch of a non-formal education project.
OUTPUT 4: Improved country capacity and national systems to strengthen comprehensive response for Syrian adolescents living in Jordan and establishing common action platforms to build life skills, resilience and social cohesion

Analytical Statement of Progress:
To respond to the urgent humanitarian needs of young people, No Lost Generation partners have come together to accelerate strategic investments in education, protection and opportunities to engage adolescents as agents of social cohesion and change.

UNICEF adopted an integrated approach for life-skills in 2014. The life skills manual was modified and addresses four sets of skills that are relevant to different sphere of life. A core team of 185 master trainers of around 50 national and international partners were trained in the use of the manual and reached 22,000 young people.

Post-Basic Education was provided to 800 Syrian youth in camps. While it is essential for the young people, both in camps and host communities, to build skills and livelihood as the Syria Crisis is protracted, it has been challenging to gain support in this area for fear of increased competition in the already-strained labour market in the country.

A youth task force supported referral services by connecting with the Juvenile Police Department and community police.

The roll-out of the life-skills programme was delayed due to funding constraints. In 2015, the programme will be integrated into Child-Friendly Spaces, thereby enhancing efficiency and effectiveness in reaching out to more young people in the camps and host communities.

To address increased tensions between Jordanian and Syrian youth in host communities, UNICEF started an intervention with Generations for Peace, with the support of the Jordanian Hashemite Fund for Human Development (JOHUD) and the Higher Council for Youth, including innovative sports-based and arts-based activities in priority locations, aiming to break stereotypes and promote social cohesion, and to reduce tension and risk of violence.

Funding for youth programming remains a challenge, and UNICEF is advocating with a wide range of partners and actively exploring public-private partnerships. To underscore the urgent needs of young people and to gain a broader support, UNICEF worked to mainstream youth issues into the Jordan Response Plan 2015.

OUTCOME 3: National institutions incorporate the CRC and other child-related international conventions into their improved legal and operational protection frameworks and services including combating GBV and VAC; violence in schools; and Juvenile Justice

Analytical Statement of Progress:
In 2014, UNICEF focused on reforming the juvenile justice and alternative care systems; decreasing the prevalence and acceptance of violence in schools; strengthening the national child protection system; providing quality psychosocial support and multi-sectoral child protection and gender-based violence-related case management services to vulnerable children and women across Jordan; and monitoring and reporting grave violations against children in Syria.

In June, the Committee on the Rights of the Child released its concluding observations on Jordan, which highlighted achievements as well as concerns related to Jordan’s compliance
with the Convention on the Rights of the Child (CRC). UNICEF supported compiling the Government and shadow reports and submitted its contribution on the implementation of the Convention to the Committee and is coordinating the development of a national workplan to implement the Committee’s Concluding Observations. UNICEF, along with other UN agencies, donors and NGOs, continued to implement the No Lost Generation initiative, which seeks to alleviate the impact of the Syria crisis on the children of Syria through the provision of psychosocial support and other child protection interventions.

The Juvenile Justice Law No. 32 of 2014 was finally approved by the Parliament and Senate, with considerable advocacy and lobbying efforts by UNICEF. The law was formally promulgated on 2 November. The new law raises the minimum age of criminal responsibility from 7 to 12 in accordance with international standards. It also prioritises alternatives to detention and diversion from the legal system, ultimately adopting a rehabilitative approach to juvenile justice versus a penal one. The new law will further facilitate the work of Juvenile Police Department (JPD) and programmes for children in conflict with the law.

In order to reduce the number of children entering the justice system and to ensure those who come in contact with the law spend minimum time incarcerated, UNICEF continued to support the JPD. The support included expanding into two new centres in collaboration with the United Nations Office on Drugs and Crime (UNODC), as well as capacity development of staff on child-centred investigative interviewing techniques and approaches to dealing with children in emergencies. The in-house capacities of JPD were enhanced through trainings workshops and by strengthening reporting and monitoring functions.

Jordan continues to face challenges in order to fully implement the principle of “detention as a last resort” when dealing with children in conflict with the law. UNICEF partnered with Columbia University and the Ministry of Social Development (MoSD) to address this issue. As a result, the diversion and foster care programmes were institutionalised within MoSD in three governorates, and a separate unit for diversion and foster care was established. UNICEF also supported the MoSD to establish and run a safe shelter for survivors of gender-based violence in the north of the country as a response to the increased demand for shelter services. This is the second such facility in the country; the other is in Amman.

