



Jordan Response Plan

for the Syria Crisis

2018-2020

FOREWORD



The Syria crisis, including its unprecedented refugees' odyssey, has been globally recognized as the worst humanitarian disaster the world has faced since the Second World War, posing an increasing threat to human security, development and economic growth.

Seven years into the crisis, the prospects of an impending return home for the 5.5 million Syrian refugees displaced in neighboring countries are still remote. Even if a peaceful solution materializes, it will take years to rebuild Syria and for its people to resettle. This means that host countries like Jordan will have to continue bearing the mounting costs of the crisis and facing the ever-increasing challenges to their social and economic fabric for 2018 and beyond.

Jordan remains committed to uphold its moral obligations towards Syrian refugees and to carry more than its fair share of the response. However, the fates of refugees and the countries that host them are fundamentally intertwined. A safe and dignified future for Syrian refugees tomorrow requires a directly proportional investment in the resilience of host countries today.

Jordan has reached its maximum carrying capacity with no fiscal space remaining given the national economic and financial reform program in coordination with the IMF, and in terms of overall available resources. Existing physical and social infrastructure, as well as government services, are overstretched, thereby negatively impacting our ability to continue providing assistance to Syrians whilst maintaining adequate service levels for Jordanian citizens or risking our hard-earned development gains.

In recent years, Jordan has been pioneering a resilience-based approach through its three-year rolling Jordan Response Plan (JRP), which consolidates all required efforts to respond to and mitigate the impact of the Syria crisis on Jordan and its people.

The JRP has been successful in transitioning from a state of affairs wherein the aid architecture for delivering humanitarian and development assistance was fragmented to a nationally-led resilience framework that integrates humanitarian and development support, thereby enhancing transparency and accountability as means of delivering concrete results that positively impact both Jordanians and Syrians.

Much has been achieved over the past year through the JRP. For example, access to education has been improved and over 130,000 Syrian refugee boys and girls have been enrolled in public schools across the country. More than 211,000 primary health care assistance services and 91,930

maternal and child health assistance services have been provided to Syrian refugees and vulnerable Jordanians. Cash assistance programming has reached an average of 143,000 Syrian refugees and 5,800 Jordanians per month, while 18,225 Syrian households have received non-food item kits.

Furthermore, within the framework of the JRP, the Government of Jordan and the international community have worked together to pioneer some innovative solutions to very concrete problems. In Zaatari camp, for instance, a solar plant has been established to allow people to access clean energy. Since 2014, an innovative iris-scan system has also been introduced to streamline refugee registration process as well implement cash support schemes including piloting block chain schemes. The JRP has also shown to be an effective tool to engage with foundations and the private sector on a very concrete partnership that has helped both Jordanian and Syrian refugee women get an income by producing textile furnishing to be sold nationally and internationally through IKEA shops.

The JRP has further evolved with the endorsement of the Jordan Compact in February 2016 by incorporating important commitments on education, stemming from our joint belief of leaving no one behind, as well as on the livelihood front by linking trade and investment to work permits. Jordan has also put forward a detailed plan on what measures, changes to legislation, structural reforms and incentives to implement as part of Jordan's continued efforts to improve the doing-business climate and investment environment.

The above-mentioned results could have not been obtained without the critical financial and technical support of the international community, that has provided actual contracted grants to the JRP for about USD1.7 billion, corresponding to 65% of funding requirements in 2017. Although this is a record amount in the JRP history, unfortunately the needs and requirements of Syrian refugees and Jordanian host communities still vastly outpace the financial support received, in addition to the fact that recent increased financial assistance never compensated Jordan for prior years when support was much lower. This implies that any deficit in financing the JRP has been borne by the Government of Jordan, hence worsening our fiscal space, which has in turn negatively affected the life quality of Jordanians and Syrians alike.

The Government of Jordan is exploring ways to further improve the JRP and mobilize further resources, for instance by streamlining its activities within the relevant sector specific plans that constitute the government's national integrated development rolling plans, the Executive Development Programmes (EDPs), to sustain increased levels of support and to maximize developmental impact of our development partners. This will require incremental changes and building on the education sector approach. This will also necessitate that the role of national partners, including government bodies, be enhanced in transitioning towards a more developmental response. This must result in maximizing the utilization of government structures and national capacities to the maximum and transferring operational responsibility to capable national providers. Empowering local and national capacity is a Grand Bargain commitment and key priority for Jordan in the upcoming phase.

It is therefore critical to continue investing, in full coordinated partnership and with sufficient resources, as per the international community's commitments in London and Brussels, in the Jordan model in order to strengthen our capacity and resilience, at both national and community levels. In particular, we expect the international community to keep up with the Jordan Compact commitments of (i) sustaining sufficient grant support to the Syria crisis response at an ever increasing level, (ii) providing sufficient concessionary funding to cover Jordan's financing gaps, and (iii) further simplifying the Rules of Origin with the EU and accelerate the finalization and implementation of the Firm-Level Assistance Programs that aim at providing targeted technical assistance and matchmaking support to Jordanian manufacturers and firms interested in exporting to the EU market or attracting new manufacturing investments.

We are at a moment of opportunity and we collectively need to deliver on the promise of this Jordan Response Plan 2018-2020, which was endorsed by the Government of Jordan and the international community on 1st February 2018.

The Jordan Response Plan 2018-2020 is a clear sign of Jordan's commitment to build an integrated multi-year framework to respond to the challenges faced by Jordan because of the Syria crisis- a framework that is able to appropriately respond to the impact of the crisis in a transparent and sustainable manner and that is fully in line with the principles of national ownership, alignment, mutual accountability and harmonization adopted in the Paris Declaration and reinforced subsequently in Accra, Busan and Addis Ababa.

Finally, I would like to offer my sincere gratitude to our partners for their tireless efforts and invaluable support over the past year, particularly line ministries, UN agencies, the donor community and NGOs. Lastly, I extend my gratitude to MOPIC's Humanitarian Relief Coordination Unit and to the JRPSC Secretariat for their joint effort in coordinating the development and finalization of this Plan, which constitutes the only comprehensive document within which international grants for the Syria crisis are to be provided to Jordan.

Sincerely,

Imad Najib Fakhoury

**Minister of Planning &
International Cooperation**

A handwritten signature in black ink, consisting of a large, stylized 'I' and 'F' intertwined, with a horizontal line at the bottom.





Table of Contents

EXECUTIVE SUMMARY	1
Budget Requirements per Component	3
Budget Requirements per Year	4
CHAPTER 1: CONTEXT AND METHODOLOGY	6
Overview of the Crisis	7
The Paradigm-Shift Approach of the JRP	8
The JRP 2018-2020 Process	9
Jordan Response Information System for the Syria Crisis (JORISS)	10
International Support to the JRP	10
Planning Assumptions	12
Structure of the Plan	14
CHAPTER 2: COMPREHENSIVE VULNERABILITY ASSESSMENT	16
Introduction	17
Education	18
Energy	20
Environment	22
Food Security	23
Health	25
Justice	27
Livelihoods	28
Local Governance and Municipal Affairs	30
Shelter	31
Social Protection	33
Transport	35
WASH	36
CHAPTER 3: DIRECT AND INDIRECT IMPACT OF THE CRISIS ON JORDAN	40
Introduction	41
Macro Level Impact	42
Sector Impact of the Syria Crisis	44
Education	44
Health	44
Energy	45
Public Works	46
Municipalities	47
Agriculture sector	47
Environment	48
Income Losses	48

Transport	48
Labour	49
Security	50
Indirect Impact of the Syria Crisis	50
Financial Requirements for Subsidy, Security, Income Losses and Infrastructure Depreciation	51
CHAPTER 4: SECTOR RESPONSE PLANS	54
Introduction	55
Education	55
Energy	61
Environment	63
Food Security	66
Health	69
Justice	75
Livelihoods	77
Local Governance and Municipal Services	81
Shelter	85
Social Protection	87
Transport	91
WASH	93
CHAPTER 5: MANAGEMENT ARRANGEMENTS	98
General Principles	99
Jordan Response Information System for the Syria Crisis	99
Approach	100
Aid Modalities	100
Project Submission and Approval	101
Monitoring and Reporting	101
Management Support Requirements	101

List of Acronyms

AWC	Aqaba Water Company
CSO	Civil Service Organisation
CSP	Concentrated Solar Power
CVA	Comprehensive Vulnerability Assessment
ESSR	Emergency Services and Social Resilience
FPD	Family Protection Department
GIS	Geographic Information System
GIZ	German Society for International Cooperation
GOJ	Government of Jordan
HC	Health Committee
JRP	Jordan Response Plan for the Syria Crisis
JRPSC	Jordan Response Platform for the Syria Crisis
HIES	Household Income and Expenditure Survey
HMIS	Health Management Information System
HRH	Human Resources for Health
HUDC	Housing and Urban Development Corporation
ILO	International Labour Organisation
INGO	International Non-Governmental Organisation
JOD	Jordanian Dinar
JORISS	Jordan Response Information System for the Syria Crisis
JPD	Juvenile Probation Department
JPFHS	Jordan Population and Family Health Survey
LDU	Local Development Unit
LED	Local Economic Development
LNG	Liquefied Natural Gas
M&E	Monitoring & Evaluation
SDA	Sustainable Development Agenda
SDG	Sustainable Development Goals
MOA	Ministry of Agriculture
MOE	Ministry of Education
MOENV	Ministry of Environment
MOH	Ministry of Health
MOI	Ministry of Interior

MOMA	Ministry of Municipal Affairs
MOPIC	Ministry of Planning and International Cooperation
MOPWH	Ministry of Public Works and Housing
MOSD	Ministry of Social Development
MW	Mega Watt
MWI	Ministry of Water and Irrigation
NAF	National Aid Fund
NEEAP	National Energy Efficiency Plan
NFE	Non-Formal Education
NGO	Non-Governmental Organisation
NHF	Noor Al Hussein Foundation
NNGO	National Non-Governmental Organisation
NRP	National Resilience Plan
NRW	Non-Revenue Water
PHC	Primary Health Centres
QLI	Quality of Life Index
SGBV	Sexual and Gender-Based Violence
SWM	Solid Waste Management
TB	Tuberculosis
UASC	Unaccompanied and Separated Children
UN	United Nations
VAF	Vulnerability Assessment Framework
WAJ	Water Authority of Jordan
WASH	Water, Sanitation and Hygiene
WB	World Bank
WGBM	Women, Girls, Boys and Men
WWTP	Waste Water Treatment Plants
YWC	Yarmouk Water Company

EXECUTIVE SUMMARY

Jordan is currently hosting more than 1.3 million Syrians, including 655 thousand registered refugees, who face increasing vulnerability as their savings, assets and resources are long exhausted.¹ Providing for their needs and ensuring their access to key public services, including health, education, municipal services and water, has impacted heavily on Jordan's finances and ability to deliver quality services for all. In order to respond to the negative effects of the crisis, Jordan has adopted a resilience-based approach that bridges the divide between short-term humanitarian and longer-term developmental responses: the Jordan Response Plan (JRP) 2018-2020.