In partnership with the Ministry of Education (MoE), UNICEF continued to scale-up Ma’An Campaign to reduce violence against children in schools. As a result, the Ma’An Campaign survey indicates a decrease in physical and verbal violence in schools across the country. In the scholastic year 2013-2014, 71 per cent of 3,659 target schools (63.6 per cent of all 4,055 schools) completed the computerised anonymous monthly surveys. The percentage of children reporting violence dropped from 35 per cent reporting verbal violence and 22 per cent reporting physical violence during the 2012-2013 scholastic year to 25 per cent and 16 per cent, respectively, during 2013-2014. The Ma’An Campaign adopted a community-based approach, which includes empowering school-based advocacy committees, setting up an incentive system for positive behaviours, and training school counsellors on case management.

As a part of the humanitarian response, psychosocial support services were taken to scale to reach vulnerable children across Jordan, benefitting more than 210,000 boys and girls in 2014. Close to 11 per cent of those children, including unaccompanied and separated children (UASC), also received multi-sectoral child protection and gender-based violence-related case management services. UNICEF and partners also supported MoSD in formalisation of the alternative care guidelines and procedures for the Syrian UASC in Jordan.
UNICEF continued to co-chair the Child Protection Sub-Working Group with UNHCR. In collaboration with UNFPA and UNHCR, UNICEF also funded an inter-agency project for strengthening the Child Protection systems. Frontline workers were trained to improve the quality of service provided through Child-Friendly Spaces (CFSs), and awareness raising activities were conducted, with special attention paid to child protection and gender-based violence messages. UNICEF partnered with UNHCR to participate in two joint campaigns, one on the prevention of recruitment and use of children in armed conflict and the other on birth registration. UNICEF also continued to support monitoring and reporting of a grave violations mechanism set up for the Syria crisis.

To protect children during the harsh winter season, winter clothing support was provided to nearly 100,000 children between the ages of 0-16. This was made possible through cash or in-kind support in partnership with WFP and UNHCR.

**OUTPUT 1**: By 2017, completed legislative and policy review informs subsequent reform/development of laws, policies, guidelines and programmes related to children and women's rights

**Analytical Statement of Progress:**
UNICEF supported the consolidation of the fourth and fifth Periodic and Shadow Report for CRC and the sixth periodic report for the Convention on the Elimination of All Forms of Discrimination against Women in coordination with UNWOMEN and United Nations Population Fund (UNFPA). With UNICEF’s support, the National Council for Family Affairs is developing a national plan to implement the CRC Concluding Observations.

The Juvenile Justice Law No. 32 of 2014 was approved by the Parliament in July and by the Senate in October, with considerable advocacy and lobbying efforts by UNICEF. The law was formally promulgated on 2 November. The new law raises the minimum age of criminal responsibility from 7 to 12 in accordance with international standards. It also prioritises alternatives to detention and diversion from the legal system, ultimately adopting a rehabilitative approach to juvenile justice (versus a penal approach). The new law will further facilitate the work of Juvenile Police Department (JPD). UNICEF will continue to support programmes for children in conflict with the law.

The Childhood draft bill and amendments to the Domestic Violence Law have yet to move forward despite featuring in both the 2006 and 2014 Concluding Observations on Jordan by the Committee on the Rights of the Child. UNICEF raised this issue during a debate on CRC in June 2014 and several consultations with key stakeholders were conducted. The stakeholders continue to debate as to whether a law is needed since the CRC has been adopted by a national law. Some also question whether it is more relevant to develop a practical law and fill existing gaps in national framework related to child rights than a law simply mirroring the CRC provisions. To contribute to evidence-based debate, UNICEF conducted several internal analyses considering a way forward, including a comparative look at childhood laws in other countries.

Amendments to the Domestic Violence Law have been developed after long consultations among national partners to try to reach consensus on controversial issues. UNICEF will continue to work with Parliamentarians from both houses to push for the adoption of laws concerning child rights in 2015.

Several consultations were held to further the protection of children and amend articles in the
Penal Code related to corporal punishment (article 62) and marriage of rape victims (article 308), which are still met with societal resistance.

OUTPUT 4 Relevant Core Commitments on Child Protection are met in all humanitarian settings

Analytical Statement of Progress:
Psychosocial support was provided to more than 210,000 vulnerable girls and boys in camps and host communities through 132 Child and Adolescent-Friendly Spaces. Just over 23,000 of these children, including 2,500 unaccompanied and separated children (UASC), also received multi-sectoral case management services for child protection and gender-based violence. Alternative care guidelines and procedures were formalised for the Syrian UASC in Jordan, through the support provided to the Ministry of Social Development (MoSD) by UNICEF, UNHCR and Save the Children International. Overall, the reunification rates of unaccompanied children increased from 63 per cent in 2013 to 89 per cent in 2014. UNICEF also continued to support the Child Protection Information Management System.

UNICEF co-chairs the Child Protection sub Working Group with UNHCR and supported an inter-agency project for strengthening the Child Protection systems. These efforts also included the revision of gender-based violence (GBV) and child protection standard operating procedures and referral pathways; nationwide roll-out with more than 700 service providers trained to deliver a wide range of child protection and GBV services; launching of “Amani” campaign in March 2014, which included distribution of more than 129,000 relevant materials to raise awareness on key child protection and GBV messages.

To improve the quality of services provided at Child-Friendly Spaces, more than 2,300 frontline workers were trained. Tailored child protection trainings were also provided to 1,800 volunteers and members of child protection committees. More than 120,000 individuals were reached with different awareness messages around child protection through Child-Friendly Spaces. UNICEF also conducted two joint campaigns with UNHCR; one on the prevention of recruitment and use of children in armed conflict and the other on birth registration. More than 20,000 brochures and posters were distributed to tackle these issues.

More than 200 individual interviews of Syrian refugees contributed to the Report of the Secretary General on children affected by armed conflict in Syria. Orientation sessions were conducted for 162 staff members working on monitoring and reporting of grave violations.

To protect children during the harsh winter season, winter clothing support was provided to nearly 100,000 children between the ages of 0-16. Cash assistance of US$20 per child in camps was provided through WFP e-cards and in host communities, US$25 per child was provided through UNHCR’s biometric system, redeemable at ATMs nationwide.

OUTCOME 4 Targeted national institutions carry out data analysis, knowledge management, and evidence based research for decision making support

Analytical Statement of Progress:
In 2014, UNICEF reached an agreement with the Department of Statistics to include a module on disability as part of Census 2015. This will for the first time present the nationwide situation of children with disabilities in Jordan.

UNICEF continued to support the Department of Statistics in strengthening child-focused data
analysis. Capitalising on the *Jordan Population and Family Health Survey* 2012 and recognising the data gap in the area of child discipline and early childhood development, UNICEF provided technical assistance in the further data analysis of two modules on child discipline and early childhood development. This facilitated in-depth analysis of data and contributed to reviewing early childhood development programme and integration of early learning and reading programme.

UNICEF conducted nearly 30 studies, assessments, evaluations and surveys in partnership with the Government and other partners. The Study on Out of School Children (with the Ministry of Education), and the Study on Economic and Social Inequality (with UNDP, Ministry of Planning and International Cooperation, and Department of Statistics), are under final review. Data collection is underway for the National Youth Survey (with Higher Council for Youth, Department of Statistics and UNFPA).

Information management support was provided to the Ministry of Education with mapping of all schools, including double-shifted schools. This contributed to the identification of additional learning spaces to bring children back to school, as well as to preparation for the Jordan Response Plan for 2015. Technical assistance was provided to tracking of violence in school, conducted as part of Ma’An Campaign. The online *Child Info* database is available as a pilot and is scheduled to be launched in 2015. It will serve as a knowledge and data hub related to children in Jordan.

**OUTPUT 1:** By 2017, key partner institutions have a strengthened capacity to manage M&E, research and evaluation functions focusing on child and gender vulnerabilities and disparities.

**Analytical Statement of Progress:**

The Department of Statistics agreed to include a module on disability as part of the Census 2015. This will provide the first-ever nationwide data on the situation of people with disabilities. The Department of Statistics completed the testing of data collection tools developed in line with the standards set by the Washington Group on Disability Statistics. As per the agreement with the Government, UNICEF will continue to provide substantive technical assistance throughout this important initiative.

UNICEF’s continued to support the Department of Statistics in strengthening child-focused data analysis. The *Jordan Population and Family Health Survey* 2012 included two Multiple Indicator Cluster Survey modules on child discipline and early childhood development as a result of the advocacy and support from UNICEF. Technical assistance was provided in 2014 for further in-depth data analysis and review of early childhood development programmes and integration of early learning and reading programmes.