The JRP 2018–2020 is a three-year plan that seeks to address the needs and vulnerabilities of Syrian refugees and Jordanian people, communities and institutions affected by the crisis. It incorporates refugee and resilience responses into one comprehensive vulnerability assessment and one single plan for each sector. The JRP 2018-2020 fully integrates the most recent policy decisions taken by the Government of Jordan on livelihood and education issues, thereby becoming the only national document within which international grants for the Syria crisis should be provided.

In order to maximise the possibilities of securing reliable and predictable funds to assist in the delivery of both short-term humanitarian and longer-term resilience-based interventions, the Plan adopts a multi-year rolling approach spanning 36 months. This means that the JRP is expected to be revised on an annual basis based on updated needs and vulnerabilities. It is believed that this will facilitate the design and implementation of clear linkages between humanitarian and development interventions, as well as the provision of multi-year predictable funding. Finally, the JRP is not conceived in an institutional vacuum but it is part of a wider national planning process that reflects the country's longer term development vision.

All in all, the JRP is considered by some researchers as the most sophisticated response to the Syrian refugee crisis of all the major neighbouring host countries.²

¹ UNHCR, 'External Statistical report on UNHCR registered refugees', 5 December 2017

² Alexandra Francis, "Jordan's Refugee Crisis", Carnegie Endowment for International Peace, September 2015





The JRP 2018-2020 total budget is USD 7.312 billion, including USD 2.761 billion for subsidy, security, income losses and infrastructure depreciation due to the Syria crisis, USD 2.126 billion for refugee-related interventions and USD 2.425 billion for resilience strengthening, including that of communities where both Jordanians and Syrians live. The JRP budget per year is the following:

2018	USD 2.483 billion
2019	USD 2.525 billion
2020	USD 2.304 billion

Budget requirements for refugee and resilience programmatic response have been disaggregated into detailed project summary sheets (PSS), which are annexed to this JRP and available on www.jrpssc.org. Each PSS includes relevant information, such as project objective, outputs, activities, budgets, location and beneficiaries. Also, PSSs within each sector have been prioritized based on commonly agreed criteria.

JORISS will be the information system to ensure that all financial resources for the JRP are tracked and accounted for. A recent Human Rights Watch's report states that Jordan, uniquely among host countries, publishes regular updates on all JRP funding and maintains an online database with detailed

information on all JRP projects. The strength of JORISS, according to this report, is that it “includes funds actually disbursed, and not all funds committed in a given year, which allows an assessment of whether funding needs in a specific year have been met”.³

Finally, this JRP document consists of the following five chapters: (I) Context and Methodology; (II) Comprehensive Vulnerability Assessment; (III) Direct and Indirect Impact of the crisis, including income losses and subsidies; (IV) Sector Response Plans; and (V) Management Arrangements.

BUDGET REQUIREMENTS PER COMPONENT (USD)

Sector	Refugee Response	Resilience Response	Total
Education	428,923,049	720,410,320	1,149,333,369
Energy	40,889,889	131,093,886	171,983,775
Environment	-	18,203,540	18,203,540
Food Security	518,257,831	79,343,483	597,601,314
Health	214,604,796	301,126,391	515,731,187
Justice	9,173,750	38,640,000	47,813,750
Livelihoods	101,198,693	134,827,400	236,026,093
Local Governance and Municipal Services	5,520,446	184,472,445	189,992,891
Shelter	60,291,570	18,000,000	78,291,570
Social Protection	652,737,204	187,321,632	840,058,836
Transport	-	49,015,000	49,015,000
WASH	93,990,000	559,700,000	653,690,000
Management	-	3,000,000	3,000,000
Sub Total: Programmatic Response	2,125,587,228	2,425,154,097	4,550,741,325
Sub Total: Subsidy, Security, Income Losses, Infrastructure Depreciation	-	-	2,761,274,745
GRAND TOTAL	-	-	7,312,016,070

³ Human Rights Watch, ‘Following the Money - Lack of Transparency in Donor Funding for Syrian Refugee Education’, page.25, September 2017

BUDGET REQUIREMENTS PER YEAR (USD)

Sector	2018	2019	2020	Total
Education	328,789,723	434,759,139	385,784,507	1,149,333,369
Energy	76,957,925	49,057,925	45,967,925	171,983,775
Environment	8,134,800	7,158,740	2,910,000	18,203,540
Food Security	196,593,170	204,029,572	196,978,572	597,601,314
Health	168,802,713	216,216,476	130,711,998	515,731,187
Justice	19,065,000	14,805,000	13,943,750	47,813,750
Livelihoods	110,912,602	70,168,355	54,945,136	236,026,093
Local Governance and Municipal Services	70,198,103	67,461,605	52,333,183	189,992,891
Shelter	24,291,570	26,000,000	28,000,000	78,291,570
Social Protection	351,282,748	263,724,194	225,051,894	840,058,836
Transport	13,635,000	18,305,000	17,075,000	49,015,000
WASH	212,990,000	233,660,000	207,040,000	653,690,000
Management	1,200,000	1,000,000	800,000	3,000,000
Sub Total: Programmatic Response	1,582,853,354	1,606,346,006	1,361,541,965	4,550,741,325
Sub Total: Subsidy, Security, Income Loss, Infrastructure Depreciation	900,514,439	918,406,698	942,353,608	2,761,274,745
GRAND TOTAL	2,483,367,793	2,524,752,704	2,303,895,573	7,312,016,070



A decorative graphic on the left side of the page consisting of two concentric circular arcs. The outer arc is a light blue color, and the inner arc is a dark blue color. They are positioned such that they form a partial ring shape, with the center of the circles located to the left of the page.

Chapter 1

Context and Methodology

The Jordan Response Plan 2018-2020 consolidates all required efforts to respond to and mitigate the impact of the Syria crisis on the Kingdom and the people living in it. It incorporates the latest policy decisions taken by the Government of Jordan on livelihoods and education, thereby becoming the only comprehensive Plan within which international grants for the Syria crisis should be provided to Jordan.

Overview of the Crisis

Seven years into the Syria crisis, more than 5 million Syrian refugees are still displaced into Jordan and other neighboring countries. Since 2011, Jordan alone has provided refuge to more than 1.3 million Syrians, including 655,500 registered refugees, who face increasing vulnerability as their savings, assets and resources are long exhausted. Around 141,000 of these refugees live in camps, while the remaining have settled in urban and rural areas, primarily in northern governorates and in Amman.⁴

The Syria crisis has added strain on the country's economy and infrastructure and has put pressure on all sectors including education, health, housing, water, municipal services and electricity supply. Jordanians feel acutely the impact of the crisis on their daily lives, particularly in host communities where the share of Syrian refugees, and its pressure on local service delivery, natural resources and the labour market, is highest.

Although the impact of reforms related to stimulating private-sector investments and higher exports—mainly due to the European Union's relaxation of Rules of Origin—is expected to be positive on Jordan's economy in the near future, currently the crisis continues to aggravate economic challenges and exacerbate pre-existing vulnerabilities, thereby casting a shadow over public finance performance and placing a significant burden on the national budget.

Since its onset in 2011, the direct cost of the Syria crisis on Jordan has been calculated to be around USD 10.291 billion.⁵ This includes the costs of providing education, health, water and other services to refugees as well as subsidies on electricity, materials and goods, in addition to transport losses and security costs.

Although the international community has been generous in providing development and humanitarian aid to the Jordan Response Plan (JRP) in recent years⁶, unfortunately the needs and requirements of Syrian refugees and Jordanian host communities have vastly outpaced the financial support received. This has caused that any deficit in financing the JRP has been borne by the Government of Jordan, by adding to the national debt, which has in turn negatively affected the life quality of Jordanians and Syrians alike.

4 UNHCR, 'External Statistical report on UNHCR registered refugees', 5 December 2017

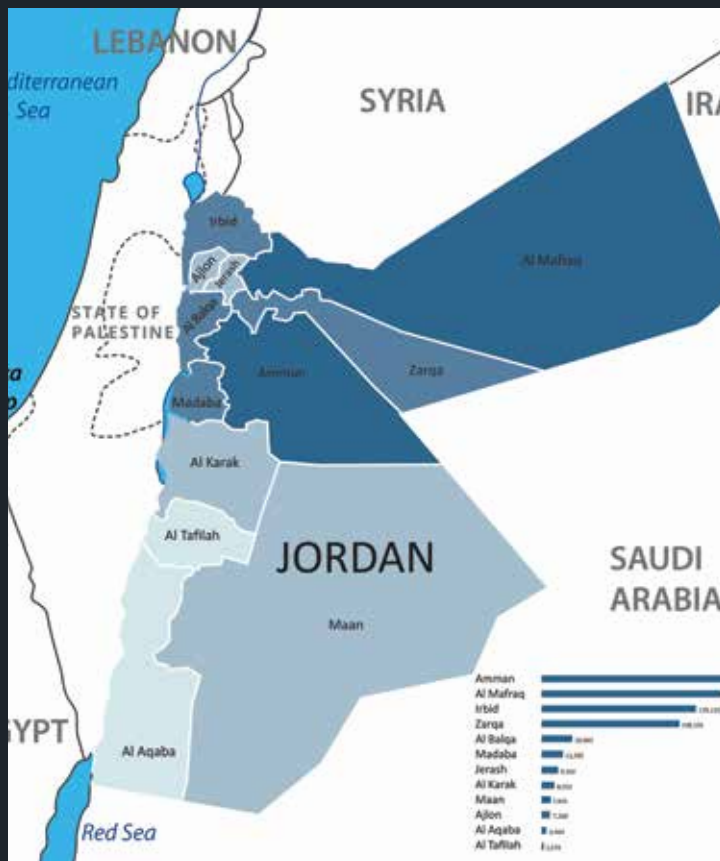
5 Government of Jordan, Ministry of Planning and International Cooperation, 2017

6 The JRP has received USD 1.65 billion in 2016 and USD 1.72 billion in 2017 (62% and 65% of net requirements, respectively)

The Demographic of Syrian Refugees in Jordan

According to the 2015 CENSUS, the total population of Jordan was estimated at 9.531 million, including 1.265 million Syrians, who represent 13.2% of the overall population. Out of the total number of Syrians in Jordan, 655,500 are currently registered as refugees with the United Nations High Commissioner for Refugees (UNHCR).⁷

Approximately, 79% of registered Syrian refugees registered refugees, representing 516,000 people, live in host communities in urban and rural areas of Jordan. The remaining 21% are settled in camps, either in Azraq, Emirati Jordanian Camp, or Za'atari. The highest concentration of refugees is found in the northern governorates of Amman, Irbid, Mafrq and Zarqa.