Considerable efforts were made to support Humanitarian Performance Monitoring, data collection and analysis. Technical assistance was provided to two assessments of Informal Tented Settlements, shedding light into the situation of extremely vulnerable Syrian refugee children. Field monitoring covered nearly 300 sites in 2014, despite limited human resource capacity (two staff since August). Attention was focused on monitoring Child-Friendly Spaces and education sites, given a rapid scale-up in host communities. Findings from the immunisation campaign indicating that communication is key to reaching the hard to reach were shared with the Ministry of Health, and informed the subsequent polio vaccination campaign. The *Child Info* database was developed and is being further refined to make child-focused data readily accessible.
UNICEF also contributed to strengthen monitoring and evaluation capacity of partners. Three partner capacity development activities were supported in the latter half of the year, engaging more than 50 implementing partners from the WASH and Education sectors. With the completion of the Monitoring and Evaluation Capacity Development Plan, UNICEF will accelerate these efforts in 2015.

UNICEF also developed a Concept Note for Knowledge Management for 2015-2017, paving the way for concerted efforts to capture and retain institutional knowledge in a fast-moving situation.

OUTPUT 2: By 2017, fewer boys and girls in schools are subjected to physical and verbal violence

Analytical Statement of Progress:
In partnership with the Ministry of Education (MoE), UNICEF continued to scale-up Ma’An Campaign to reduce violence against children in schools, and a survey indicates a resulting decrease in physical and verbal violence in schools across the country. In the scholastic year 2013-2014, 71 per cent of 3,659 target schools (63.6 per cent of all 4,055 schools) completed the computerised anonymous monthly surveys. Among the schools that participated in the survey, children reporting violence dropped from 35 per cent reporting verbal violence and 22 per cent reporting physical violence during the 2012-2013 scholastic year to 25 per cent and 16 per cent, respectively, during the 2013-2014 scholastic year. The Ma’An Campaign adopted a community-based approach, which includes empowering school-based advocacy committees, setting up an incentive system for positive behaviours, and training school counsellors on case management.

The Ma’An campaign also included several other interventions to further reduce violence against children in schools. In collaboration with MoE and partners, 80 master trainers from MoE and UNRWA were trained and equipped to roll out training for staff. An incentive system was piloted in six MoE and UNRWA schools for promoting positive behaviours among teachers and students throughout the scholastic year 2013-2014. The successful pilot is being replicated in 50 schools. To roll out the Inter-Agency Standard Operating Procedures for Prevention of and Response to Gender-Based Violence and Child Protection, a core team of 40 trainers received training. The reduction of violence in schools is challenged by several factors including overcrowding in schools, lack of and in some cases absence of qualified school counsellors, and inconsistent implementation of teachers’ disciplinary measures. An assessment was conducted in 2014 to inform the development of a Communication for Development strategy aimed at changing societal conceptions of violence against children. To mobilise high level support for the implementation of Ma’An campaign, meetings were held with the Minister and relevant staff from MoE.

OUTPUT 3: By 2017, national Child Protection system and coordination mechanisms are strengthened to provide improved services and better access to gender sensitive community based approaches for their rehabilitation and re-integration into society for vulnerable children

Analytical Statement of Progress:
UNICEF supported the geographical expansion of JPD to three new locations in Za’atari Camp, Mafraq city, and Central Amman to accommodate the increasing case load. UNICEF also supported capacity development of the JPD, which included the development of a training manual, training of 175 staff on knowledge and skills on international conventions and standards, interviewing skills and restorative justice approaches. In 2014, JPD dealt with a total of 293 juvenile cases. Around 140 of them were mediated, including 35 from Za’atari Camp.
Jordan continues to face challenges in order to fully implement the principle of “detention as a last resort.” To address this further, UNICEF worked in collaboration with the Columbia University Middle East Research Centre and MoSD to address juvenile justice issues. As a result, the diversion and foster care programmes were institutionalised within MoSD in three governorates. As of December 2014, a total of 34 children have benefited from diversion programmes and 54 children have benefited from foster care programmes.

In partnership with UNFPA and the World Health Organisation (WHO), UNICEF supported the adoption of a tracking system to address violence against women and children, which is led by National Council for Family Affairs. This system is being implemented by 10 institutions, including Family Protection Department and Ministry of Health. As of the end of 2014, 2,431 cases have been processed through the system.