Registered Syrian Refugees in Jordan –
Governorate Level ⁸

The Paradigm-Shift Approach of the JRP

Traditionally, humanitarian assistance addressing immediate refugees' needs and developmental interventions focusing on longer-term recovery and capacity strengthening activities have been managed by the international community through various programming strategies, tools, implementing partners and funding mechanisms. However, the duration and spill-over effects of the Syria crisis has challenged standard aid responses and coordination mechanisms, thereby exposing the divergence and contradiction between the humanitarian and development assistance systems, which produce gaps in policy, assessment, response capacity, and funding efficiency. There is also a growing acknowledgment that current humanitarian funding and programming are neither sufficient nor sustainable, hence requiring a more development-oriented approach to build resilience and reduce Jordan's dependency on humanitarian assistance over time.

The JRP 2018–2020 seeks to bridge this divide and reconcile the programming objectives, funding mechanisms and operating systems that often run parallel to each other in addressing short-term people centred needs and medium to long-term systemic and institutional fragilities. The Plan adopts a resilience-based approach to respond to and mitigate the effects of the crisis on Syrian refugees and Jordanian people, host communities and institutions by integrating humanitarian and development responses into one comprehensive vulnerability assessment and one single plan for each JRP sector. The aim of this resilience-oriented approach is two-fold: on one hand, to ensure that the impact of the crisis does not lead to lasting negative effects on the well-being of individuals, households, communities, institutions and systems; on the other hand, to build national capacity to absorb future external shocks and deal effectively with its related stresses.

7 UNHCR, 'External Statistical report on UNHCR registered refugees', 5 December 2017

8 UNHCR, December 2017

In order to maximise the possibilities of securing reliable and predictable funds to assist in the delivery of both short-term humanitarian and longer-term resilience-based interventions, the Plan adopts a multi-year rolling approach spanning 36 months. This means that the JRP is expected to be revised on an annual basis based on updated needs and vulnerabilities. It is believed that this will facilitate the design and implementation of clear linkages between humanitarian and development interventions as well as the provision of multi-year predictable funding. Finally, the JRP is not conceived in an institutional vacuum but it is part of a wider national planning process that reflects the country's longer term development vision.

All in all, The JRP is considered by some researchers as the most sophisticated response to the Syria crisis of all the major neighbouring host countries.⁹

The JRP 2018-2020 Process

The JRP 2018-2020 is prepared within the framework of the Jordan Response Platform for the Syria Crisis (JRPSC), which is chaired by the Minister of Planning and International Cooperation (MOPIC). The JRPSC brings together high level representatives of the government, development partners, UN agencies and the INGO community under one planning and coordination framework. Its mission is to ensure a comprehensive, coordinated, nationally-owned, and internationally supported response to the multi-faceted challenges faced by Jordan as a result of the Syria crisis. The JRPSC is supported by a dedicated Secretariat that works in close cooperation with the Humanitarian Relief Coordination Unit at MOPIC. Within the JRPSC framework, 12 Task Forces (TFs) were established to provide a forum for technical discussion and strategic policy-advisory support to the Government of Jordan in the development and implementation of a coherent sector wide response to the impact of the Syria crisis on Jordan.

List of Sector Task Forces

 EDUCATION	 ENERGY	 ENVIRONMENT	 FOOD SECURITY	 SHELTER	 SOCIAL PROTECTION
 HEALTH	 JUSTICE	 LIVELIHOODS	 MUNICIPAL SERVICES	 TRANSPORT	 WASH

The JRP is composed of 12 sector responses, each of which is guided by an overall objective and a set of specific objectives that bring together all agreed interventions to address the humanitarian and development needs. Each sector response builds upon a Comprehensive Vulnerability Assessment (CVA), which aims to clarify vulnerabilities of both refugees and host communities as well as to assess the impact of the crisis on key social services, such as education, health, solid waste management and water.

⁹ Alexandra Francis, "Jordan's Refugee Crisis", Carnegie Endowment for International Peace, September 2015

Both the CVA and the sector responses were prepared by the TFs during intensive working sessions, which culminated in a three-day workshop on 24-26 September 2017, when some 400 stakeholders gathered together to draft the 12 sector assessments and responses, which included priority interventions and project summary sheets (PSSs). TF participants included government officials, UN and NGO representatives, diplomats from donor countries, and, for the first time, representatives from chambers of commerce, universities, hospitals and the Greater Amman Municipality. During the period between October and December 2017, all sector responses and assessments were reviewed by MOPIC and finalized in close consultation with line ministries and other relevant stakeholders.

Jordan Response Information System for the Syria Crisis (JORISS)

The Jordan Response Information System to the Syria Crisis (JORISS) has been established to facilitate funding submission and replace the previous paper-based approval system. Before the start of the Syria crisis, in fact, the funding revision process was done by MOPIC on behalf of the Government of Jordan, through paper-based project documents and reports with sub-optimal levels of efficiency. In March 2015, as a result of the increasing operational complexity and scale of the response to the Syria crisis in Jordan, MOPIC set up JORISS to ensure that all Syria-crisis related projects are aligned with the Government's priorities as outlined in the JRP.

Since then, JORISS has centralized all JRP financial and technical project information, thereby allowing MOPIC to track activities and funding by sector, implementing partner, donor and geographical location. In this sense, JORISS is a tool to strengthen Government of Jordan's capacity to monitor the JRP results, thus increasing overall transparency. JORISS is also the established system for NGOs to have their foreign funding approved by the Cabinet, as per Jordanian legislation.¹⁰ A recent Human Rights Watch's report states that Jordan, uniquely among host countries, publishes regular updates on all JRP funding and maintains an online database with detailed information on all JRP projects. The strength of JORISS, according to this report, is that it "includes funds actually disbursed, and not all funds committed in a given year, which allows an assessment of whether funding needs in a specific year have been met".¹¹

International Support to the JRP

Since 2013, Jordan has taken a leadership role in the set-up of a comprehensive national response plan to the impact of the Syria crisis on the country. The previous three editions of the JRP represented a paradigm shift in this respect by paving the way for the planning and coordination of a coherent short-term refugee and longer-term developmental response within a resilience-based comprehensive framework.

In February 2016, at the "Supporting Syria and the Region" conference in London, the Government of Jordan took another ambitious and forward looking step ahead in dealing with the impact of the Syria crisis through the Jordan Compact. The Compact aims to turn the challenge of the massive

¹⁰ Law No. 22 of 2009 – Law on Societies

¹¹ Human Rights Watch, 'Following the Money - Lack of Transparency in Donor Funding for Syrian Refugee Education', page 25, September 2017



presence of refugees in the country into a development opportunity benefiting both Jordanians and Syrians. On one side, concrete actions on livelihoods and jobs, as well as improved access to education, are included in order to give refugees the skills they need to rebuild Syria, hopefully in the near future. On the other side, improved access to the European market, grants and concessional loans were made available to Jordan to mitigate the impact of the crisis.

In April 2017, representatives of over 70 countries, international organisations and civil society came together in Brussels for the ‘Supporting the future of Syria and the region’ conference (Brussels conference) to build on momentum from the previous London conference and mobilise funding to respond to the needs of the people affected by the crisis in Syria and in neighbouring countries. Multi-year pledges were made for the 2017– 2020 period and amounted to almost USD 10 billion in grants, including USD 6 billion for 2017 alone.

Despite this record pledged amount, not all financial resources have been translated into real disbursements to support Syrian refugees and host communities in Jordan. Underfunding is unfortunately a recurrent issue for Syria crisis-related appeals in Jordan and elsewhere. This is emblematic of the failure of the orthodox model according to which host countries provide protection space to refugees while the costs of hosting refugees are borne by the international community. The flaw of this model lies in the fact that while the international community has no legal obligation to offer financial support, host countries are legally bound by international law not to expel people facing a genuine threat of persecution in their home country.¹²

¹² WANA Institute, “Forging New Strategies in Protracted Refugee Crises: Syrian Refugees and Host State Economy. Jordan Case Study”, 2016

Planning Assumptions

A number of assumptions were developed to guide and ensure the reality and consistency of the JRP 2018-2020. Below are the most important ones, which are based on current data and recent historical trends:

- Total population of Jordan is estimated at 9,917,500 People in mid-2017 and is expected to grow by 2% a year in 2018 and 2019.¹³
- The total number of Syrian nationals is estimated at 1,375,715 People in mid- 2017 and is expected to remain stable in 2018. This takes into consideration new arrivals and voluntarily returnees as well as the natural population growth.
- The total number of registered Syrian refugees is estimated at 660,550 refugees in mid- 2017, including 141,000 residing in camps. The total number of registered refugees is expected to remain stable in 2018.
- The highest concentration of refugees continues to be in the northern governorates and in Amman.
- The international community translates its pledges and commitments into real and trackable disbursements by adequately financing- through grants- the Jordan Response Plan, including its resilience and budget support components.
- All partners commit to provide transparent and timely reporting on funding allocations, projects, activities and expenditures through JORISS.
- The international community will adhere to internationally agreed principles on aid effectiveness, recognizing country ownership, alignment and usage of national systems. Accordingly, the government will maintain and enhance an enabling environment for aid effectiveness and coordination.

All above-mentioned assumptions will be regularly revised and adjusted, if needed.

JRP Objectives

Given that the number and distribution of Syrian refugees in Jordan has not changed significantly over the past year, that international aid has fallen short of needs, and that prospects for a solution to the conflict remain slim, while the objectives of this Plan remain similar to the JRP 2017-2019. Within a timeframe of three years (January 2018 – December 2020), the Plan aims to:

- Meet the immediate humanitarian and protection needs of:
 - Syrian refugees in and out of camps.
 - Vulnerable Jordanians affected by the Syria crisis.
- Upscale critical capacities of the central, regional and local authorities to plan, program, coordinate and implement the development response in order to manage and mitigate the impact of the crisis in a timely, efficient and effective manner.
- Foster the resilience of:
 - The service delivery system, at the national and local levels, and mitigate the negative impact on health, education, water and sanitation in a cost-effective and sustainable manner.
 - Municipal services and infrastructure in areas critically affected by demographic stress, including solid waste management, housing, and energy sectors, thereby advancing more cost effective and sustainable solutions.

¹³ Department of Statistics, Government of Jordan



- Ensure that all Syrian children are in education.
- Improve the livelihoods of vulnerable Jordanians and Syrian refugees, and strengthen their coping mechanism.
- Address social imbalances and improve social cohesion in host communities.
- Support the government budget to cope with the financial burdens resulting from the Syria crisis.
- Mitigate pressures on the natural resources, environment and ecosystem services.

The above-mentioned objectives are expected to be achieved in proportion to the financial resources the international community provides for the JRP.

Structure of the Plan

The JRP 2018-2020 is composed of 5 chapters. **Chapter 1** includes an overview of the crisis, and explains the demographics of Syrians in Jordan, including their distributions in camps and host communities. Moreover, it describes the approach followed to develop the JRP and its objectives and assumptions. **Chapter 2** presents the main findings of the CVA, which measures the impact of the crisis on key public service sectors and their capacity to cope with the additional demand arising from the influx of refugees. It identifies the vulnerabilities, needs and gaps in assistance to host communities and refugees in and out of camps, as well as local and national institutions and service providers affected by the Syria crisis to support improved targeting of assistance on the basis of vulnerability. **Chapter 3** deals with the impact of the Syria Crisis on the Jordanian economy. It presents the macroeconomic implications of the crisis in terms of the negative change in some key economic indicators in absolute and relative terms. The chapter also introduces the direct and indirect impact on different sectors including: education, health, energy, water, public works, municipalities, agriculture, environment, transport and livelihood, in addition to income losses and security costs resulting from the crisis as well as the cost of food subsidies provided by the government. **Chapter 4** is the response chapter, which collects all 12 sector responses developed by the TFs. For each sector, it includes a short overview of the impact of the Syria crisis and the key areas of intervention, which are linked to the sector overall objective and specific objectives. **Chapter 5** describes the managerial principles, approaches and implementation modalities and arrangements, including uploading, submission and reporting on JORISS.





Chapter 2

Comprehensive Vulnerability Assessment



Introduction

The use of different criteria, methodologies and tools by the international community to conduct Syria crisis-related vulnerability assessments in Jordan has generated several challenges in the analysis, aggregation and comparison of collected data and information. This has indeed limited the capacity of the Government of Jordan and the international community to gain a comprehensive and exhaustive picture of the existing Syria crisis-related vulnerabilities faced by the country.

In order to overcome the above mentioned challenges, MOPIC has taken the leadership in the coordination of a JRP Comprehensive Vulnerability Assessment (CVA), which aims to rationalize Jordan's response to the impact of the Syria crisis on the country. The CVA aims to clearly identify the vulnerabilities, needs and gaps related to a comprehensive array of actors affected by the crisis, including host communities, refugees (in and out of camps), local and national institutions, and service providers affected by the Syria crisis. It therefore stands to provide information to national and international stakeholders for planning purposes and programme design by:

- Establishing a profile of vulnerability among (i) Syrian refugee households; (ii) Jordanian host communities; and (iii) public service sectors such as education, energy, justice, health, municipal services, transport and WASH.
- Improving assistance targeting through a better understanding of sector and geographical differences in households and sectors' needs and vulnerabilities.

The CVA, which has been finalized by the 12 sector TFs in August 2017¹⁴, is based on a desk review of recent assessments, as well as reports and evaluations produced by national and international stakeholders, including government institutions, UN agencies, donors and NGOs.

¹⁴ The achievements stated for each sector refer to the period July 2016-July 2017, unless stated otherwise

Introduction

The challenge of improving the quality of education in Jordan and delivering more competitive results has been strained by the influx of more than 212,000 registered Syrian refugees of school age (6-17 year old), out of which 126,127 Students were enrolled in Jordanian schools in the 2016–2017 academic year. This means that, while the provision of education for Syrian refugees has been steadily improving, 40% of Syrian school-age children remain out of school in Jordan. As the Jordanian school system struggles to expand to include Syrian children—with 209 schools adopting a double-shift system in which Syrian and Jordanian students attend separate morning and afternoon shifts—the quality of education has also declined.

The Government's commitment to protecting Syrian refugee children's right to education and integrating them in the public formal sector has put severe strains on the country's fiscal balance and ability to deliver public services. Significant funding has been allocated to strengthen the ability of the public education system to absorb large numbers of students, as well as system-wide support in the form of direct financial assistance, teacher training, infrastructure support, and provision of teaching and learning supplies. Yet, gaps remain and there are several barriers to reaching equitable and quality education affecting both Jordanian and Syrian learners.

The above challenges add up to the pre-crisis structural weaknesses of the education system because of which "progress had stalled".¹⁵ The JRP education response will therefore add to the National Strategy for Human Development (2016-2025) and the development of the National Education Strategic Plan (2018-2022).

Achievements

Here below is a list of key achievements obtained by the MOE and other partners working in the education sector.

1. Improving capacities of education authorities to deliver inclusive educational services
 - An Education Management Information System (EMIS) was set up and made operational nation-wide. The system provides timely educational data and information, enabling evidence-based planning and effective decision-making.
 - A GIS-based school mapping tool was developed to aid the Government in school infrastructure projects planning.
2. Improving provision of educational facilities, thereby sustaining access to adequate, safe and protective learning spaces
 - 5,102 teachers, facilitators, counselors and school staff were trained on psychosocial support, child-centered approaches and life-skills.
 - Training was also provided for the proper care of children with disabilities.
3. Increased provision of adequate, protective and safe learning spaces and facilities
 - 209 schools were set up to operate double shifts in host communities and 45 schools continue to provide education to refugee children in camps.
 - 4,660 children have accessed formal or non-formal early childhood education services (2,065 and 2,595 children, respectively).

¹⁵ Government of Jordan, 'Education for Prosperity: Delivering Results. A National Strategy for Human Resource Development', March 2015

- 3,485 adolescents and youth were enrolled in post-basic and technical opportunities.
- 2,548 youth were provided with accredited tertiary education through national institutions.
- 3,179 learners were enrolled in certified non-formal education through catch-up classes for children aged 9-12 since the start of the program and 5,119 attended the drop-out programme for children and youth aged 13-20.
- 77,280 children, out of whom 54,177 are concurrently attending formal school, were provided with non-certified learning support services.

Vulnerabilities

Most severe education-related vulnerabilities are found in those governorates with the highest concentration of Syrian refugees such as Amman, Irbid, Mafrq, and Zarqa. Overall Syrian refugee students, particularly those living in camps, are performing well below the national average. Syrian refugees have specific challenges related to access to formal education, which is often linked to the lack of recognition of prior learning and financial vulnerabilities that might lead to child labor and child marriage. Furthermore, distance from school, poor learning environments, insufficient and underqualified teachers, inadequate teacher training, and outdated curriculum and pedagogy also contribute to the risk of drop-out.

Needs

Special attention should be given to those children who are marginalized and most vulnerable, including young children, girls, teenage boys, children with disability, and those at risk of dropping out.

Based on the above, the education sector considers that there is a need to prioritize the following interventions:

- Support for families with financial vulnerabilities, through increased support for transportation and learning materials.
- Strengthen community participation and outreach efforts for out-of-school and at risk children and youth.
- Provide learning support services for children in school to ensure retention.
- Support increased access to Early Childhood Education (ECE).
- Provide opportunities that respond to the specific needs of children with disabilities.
- Enhance social cohesion between Jordanian and Syrian children through better integration at school and community level.
- Construct new schools and/or rehabilitate and maintain existing educational infrastructure.
- Enhance capacity development for school leaders, teachers and counselors.
- Provide post-basic opportunities for youth, including lifelong learning and higher education.
- Strengthen the capacity of the Ministry of Higher Education, the national Technical Vocational Education and Training (TVET) and higher education institutions to effectively integrate Syrian refugees.

Energy

Introduction

Jordan is an energy insecure country that imports 96% of its requirements. The increase in population due to the high number of refugees has in turn increased the need of energy, not only for domestic consumption, but also for sustaining services provision, such as education, health and water. It is estimated that during the first 5 years of the crisis (2011-2015), the total cumulative governmental subsidies for petroleum and electricity reached USD 7.1 billion.¹⁶

As per the latest statistics, the total residential electricity consumption increased by 34% between 2011 and 2016, while the consumption of liquefied petroleum gas (LPG) increased by 17%; from 370,000 tons in 2011 to 433,000 tons in 2016. However, the per capita energy consumption decreased by 18% between 2011 and 2016, while per capita consumption of electricity went down by 21%; from 2166 kwh in 2011 to 1701 kwh in 2016, demonstrating that people cannot afford the previous level of consumption.

The Government has developed a National Energy Strategy and conducted awareness campaigns on energy consumption rationalization, while introducing tax exemption for energy saving in residential buildings.