UNICEF also supported the MoSD to establish and run a safe shelter for survivors of gender-based violence in Irbid. The shelter was established in response to the increased demand for such services. A total of 15 social workers have been recruited and trained on working with the survivors and providing compassionate, confidential and safe services.

**OUTCOME 5: National institutions implement child sensitive social protection programmes in Jordan**

**Analytical Statement of Progress:**
By the end of 2014, six ministries were implementing child-focused, results-based allocation. This would not have been possible without years of sustained work and solid collaboration with the General Budget Department of the Ministry of Finance and the National Council for Family Affairs. This collaboration also resulted, since 2012, in modifications to the annually published General Budget Law regarding budget allocations directly benefitting children in six pilot ministries (Ministry of Education, Ministry of Health, Ministry of Social Development, Ministry of Labour, Ministry of Justice and Ministry of Awqaf and Islamic Affairs). Training on public finance for children improved skills of the Ministry of Finance and line ministries officers in budget preparation, monitoring and evaluation.

**OUTPUT 1.** By 2017, government's social budget is properly monitored and tracked to ensure increasing quality of child spending, and its translation on better outcomes for children

**Analytical Statement of Progress:**
A Child Budget Analysis was completed and launched for two additional ministries in 2014, bringing the total number of ministries implementing a child-focused, results-based allocation to six (against the five-year target of 10 by 2017). The two ministries, Ministry of Justice and Ministry of Awqaf and Islamic Affairs, also received capacity development. Previous analysis was used to inform the Ministry of Health Strategy for 2013-2017, ensuring allocations for children. In 2014 UNICEF Jordan documented the main features of the child budgeting experience, extracting the main lessons learnt for further expansion of scope, and recommending measures for enhanced country programme coherence towards child and gender sensitive social protection programmes in Jordan.

**OUTPUT 2:** By 2017, national institutions, with a particular focus on the Zakat Fund and the National Aid Fund, have increased capacity to develop and implement better targeted child/gender oriented social protection interventions
Analytical Statement of Progress:
A study on the impact of the removal of subsidies on poor children and families was finalised. Some progress has been made in terms of the development of three scenarios for child focused protection schemes. Accordingly a workplan is being developed to support Zakat Fund for child grant cash assistance planned for 2015. At the same time, revision of the guidelines has met resistance from key stakeholders. The management information system for Zakat Fund, supported by UNICEF Jordan, was tested. Standard Operating Procedures were completed, endorsed and rolled out.

OUTCOME 6: Increase by 40 per cent number of children under five benefiting from improved health and nutrition care services in all camps in Jordan

Analytical Statement of Progress:
Through its Infant and Young Child Feeding (IYCF) programme, UNICEF reached, 1, 544 children under five in Palestinian camps (20 per cent of total) as well as in local communities. Feeding practices of pregnant women and lactating mothers were improved, as reflected in better health and nutritional environment. UNICEF coordinated with the Ministry of Health and United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) on the national immunisation campaign in November 2014 covering measles, rubella, polio and vitamin-A supplementation in camps and host communities, reaching 100 percent of children under five in camps.

OUTPUT 1: All of Primary Health Care facilities implementing IMCI approach.

Analytical Statement of Progress:
UNICEF and the Ministry of Health signed a protocol to include UNRWA service providers in the specialised training on Infant and Young Child Feeding and Integrated Management of Neonatal and Childhood Illness (IMNCI). UNRWA updated its guidelines to incorporate the IMNCI approach. The target of 80 per cent of facilities implementing IMCI was reached and 12 doctors and nine nurses were trained. An agreement with UNRWA will be explored to ensure the continuous training and capacity development of new staff.

OUTPUT 2: 30 per cent of Primary Health Care facilities implementing infant and young child feeding counselling and promoting relevant practices

Analytical Statement of Progress:
All 24 UNRWA health centres show significant progress in reaching more mothers with Infant and Young Child Feeding (IYCF) interventions and counselling services. UNRWA has integrated IYCF protocols in their all health centres, but there is still a need to upgrade the skills of the service providers.