Achievements

The Ministry of Energy and Mineral Resources (MEMR), in cooperation with the international community, has implemented several projects using renewable energy resources. For instance, it has provided host communities in Irbid, Mafraq, and Jerash governorates as well as Za'atari camp with energy saving LED lights and installed photovoltaic (PV) systems on school rooftops. In particular, 23 PV systems were set up in public schools, hosting more than 5% Syrian refugees in Irbid and Jerash governorates to cover part of the increased demand in energy due to overcrowding and double-shifting. Around 160 Solar Watering Heating (SWH) systems were also installed in Irbid, Jerash and Ajloun governorates, thereby benefiting shelters rented by refugees' families, who were able to obtain an average 30% reduction in rent and 28% reduction in utility bills. Furthermore, solar energy plants are being set up to cover the energy needs of Za'atari camp and to provide energy supply to Um Alqussier village in southern Amman Governorate.

Thanks to the new policies supporting clean energy production, Jordan has overall achieved good progress in scaling up renewable energy and improving energy efficiency solution in different sectors. In the year 2016, the share of renewable energy within the total energy mix and the share of electricity generation using renewable resources out of the total electricity generated reached 4.5% and 5.6%, respectively.

¹⁶ Ministry of Energy and Mineral Resources, September 2016

Vulnerabilities

The following vulnerabilities shall be considered in supporting the energy sector in Jordan:

- High cost of energy and electricity, which is negatively impacting service provision as well as preventing energy access for domestic and private use to vulnerable population, thereby posing limits to their capacities of movement and participating in social, educational and cultural activities.
- Increase in the use of fossil fuels which has a negative impact on the environment and adds to global warming.
- High energy tariffs in Za'atari and Azraq camps that put pressure on humanitarian organizations in the provision of essential service to refugees.
- Increased running cost of living for refugees and residents in host communities, thereby affecting people's well-being and social cohesion.
- Limited capacity in the eastern and northern national grid lines, which has caused some planned projects to be transferred to southern grid because of capacity limitation.

Needs

Since 99% of host communities are connected to the national grid, it is important to reduce the import of the energy especially for communities supporting refugees. It is also important to reduce the cost of electricity by implementing renewable energy projects to serve refugees and host communities, including hospitals, schools and other service providers. A comprehensive assessment of public buildings' needs in terms of access to sustainable energy sources and energy efficiency upgrades should also be undertaken.

In terms of specific needs faced by host communities, the following should be mentioned:

- Installation of PV systems at public schools, especially double shifts schools, thereby saving 49% of the electricity bill.
- Expand the use of the PV systems at household level.
- Build capacities in renewable energy technologies at national and local level.
- Engage the private sector in the implementation of renewable energy projects.
- Promote the installation of SWH systems since most of the energy is used for water heating.
- Build some 400 KV transmission line in the north and north-east of Jordan to cope with the increased demand on electricity and support the refugees hosted in these locations.

In the refugee camps, a number of interventions should be carried out to improve and maintain the electricity distribution network in Za'atari and ensure that Azraq camp is supplied with electricity. In particular, in Za'atari refugee camp, it is important to expand the electricity distribution network and increase its sustainability to reduce losses and provide closer connection points to refugee shelters. Furthermore, it is important to install LED lights in public spaces. Finally, additional increase to energy production and provision should be secured, bearing in mind that currently the electricity is supplied in Za'atari for an average of 8 hours per day. In Azraq Refugee Camp, there is a need to install street lights for improved safety and security and expand the existing solar plant with additional 3 MWp to increase the energy production and provision. Maintenance and upgrade of the existing 2 MWp solar plant and the transformers are also required.

Environment

Introduction

The Syria crisis has a negative impact on Jordan's ecosystem, including on water and air quality, deforestation and misuse of land resources and waste management, particularly in the northern and eastern parts of the country. The crisis has been the main driver of overgrazing and for the increase in the numbers of the illegal wood cutting to compensate for higher fuel prices. Furthermore, the monitoring of pollutants (e.g. sulfur dioxide, carbon monoxide and nitrogen oxides) in the northern governorates confirmed that high concentrations of these emissions are highly associated with increased human daily activities and in direct proportional trend with population size. The average generation of pharmaceutical waste in Jordan has also remarkably increased from 1731.68 m³/year in 2011 to 2500 m³/year in 2016. Currently, there is only one dumping site assigned for hazardous waste and it needs considerable rehabilitation due to the increase in the amount of wastes generated.

To address some of the above challenges, the Ministry of Environment (MoEnv) has issued the National Plan for Green Growth and the National Strategy for Sustainable Production and Consumption. Finally, in 2016, the JRPSC and MoPIC approved the use of the "Environment Marker" as a tool for environmental screening for all JRP projects to identify any potential impacts. However, it is intended to further invest to operationalize the application of this tool to be more efficient and effective.

Achievements

Because of limited funding received by the sector, only few Syria-related crisis interventions have been implemented so far:

- International tender for a comprehensive cleanup of Swaqa site as a step towards the establishment of comprehensive hazardous waste management units.
- Startup of a project that aims to reduce the pressure on natural capital through in cash-for-work measures for the development and maintenance of green infrastructure.
- A new government mobile station for monitoring air quality.
- Training to government and UN agencies on the concept and usage of the JRP Environment Marker.

Vulnerabilities

The country faces serious challenges in monitoring air quality and waste flow. For instance, there is currently no system measuring air quality at the Za'atari and Azraq refugee camps and surrounding area. Furthermore, the treatment of hazardous waste is challenged by lack of human capacities, equipment, and monitoring programs. Natural resources' overuse and degradation increase the vulnerability of rural communities already susceptible to frequent environmental and social shocks.

Needs

As projects to address the needs identified in the previous JRP have yet to be initiated, the following needs and actions are to be prioritized:

- Enhance capacities and technologies for air quality monitoring programme.
- Enhance the efficiency and effectiveness of the “Environment Marker” as a tool to screen all JRP projects to identify potential environmental impacts.
- Undertake rapid environment impact assessments (EIAs) for identified high level risk projects.
- Provide support for the identification of appropriate clean technology solutions for relevant JRP projects, particularly if they have an infrastructure component.
- Enhance the capacity of collection, transport, and disposal of hazardous waste.
- Rehabilitate the existing landfill at Swaqa area.
- Improve the quality and resilience of ecosystem and land resources to ensure resilient and sustain their functions and services and, thereby, improve the basis of livelihood.

Food Security

Introduction

According to the latest Global Hunger Index (GHI), Jordan does not raise major concerns in terms of food access and availability. This information is corroborated by the latest data available at national level, which state that ‘only’ 6.2% of Jordanian households are to be considered food insecure or vulnerable to food insecurity. Nonetheless, a further analysis of available data disaggregated by governorate and nationality (Jordanian/Syrian) shows a much worrying picture. In particular, at sub-national level, Jordan maintains pockets of food insecurity that can reach up to 26% of the population, particularly in host communities.¹⁷ Furthermore, available data show that over 70% of Syrian refugee households living outside refugee camps continue to be either food insecure or vulnerable to food insecurity and are almost completely dependent on food assistance provided primarily by the international community.¹⁸

The Government of Jordan has also been heavily impacted by the increase in food demand due to the high influx of Syrian refugees. For instance, Jordan’s wheat import value has drastically increased in the last 5 years, thereby affecting bread subsidy costs. In addition, increased demand on food has led to an increase in the consumer food price by 15.5% between 2009 and 2016.

Achievements

Since the beginning of the crisis, food assistance has continued to be provided to Syrian refugees inside and outside camps to enhance their food security status, mainly through regular unconditional food vouchers as well as ad hoc in-kind food assistance. Food assistance through healthy meals to school children inside and outside camps was continued. While assistance to Jordanians was sought mainly through training and job creation activities, direct food assistance has also been initiated. The following is a summary of the main sector achievements:

¹⁷ Measures obtained by FAO using the Food Insecurity Experience Scale (FIES) with data gathered from 2014 through 2016

¹⁸ WFP/REACH, “Comprehensive Food Security Monitoring Exercise”, 2016

1. Availability, access and utilization of quality food for vulnerable women, girls, boys and men affected by the Syrian crisis.
 - Provision of in-kind food assistance (bread, welcome meals and school meals) to almost 134,000 vulnerable Syrian refugees in camps and transit centers.
 - Provision of cash-based assistance to 107,602 Syrian refugees in camps.
 - Provision of cash-based assistance to 425,126 Syrian refugees out of camps.
 - Provision of school meals to 350,000 students in host communities.
 - Provision of cash-based assistance to 8,000 vulnerable Jordanians in host communities.
 - Distribution of in-kind food assistance to 138,400 vulnerable Jordanians and Syrian refugees in host communities.
 - Annual comprehensive food security monitoring exercise undertaken.
2. Promotion of food security and maintenance of sustainability and efficient productive use of agricultural resources by host communities and Syrian refugees.
 - 60 Syrian and Jordanian beneficiaries received training and materials to start their own home-based businesses in the areas of cooking, baking and food processing

Vulnerabilities

Food security levels of Syrian refugees living in the host communities have increased in 2016, compared to the previous year, with 28% of households that are food secure compared with 15% in 2015. This improvement is mainly due to a stabilisation in food assistance, indicating that refugees are still largely in need of aid.¹⁹

Overall, Jordanians are not considered to be food insecure, although 33.5% of the population in Jordan reports using coping strategy to address food shortage. Poverty, unemployment and government expenditure reductions on social safety nets have also an impact on the level of food security among Jordanian households and particularly among women.

Needs

Given the ongoing level of food insecurity and dependence on food assistance amongst Syrian refugees and the potential worsening food security situation of Jordanians in host communities, the below are the identified sector needs:

- Continue food assistance to the most vulnerable refugees inside and outside camps while promoting assistance programmes based on Food Security Index.
- Expand the provision of healthy school meals in camps and host communities, including double-shift schools in communities.
- Promote dietary diversity in camps and communities.
- Promote linkages between productive assets and sustainable livelihoods to enhance food security.
- Support and expand the capacity of households and communities in urban and rural areas to establish family farming activities to improve dietary diversity and enhance food security with special attention to women-headed households.
- Promote climate-smart agricultural technologies and practices, especially, water-energy food nexus to improve availability, access and quality of food.

¹⁹ WFP/REACH, "Comprehensive Food Security Monitoring Exercise", 2016

Introduction

The influx of Syrian refugees has placed pressure on the national health system. In particular, this change in population demographic has contributed to an overall increase in the rates of non-communicable diseases (NCDs), disability and mental health problems.²⁰

In recent years, Jordan has also undergone a significant epidemiological transition towards NCDs in order to reduce the mortality trend. Overall Jordan has been experiencing a declining crude death rate in recent years.²¹ Although much has been achieved in communicable disease control, antenatal and postnatal care coverage is still suboptimal while reproductive health services remain critical. Acute malnutrition is not a public health problem although micronutrient deficiencies are a severe issue in children under 5 years of age and women of reproductive age.

The Government of Jordan has granted access to public health services for Syrian refugees at the same rate as the more than 2.2 million Jordanians without a health insurance coverage. This is posing a significant problem for vulnerable refugees, considering that a recent survey has shown 36% of non-camp adult refugees were unable to access needed medicines or other health services primarily due to an inability to pay fees. This might have caused some refugees to move to refugee camps, thereby shifting the financial burden of supporting refugees' access to essential health services from the Government to humanitarian stakeholders.

Achievements

The Ministry of Health (MoH) has been supported by various international partners in its effort to make the national health system resilient through the construction and rehabilitation of healthcare facilities and the provision of medical equipment, particularly in host communities in the northern governorates and in Amman. Other ongoing interventions targeting areas with a high concentration of Syrian refugees are the following:

- Capacity building of human resources within MoH facilities.
- Provision of essential drugs, reproductive health and family planning commodities and critical equipment at public hospitals and health centers.
- Strengthening of the national NCD control system.
- Enhancing absorptive capacities at public facilities, including blood bank, warehouses, sera department, hospitals and health centers.

Despite limited financial resources, UN agencies and NGOs have also supported vulnerable Jordanians and Syrian refugees on health-related issues. Interventions are being carried on to ensure that Syrian refugees' health needs are met. This includes responding to the immediate health needs of new arrivals and providing them with access to comprehensive primary and essential secondary and tertiary health services. Specific support is provided to those suffering from war-related injuries, acute

²⁰ The Hashemite Kingdom of Jordan High Health Council, Policy Directions of The National Strategy of Health Sector in Jordan 2015-2019, 2015

²¹ The proportion of the population over the age of sixty years is expected to reach 7.6% in 2020, up from 5.2% in 2011, and nearly half the population are under the age of 18 years

medical and surgical conditions. Direct and indirect provision of comprehensive emergency obstetric and neonatal services are also provided.

In 2017, more than 211,000 primary health care assistance, 91,930 maternal and child health assistance, 17,044 specialized mental health services and 38,549 secondary or tertiary referral have been provided to Syrian refugees and Jordanians. Quality sexual reproductive health services are also provided including clinical management of rape. Furthermore, support is being provided to community health volunteers and IYCF facilities within urban areas, as well as in Za'atari and in Azraq. Mental health services were provided through primary health clinics by community mental health workers.

Vulnerabilities

Findings from the health sector vulnerability assessment indicate that services to 39% of population may be inadequate due to the fact that their local comprehensive health centers serve more people than the national standard. Around 13% of this vulnerability can be attributed to the Syrian influx.²² Furthermore, current funding trends suggest that only 40% of refugees living in host communities will be covered by health services, leaving over 300,000 people with uncertain access. The Vulnerability Assessment Framework (VAF), which is part of the CVA, found that 41% of Syrians are part of households with severe health vulnerability and 15% are part of households with high health vulnerability. Moreover, the VAF found that 15% of Syrian refugees are severely vulnerable in terms of being able to access health services when needed; 16% of households have the presence of pre-existing medical conditions (e.g. disabilities or chronic illnesses) that are negatively impacting a family member's day to day life and 10% of Syrian refugee households report that they spend more than 25% of their expenditure on health care.

Needs

There is an ongoing need to further strengthen the resilience of the MoH through the provision of medical consumables, supplies, vaccines and equipment. Capacity of MoH human resources should also be a focus in addition to the construction and maintenance of health-related infrastructures. These measures are required to cope with intensified demand for health services from refugees, changing population demographics, and changing epidemiology of disease (i.e. non-communicable disease). Furthermore, it is essential to keep supporting service integration to improve effectiveness and quality of services provided. Finally, maintaining long-term affordable access to comprehensive essential health services for all camp refugees and for other refugees through humanitarian health programs. All strategies and planned interventions aim to mitigate vulnerabilities that face the health sector and improve the response to existing needs.

²² Government of Jordan, 'Comprehensive Vulnerability Assessment', 2016

Introduction

Jordan is currently ranked 2nd out of 7 Middle East & North African countries and 42nd out of 113 countries worldwide in terms of rule of law performance.²³ However, although there have been improvements, Jordan's justice system still faces a number of challenges that have been further exacerbated by the Syria crisis. In particular, courthouses, legal staff and associated support services have been put under particular stress because of the growing caseload associated with the high influx of refugees, who are particularly vulnerable due to the lack of civil documentation and security tenure. The new rules and regulations related to work rights for refugees, including their legal application, have been another factor of extra work for the judicial system.

In the sixth discussion paper "Rule of Law and Civil State", His Majesty King Abdullah II put rule of law at the centre of social cohesion and security by saying that "Respect for the rights of minority groups should be viewed as a guarantor for the rights of the majority." In the same paper, it is also added that the rule of law is the most effective enforcer of social justice.

Achievements

Main achievements in this sector are related to institutional capacity strengthening and to the provision of legal aid and counseling services to vulnerable Jordanians and Syrian refugees.

More than 1,200 judicial and PSD staff have been trained on criminal investigation in line with international standards and human rights principles, focusing on juvenile justice, trafficking in persons, and other forms of organized crime. Furthermore, based on data provided by local and international NGOs and UN agencies, some 41,100 persons were provided with access to justice and legal assistance during the period June 2016- June 2017. At the political level, it is important to highlight that, as of February 2017, Syrian refugees residing in camps are allowed to work legally in host communities. This is a remarkable step towards the improvement of Syrian refugees' self-reliance.

Vulnerabilities

Between January and July 2017, the Ministry of Justice (MoJ) has registered 6,551 cases involving Syrian refugees as either defendants or complainants/plaintiffs. This is approximately 4% of the total 178,838 cases registered in national courts in the first half of 2017. All cases are administered by a total of only 916 judges, of which 176 are female and 740 male. Infrastructure challenges are also to be added, considering that the MoJ owns only 18 court premises out of the 56 courts that it is administering. In order to improve the service delivery, the MoJ has focused on the expansion of e-services, which were used by 2,103 users in 2017 compared to 1,520 users in 2016. Sharia's courts face similar challenges as the number of cases processed for Jordanians & Syrians keeps increasing every year. Access to legal aid and support to juveniles in the justice system need greater attention considering that the number of cases in the juvenile courts has reached 12,503 in 2016.

In 2017, the Royal Committee for Developing the Judiciary and Enhancing the Rule of Law has promoted the provision of free legal aid, which has been provided by the MoJ to 251 people in 2016. However, the needs still overwhelmingly exceed national capacities.

²³ World Justice Project, Rule of Law Index, 2016

Needs

It is a priority that the international community supports the national justice system in the implementation of the action plan stemmed from the Royal Committees report, whose effects would be beneficial to the whole population including host communities and Syrian refugees.²⁴ Furthermore, institutional capacity building to the judiciary system and the Bar Association through legal aid is required in order to enable Jordan to meet international standards in dealing with people in need of judicial assistance, including refugees. Legal frameworks, national procedures and policies also need to be strengthened and implemented to guarantee access to information and rights to vulnerable people, including in case of women victims of gender-based violence (GBV) and refugees. It is estimated that less than 3% of women victims of violence in Jordan report the violence they experience.²⁵ Infrastructures also need to be modernized.

In camps, there is a need to continue supporting existing courts to ensure that Syrian refugees can document their marriages and pursue other family law matters in accordance with the Jordanian law. Specific legal awareness and civil documentation activities are needed to assist refugees to: (i) participate in the urban re-registration exercise; (ii) obtain family documentation; (iii) comply with their rights and obligations under the Jordanian labour law; and (iv) ensure security of tenure.

Livelihoods

Introduction

While the Jordanian economy has managed to generate growth in some sectors, GDP has been losing momentum in the years of the Syria crisis. In the third quarter of 2017, the overall unemployment rate reached 18.5%, with peaks of 30% among women and youth. With only 38% of its population economically active, Jordan has the lowest labour market participation rate in the world.²⁶ Female labour force participation rate is set at 15%, which is the lowest in the Arab region.²⁷ Despite these challenges, the Government of Jordan has taken an unprecedented step amongst all neighbouring countries by employing an ambitious approach to respond to the protracted refugee crisis. In particular, following the 2016 London Conference “Supporting Syria and the Region”, the Government undertook the necessary administrative changes to allow Syrian refugees to obtain work permits. In 2017, a total of 83,507 work permits were issued (80,022 for men and only 3,485 for women), allowing Syrian refugees to work in specific sectors.

Since the first issuance of work permits, the Government has carried out a number of additional steps to facilitate the inclusion of Syrian refugees into the formal labour market. For instance, work permits for Syrians are issued free of charge and a dedicated unit within the Ministry of Labour (MoL) has been set up to ensure that procedures are followed and continuously improved. A recent decision of the MoL has also provided the possibility for refugees in camps to work formally in cities across Jordan. This means that in camp refugees with a valid work permit can leave the camp for up to one month and access available jobs throughout the country.