OUTCOME 7: 25 per cent of families adopt 15 key child care practices to enhance child development with a focus on camps and Palestinian squatter areas
Analytical Statement of Progress:

UNICEF, in cooperation with the Ministry of Health and United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), celebrated the World Breastfeeding Week and launched a breastfeeding campaign during the first week of August 2014 in camps and host communities. A national communication campaign targeting 80 per cent of the families in the Palestinian camps was completed. A National Code of Marketing Breast Milk Substitutes was endorsed by the Ministry of Health to address the widespread use of infant formula and promote breastfeeding as the best nutritional start to support infants’ healthy development in the first two years of life.

OUTPUT 1: Additional 25 per cent of families practising key 15 child care practices to enhance child development.

No progress was made towards this output due to lack of funding. Given the funding constraints, UNICEF Jordan prioritised interventions in other areas.

OUTPUT 2: Exclusively breastfeeding campaign planned launched and implemented throughout the camps and Palestinian squatter areas.

Analytical Statement of Progress:

UNICEF, in cooperation with the Ministry of Health and UNRWA, celebrated the World Breastfeeding Week and launched a breastfeeding campaign during the first week of August 2014 in camps and host communities. A national communication campaign targeting 80 per cent of the families in the Palestinian camps was completed. A National Code of Marketing Breast Milk Substitutes was endorsed by the Ministry of Health to address the widespread and unnecessary use of infant formula, and promote breastfeeding as the best nutritional start to support infants’ healthy development in the first two years of life.

OUTCOME 8: Protection System strengthened to provide services to children and women victims of violence in the 14 camps through the promotion of a protective environment.

Analytical Statement of Progress:

UNICEF supported United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) to reduce violence in schools through the renowned Ma’an Campaign. The Ma’an campaign computerised monthly surveys were implemented at 170 UNRWA schools where students reported on physical and verbal violence and behaviour management techniques used by teachers. The survey was utilised for the full scholastic year 2013-2014 for the first time in UNRWA schools. The percentage of children reporting verbal violence was 11.6 per cent and 4.7 per cent for physical violence during the scholastic year 2013-2014. At the Ministry of Education schools, 24.9 per cent reported verbal violence and 16 per cent reported physical violence during the same time period.

In December 2014, UNRWA and UNICEF launched a three-year project to build on, consolidate and solidify efforts by UNRWA to achieve a safe and violence-free school environment. This includes the reactivation of student parliaments and advocacy committees, the revision of school codes of conduct, and the training of teachers on positive non-violent disciplinary measures. UNRWA is also involved in UNICEF’s other national work related to combatting violence in schools.
A multi-disciplinary team was established in Marka Refugee Camp, including social workers, school counsellors and a medical health team. This represented a paradigm shift towards an integrated team approach to working with families with complex needs in the camp. A case management approach was also introduced to ensure that the needs of refugees are identified and addressed through services that meet their particular circumstances. The multi-disciplinary team and the case management approach functioned well. The case management approach will be rolled out to the remaining Palestinian camps in 2015-2016, with priority given to camps with the most vulnerable populations.

**OUTPUT 1**: Establishment of a functioning child abuse reporting system at UNRWA centres and NGOs.

**Analytical Statement of Progress:**
UNRWA introduced a new multi-disciplinary team and case management approach on a pilot basis in Marka Camp to comprehensively address child protection cases. This brought together the UNRWA staff working in different programmes and introduced a shift towards a more effective way of working with families and children who are experiencing a range of complex family, social and economic circumstances, including issues related to child and family protection. These new initiatives ensured that families receive an integrated response through UNRWA's programmes and that a referral system to other services in the community is in place.

**OUTPUT 2**: 10 per cent children trained on their rights and how to protect themselves from violence.

**Analytical Statement of Progress:**
Funding constraints continued to hamper efforts to activate the training of children on their rights and how to protect themselves from violence.

**OUTCOME 9** Participation of students and parent teacher associations

**Analytical Statement of Progress:**
UNICEF adopted a more comprehensive approach on life-skills programming, addressing different life situations and skills that respond to the emerging needs of young people in Jordan. Adolescents and youth apply the skills they have learned in youth-led initiatives and civic engagement projects that respond to challenges in their communities.

UNICEF institutionalised the life-skills programme in all 14 Palestinian camps in Jordan. A partnership with Jordan Hashemite Fund for Human Development (JOHUD) and the Community Development Centers (CDC) was established in November 2014 to roll out the programme. A training of trainers was conducted for a core team of 60 master trainers (males and females), including peer educators and youth volunteers. By the end of January 2015, 2,500 adolescents and youth will be trained and they will in turn design, plan and implement youth-led initiatives in their communities. UNICEF and the CDCs in the camps started identifying the most vulnerable and marginalised young people who can benefit from this programme in 2015.