24 The report of the Royal Committee for Developing the Judiciary and Enhancing the Rule of Law has been received by His Majesty King Abdullah II on February 2017

25 UNWOMEN, “Strengthening the Jordanian Justice Sector’s Response to Cases of Violence against Women”, 2016

26 Al Hussein, Jalal, ‘Challenges facing Jordan’s Labour Market’, 2014

27 Zafiris Tzannatos, “Effects of gender inequality in employment and pay in Jordan, Lebanon and the Occupied Palestinian Territory: three questions answered”, ILO, August 2016

Achievements

Main achievements in this sector are related to ensure dignified, sustainable livelihoods and create economic opportunities for Jordanians in host communities and Syrian refugees, as well as strengthening institutional capacity. This has been pursued through a small number of interventions focusing on bridging short-term support with longer-term sustainable livelihoods that achieved the following results:

- Government's decision to improve regulatory framework to ease the process of obtaining work permits. Noteworthy achievements include:
 1. Extension of the grace period till end of 2017 for fees and no deportation of illegal workers to camps.
 2. Allowing Syrians inside the camp to access work permits and work outside the camp.
 3. Allowing Syrians in the construction sector to obtain free work permits through the GFTJU which will allow them to move between employers, certify their skills through occupational licenses, and be covered by private insurance scheme against work injuries.
 4. Allowing employers to issue short-term work permits (less than 6 months).
- 2,600 Syrian and Jordanian workers were provided with refresher trainings and formal occupational licenses in the construction sector.
- 15,000 beneficiaries were engaged in cash for work and Employment Intensive Investment Programme (EIIP) activities for municipal waste management, land management and infrastructure projects, as well as for services in the camps.
- 76 winners of the 38 small joint ventures competition between Jordanians and Syrians benefited from technical assistance and from one week entrepreneurship skills training.
- 158 Syrian refugees and Jordanian entrepreneurs provided with start-up and acceleration loans and/ or grants.
- Support to the Ministry of Labor in processing work permit applications through a dedicated Syria Crisis Unit, as well as through the establishment of eight MoL employment centers to provide services to Syrian refugees and Jordanians. Two centers were also established in Azraq and Za'atari refugee camps.

Vulnerabilities

A legacy of high unemployment rates and slow growth have been compounded by a number of protracted spillover effects generated by the Syria crisis, including the closure of key export routes and a decrease in the labor force participation rate. This is combined with an increase in living expenses and a cumbersome regulatory environment for doing business that altogether have generated significant obstacles for Jordan to address issues around quality job creation, economic growth, and the inclusion and retention of refugees in selected sectors.

Based on recent home visit interviews, in spite of the increase of families reporting having at least one working member (from 25% in 2016 to 46% in 2017), the number of families having to borrow money as a coping strategy has also increased from 66% in 2016 to 74% in 2017. A larger proportion of the family's income now has to be spent on repaying debt. To face these difficult situations, the percentage of families with at least one member seeking a job has also increased from 35% in 2016 to 45% in 2017.

The analysis of relevant indicators, identified by the livelihood TF members, showed that vulnerability is driven by different factors. Results of the analysis demonstrated that the most vulnerable governorate is Ajloun, followed by Ma'an, Irbid and Mafraq for Jordanians, and Mafraq, followed by Amman, Zarqa and Irbid for Syrians.²⁸

Needs

The livelihoods sector continues to remain in critical need of support in order to minimize negative spillover effects and ensure Syrian refugees can actively participate in the Jordanian economy in a safe and productive manner. Based on the implementation of the JRP 2017-2019 and in light of the crisis' growing complexity, the following actions are recommended within the framework of existing rules and regulations:

- Increase access to cash for work, vocational training, and employment opportunities for refugees in camps.
- Assist individuals in transitioning from short-term income generation to more sustainable employment.
- Increase access to formal employment meeting decent work and protection standards, ensuring opportunities are of sufficient quality to attract and retain job-seekers.
- Improve the regulatory environment for micro and small enterprises.
- Support local and national institutions in creating inclusive programs that promote quality employment and enterprise creation for women, men, and people with disabilities.
- Design interventions in line with 2030 Sustainable Development Agenda with clear emphasis on Sustainable Development Goals (SDG) 5 and 8.
- Increase private sector engagement.

Local Governance and Municipal Affairs

Introduction

More than 1 million Syrians, including some 516,000 refugees, live in host communities. This influx has posed several challenges by further exacerbating already stretched local service delivery capacity and planning requirements.

The majority of municipalities have limited human and financial resources to address the challenges brought by this increased population.²⁹ Additional burden is particularly seen in waste management collection, transportation and disposal. The CVA shows that the indicator relating to solid waste management compactors stands at 11%, meaning that 11% of the population (Jordanians and Syrian refugees) receive inadequate services.³⁰

Moreover, there is heightened pressure on municipalities from its citizens to deliver quality municipal and social services, address housing deficiencies, support local economic development, and ensure social cohesion. Jordanian citizens have been requesting a more effective response to their own needs from state institutions and local authorities, particularly in smaller communities, partly as a result of what many perceive as unfair priority being given to Syrian refugees.

28 The key sources of the data used for the indicators were MoL, DOS and VAF. The data were available only at the Governorate level

29 On average, municipal budgets for 2016 have increased by 9.4% compared to 2015

30 Government of Jordan, 'Comprehensive Vulnerability Assessment', 2015

Achievements

Main achievements in this sector are related to (i) the construction, rehabilitation and maintenance of local infrastructure, (ii) the provision of equipment to municipalities, (iii) the promotion of inclusive local economic empowerment and development to enhance resilience and social stability, (iv) the enhancement of municipal service delivery, including solid waste management, (v) the carry-on of social cohesion and prevention of violent extremism activities. A number of important assessments and value chains surveys, including on solid waste management, were also produced. In 2017, the Ministry of Municipal Affairs (MOMA), in particular, has conducted and adopted a capacity assessment report that led to a comprehensive training plan and the establishment of a training institute for local governance in Jordan. This is expected to be budgeted with an amount of USD 20 million through 2017-2022.

In terms of solid waste management, a number of interventions have been implemented to improve the municipal waste collection capacity of the municipalities of Mafraq, Irbid and Karak. Important investments were also made to support 20 municipalities with labour intensive collecting and processing of recyclable waste to reduce the environmental impact of waste in the refugee hosting communities. Also, a second sanitary cell construction was launched in the second half of 2017 in Al-Ekaider Landfill in Irbid.

Vulnerabilities

Solid waste management is one of the main challenges faced by Syrians and Jordanians in host communities due to the lack of maintenance and inefficient usage of compactors as well as the landfill limited capacity. Fifty-six percent of surveyed households believe that municipalities were not responsive to their needs indicating that current level of service delivery is insufficient to meet the increasing demand. This means that an improvement in public services would contribute to improving social cohesion.

Needs

There is an urgent need to enhance the capacity and efficiency of local governments to provide service delivery to their citizens. This should be done by channeling more financial resources to the local level and strengthening the technical capacity of public servants. Thus, the main areas that need to be addressed are related to (i) the set-up and enhancement of integrated solid waste management, (ii) the delivery of essential municipal services, (iii) the provision of needed machineries and equipment to municipalities, (iv) the implementation of infrastructure projects, including road construction and other public works, such as parks and community centres, (v) the strengthening of social cohesion and civic participation, (vi) the enhancement of planning and financial management at local level. Access to municipal services should accurately take into account the specific challenges and barriers faced by women and girls, such as isolation, lack of transport, cost of services and social pressures that prevent women from accessing public spaces.

Shelter

Introduction

The housing market in Jordan has been severely impacted by the Syria crisis. The increase in the population due to the influx of Syrian refugees and the stagnant housing market growth have inevitably affected the availability and affordability of housing for both Jordanians and Syrian refugees. The rate of rent inflation doubled in the period of 2012-2016 in comparison with pre-crisis period of

2006-2011. Competition over access to housing has been consistently reported since the start of the Syria crisis, hence becoming one of the main sources of social tension, particularly in urban areas. Syrian refugees are particularly affected and increasingly struggle to pay rent while living in poor-quality housing.³¹ The Shelter Sector aims at improving access to affordable and adequate housing for the most vulnerable among Syrian refugees and Jordanian communities, through a range of interventions addressing specific vulnerabilities at household level while maintaining positive impact on the housing market.

Achievements

Since the onset of the Syria crisis, the Government of Jordan and the international community have provided assistance to vulnerable Jordanians and Syrian refugees in host communities, in addition to setting up and maintaining the refugee camps of Za'atari and Azraq.

Support has been provided through the following activities in host communities:

- Targeted cash for rent assistance for extremely vulnerable Syrian refugees and Jordanians, reaching 21,319 individuals.
- Creation of new, completion of unfinished and upgrading of substandard housing units in urban and rural areas reaching 793 households.
- Provision of information on the right to adequate housing to 19,754 individuals.

In camps, humanitarian actors have provided the following services to Syria refugees:

- Upgrade and reparation of semi-permanent shelters and infrastructure for more than 141,000 refugees.
- Construction of kitchens for 4,652 shelters in Azraq camp.
- Construction of 456 additional transitional shelter units in Azraq camp.
- Construction of 100 shops in Azraq camp.
- Provision of electricity connection to 4,903 households in Azraq camp, through the completed solar energy plant.
- Support to Za'atari camp population with cash assistance for urgent minor repair of 24,000 caravans.

The sector will further support resilience interventions as part of its response in 2018-2020, particularly through incremental housing programs targeting Jordanians.

Vulnerabilities

The shelter-specific vulnerabilities include considerations on accessibility, affordability of housing and security of tenure. The data analysis across all vulnerability indicators highlights Mafrq, followed by Amman and Irbid, as the governorate most in need. Vulnerabilities in Irbid and Mafrq are in majority attributed to Syrian refugees. It is estimated that 27% of Jordanians and 48% of Syrian refugees lack access to affordable housing. These groups present also the poorest population group living mostly in the urban centers of Amman, Irbid, Mafrq and Zarqa.

Vulnerabilities in terms of adequacy of housing show a trend of vulnerabilities in urban centers with the highest population densities, i.e. Amman, Irbid, Zarqa and Mafrq, where 82% of the Syrian refugee population lives in overcrowded shelters, compared to 10% of Jordanians living in substandard and overcrowded housing has proven implications on health, livelihoods and protection.

31 99% of Syrian refugees in host communities rent compared to only 30% for Jordanians

In camps, the entire refugee population is living in semi-permanent structure. The overwhelming majority (99%) of Syrian refugees in host communities are renting, among which 7% report being evicted at least once in the past year.

Needs

It is estimated that 1.5 million Jordanians (62%) and Syrian refugees (38%) across Jordan are living in substandard housing, mainly in urban centers and refugee camps. Shelter interventions aiming at addressing this vulnerability, such as the upgrading of substandard housing and the creation of new housing units, are needed. There is a high need to limit the increase in the rate of evictions through a multisector approach to improve referrals, monitoring and identification of vulnerable cases, in addition to mainstreaming security of tenure in all sector interventions. Interventions addressing affordability of housing should be prioritized although they have received limited international support over the past years. The inability of the shelter sector to respond to the impact of the Syria crisis on the housing market might lead to an increase in rent, eviction rates, debt levels and number of people living in substandard housing.