UNICEF also initiated the National Youth Survey in 2014. It will cover all Palestinian camps in Jordan and will provide more information about the situation and aspiration of Palestinian young people. The survey questionnaire and methodology were finalised through a participatory approach, and data collection will start in January 2015.
OUTPUT 1: Participation of student parliaments and Parent Teacher Associations (PTAs) in the school learning environment is increased by 20 per cent

Analytical Statement of Progress:

UNICEF modified the life-skills manual in 2014 in consultation with an advisory group that included adolescents and youth, workers involved in youth programmes, experts and specialised workers in life skills programming. The manual was designed to address self-management skills, cognitive skills, social skills and team work relevant to different spheres of life, life skills for every day, life skills in difficult humanitarian situations, civic engagement and employability. The manual aims to promote resilience and self-development by enabling young people to use their voices, participate more actively in their communities, and think creatively and critically about themselves and their roles in society.

A core team of 60 trainers, peer educators, and youth volunteers (24 males and 36 females) spread across all CDCs in the Palestinian Camps in Jordan were trained in life-skills training. They will conduct training for 2,500 adolescents and youth in January 2015. UNICEF and the CDCs conducted a mapping exercise to identify the most vulnerable and marginalised young people. This was supported by all CDCs and UNRWA’s Women’s Programme Centres in 12 camps where existing databases, referral mechanism, schools as well as other community centres helped identify young people who could benefit from life-skills interventions.

OUTCOME 11: Improved knowledge and practices among adolescents (especially at-risk groups) living in the 14 official and unofficial camps to lead a healthy lifestyle, including prevention of HIV/AIDS and substance abuse

Analytical Statement of Progress:
UNRWA decided not to implement the youth strategy. Issues and needs of Palestinian youth will be integrated in Jordan National Youth Strategy. This will support the formulation of an inter-ministerial action plan on Palestinian youth and adolescents in 2015.

OUTPUT 1: All UNRWA affiliated Women Programme Centers (14 centres) have adopted the National Criteria for Adolescent Friendly Centers and demonstrated 40 per cent improvement in their compliance with the criteria and the Youth strategy (that is being developed by UNRWA and partners)

OUTCOME 12: Increased availability of disaggregated data by geographic location and gender for improved planning, resource allocation better policy advocacy and monitoring of CRC/MDGs

Analytical Statement of Progress:
In 2014, UNICEF advocated for generation of evidence and data on disparities through equity-specific studies in focused geographic areas. UNICEF also focused on the generation of strategic information on the situation of children through research and studies in partnership with national entities, as well as with United Nations agencies. Efforts were made to develop the capacity of counterparts in child-friendly budgeting, and the General Budget Department (GBD) and National Council for Family Affairs (NCFA) have been very supportive and reliable partners in this endeavour. The efforts included training of staff from relevant ministries on monitoring and evaluation in the context of public financing for child-friendly budgeting.
OUTPUT 1 Ensure up-to-date data, information and knowledge on children and women compiled and available

Analytical Statement of Progress:

UNICEF successfully negotiated an agreement with Department of Statistics to include a module on disability in the Census 2015. This data will provide strategic and accurate data that will be used in planning and promotion of more inclusive services in Jordan. Data and analysis of the situation of Palestinians in camps was also included in the Study on Out of School Children, Study on Child Marriage, and the monthly school-based survey on violence against children.

OUTPUT 2 National initiatives to strengthen national budgeting and expenditure analysis capacities are supported

Analytical Statement of Progress:

With support from UNICEF, training material on child-friendly budgeting was made available to the National Council for Family Affairs and General Budget Department (GBD) and was integrated into GBD’s regular training programme. A Child-friendly budgeting workshop and monitoring and evaluation training took place in 2014, and 25 participants from the GBD, Ministry of Justice and Ministry of Awqaf and Islamic Affairs were equipped with new skills. This also resulted in introducing child-sensitive key performance indicators in the budget chapters in their respective ministries. The GBD is keen to enhance the internal and line ministries’ monitoring and evaluation capacities to stay abreast of this process. Since the fiscal year 2012, six ministries have been applying the child-friendly budget approach.