Social Protection

Introduction

The Syria crisis has exacerbated existing social weaknesses, mainly due to an already stretched social security system and a weak legal framework that does not always meet international standards. The influx of refugees has, however, brought new challenges to Jordan's social protection system, such as (i) civil and legal documentation and registration; (ii) child labour; (iii) sexual and gender-based violence (SGBV); (iv) violence against children; (v) mental health and psychosocial issues; (vi) services for persons with disabilities; (vii) lack of security of tenure; (viii) strengthening self-reliance; (vii) the effects of the encampment policy; and (x) increasing social tension. Furthermore, violence against women and children remains pervasive. While the prevalence of SGBV in Jordan is unknown, there is no doubt that it remains a major problem for women and girls.

Achievements

It is essential to continue providing vulnerable groups affected by the crisis with access to social, legal and operational protection services. This implies the following:

- Expanding Social Assistance: Monthly multipurpose cash assistance programming reached an average of 143,000 Syrian refugees and 5,800 Jordanians per month (with 87% of recipient women and children), while 18,225 Syrian households received non-food item kits. Humanitarian assistance in Jordan moved towards a more contemporary, systematic and market-based approach to self-reliance during 2016. Cash distribution modalities, such as the Common Cash Facility, provide a more dignified approach to assisting affected populations and empowering refugees to determine their own needs. Cash for work initiatives, which focus on building skills and meeting urgent financial needs, continue to be scaled-up as a critical intervention in camps, with over 800 refugees employed each month. Child cash grants provide cash assistance to families with vulnerable children to reduce reliance on negative coping mechanisms, including the removal of children from school. In addition, implementing partners collaborated to expand and support Jordan's social assistance services – such as the National Aid Fund – and extended winterization assistance to 7,188 Jordanian households.

- **Expanding Social Protection:** Safe spaces operated in partnership with the GOJ, UN agencies, and civil society organizations (CSOs) to strengthen the protection response for survivors of violence in camps and host communities. In 2016, over 240,000 girls and boys accessed structured and sustained psychosocial support services across Jordan. At least 11,650 vulnerable girls and boys and 2,750 survivors of SGBV received structured and specialized case management services.

Furthermore, innovative tools for resettlement and international burden-sharing contributed to the resettlement of 17,956 Syrian refugees in 2016. Some 4,246 children-at-risk were assessed in 2016, including 1,089 unaccompanied or separated children, through the Best Interest Determination (BID) standard operating procedures formalized by the Government of Jordan and humanitarian agencies.

Vulnerabilities

Seven years into the crisis, Syrians and Jordanians in host communities remain highly vulnerable and in need of social assistance and social protection. Some 89% of refugees live below the poverty line. Unemployment has increased to 18.5% overall and to 30% among Jordanian women. The absolute poverty rate for Jordanian families was 14.4% in 2010, with women and children most affected.

The most vulnerable Syrian and Jordanian families remain heavily reliant on cash assistance. While access to legal employment for Syrians has increased- thanks to Jordan's political flexibility and generosity- many families remain unable to support themselves. The Jordanian working poor are ineligible for NAF Assistance, and social security cannot be accessed by the majority of those informally employed. Families continue to rely on negative coping mechanisms, including early marriage and child labour, to meet basic needs. Children work to support family needs, including in the most hazardous forms of labour. Persons with disabilities have limited access to quality basic services.

Needs

The working poor and those living below the poverty line require increased access to regular cash assistance and social insurance. As refugee families deplete savings and increasingly incur debt, the scale-up of cash grants for the most vulnerable families is crucial to build capacity and reduce dependence on negative coping mechanisms. Cash-based programming to vulnerable Jordanians and Syrian refugees supports self-sufficiency and can improve social cohesion.

Gender-sensitive and child-friendly national protection systems addressing violence against women and children, early marriage, and child labour must be strengthened. The government of Jordan must be supported to scale-up and improve services for persons with disabilities, children without parental care, families from marginalized communities, and children living and/or working on the streets.

Survivors and those at risk of GBV or other protection issues require continued access to multi-sectoral case management services and safe spaces. Syrians and Jordanians alike benefit from access to mental health and psychosocial support services to help manage profound stress.

Community-based initiatives, including those targeting youth, are more important than ever to build self-reliance, promote positive coping mechanisms, and encourage social cohesion. Children and caregivers must be supported to build resilient communities through awareness raising initiatives.

Introduction

The government has invested heavily in the past few years in (i) the expansion of the land transport sector, which is the backbone of the national transport system; (ii) the development of urban transport and (iii) the improvement of the logistics industry and international links.

The transport sector faces a number of challenges that have been further aggravated by the Syria crisis, such as the increased number of users of the road networks, personnel traffic, as well as heavy-loaded cargo, water supply, and sludge disposal trucks. This has led to a quicker than expected degradation of the existing road network, particularly in the North of Jordan and in Amman. The transport-associated infrastructure such as waiting stations, intermediate connection reception areas, and collection stations are also suffering due to the increased needs and demands, lower maintenance opportunities and limited funds for the running costs and maintenance. In its efforts to ensure the development of the transport sector, the government has developed a long-term national transport strategy to upgrade the country's infrastructure, and to enable Jordan to capitalize on its natural geographical advantages.

Achievements

The transport sector interventions of providing public transportation, stations services and roads networks are pivotal and essential for other sectors and cross-cut with all the services provided by the Government and the international cooperation, mainly on education, livelihood and health services.

Vulnerabilities

Sector vulnerability assessment has been performed for Jordan's northern governorates, taking into consideration the number of buses per 1000 inhabitant.³² The assessment indicates that around 561 buses are needed to meet the transportation requirements of the northern governorates and that needs are particularly high in Al Ramtha, Al Kora and Bani Kenanah in Irbid governorate. The influx of Syrian refugees to Jordan requires commitment to implementing strategies to improve the public transport system, in cooperation with the private sector, and in a manner that provides high social, economic, and environmental returns. This includes upgrading and improving road safety standards, maintenance of existing roads networks, rehabilitation and expansion of development and regional roads with social, economic, and environmental returns.

Needs

Competing needs resulting from the Syria crisis currently manifest in the scarce availability of financial resources, with limited allocations towards municipality construction efforts. Financing mechanisms must ensure resource availability to prioritize construction of new roads and maintenance of existing ones.

The following main priorities need to be addressed in the coming three years:

- The need to initiate plans to build a more efficient and enhanced public transport system to accommodate the increase in population.
- The need to expand, maintain, and upgrade the existing infrastructure of the road networks and road safety in Irbid, Zarqa, and Mafraq Governorates, including access points to the borders.
- The need to upgrade the transportation system modes in Jordan and in particular the parts of

³² Government of Jordan, 'Comprehensive Vulnerability Assessment', 2015

the country that were mostly affected by Syrian refugee influx, as well as to enable Ministry of Transport (MoT) and Ministry of Public Works and Housing (MPWH) in undertaking evidence-based response to provide improved transport services within host communities.

- Interventions such as access roads and public transport services for the newly constructed schools and health centers in addition to other services are needed to expand transport services to host communities and refugees.
- The preparation of a road master plan that includes the modernization of traffic flows and possible enlargement of city streets is needed. This Plan should additionally consider more efficient and reliable public transport services that appropriately balance public and private transport, as well as modes of transport (rail or road), and make the buses more reliable in an effort to divert part of the traffic done by private cars.

WASH

Introduction

Jordan is the second most water scarce countries in the world. Access to water resources in this volatile security context is an essential condition to peace and stability, and scarcity of quality and quantity is aggravating social tensions between refugees and host communities.

Access to adequate, equitable and safe water remains a challenge, including in host communities, with some sub-districts and villages unserved by public water network. Non-revenue water³³ is as high as 50-70% in the hard affected governorates by the crisis, mainly due to the poor condition of the networks as a result of extreme pumping pressure arising out of the increased demand on water. Water and sanitation vulnerabilities have increased because of the refugee crisis, particularly in Jordan's Northern and Central governorates. The water demand increased by 40% in Northern governorates between 2011 and 2014, and the frequency of water supply in some locations reduced from once a week to once every four weeks, resulting in a daily per capita share 50% less than the standard.

Achievements

A number of interventions were carried out to reduce Jordan's water vulnerability and strengthen its water service delivery capacity in various governorates:

- Reinforcement of Aqib conveyor which results in increasing the capacity of water transmission from Aqib wells to Zatory pump station by 1,700 m³/hr with about 500,000 beneficiaries.
- Expansion of Manshiat Bani Hassan sewer network by serving about 40,000 beneficiaries in Mafrqa governorate.
- Implementation of Hofa Bait Ras conveyor which improves the water supply for about 70,000 beneficiaries.
- Expansion of Bait Ras sewer network system, thereby serving about 25,000 beneficiaries in Irbid governorate.
- Strengthening the institutional capacity of Yarmouk Water Company (YWC) in order to increase the revenue collection and reduce illegal connections.
- Improvement of access to safe water and sanitation in schools, clinics and child friendly spaces through repair and improvement of water and sanitation facilities.
- Improvement of access to safe water and sanitation in schools, clinics and child friendly spaces through construction and repair of water networks.

³³ The International Water Association (IWA) defines Non-Revenue Water as administrative losses that include commercial losses and unbilled authorized consumption and leakage losses

- Construction of 10.2 km water network to provide access to unserved 3,000 people in Manshiyat Ghyath and the southern part of Ruweished town implemented through WAJ.
- Strengthening the access to safe water and sanitation in Rwaished and environs.
- Improvement of hygiene practices in host community.

WASH services continued to be supplied in camps, in particular:

- Provision of essential WASH services in the refugee camps of Za'atari, Azraq, King Abdullah Park and Cyber City through large-scale infrastructure projects, hence increasing the sustainability of WASH services in camps.
- Finalization of phase 1 of the Za'atari Water and Wastewater Networks, thereby increasing efficiency. In Azraq camp, a new borehole was completed.
- Improvement of hygiene practices in camps.

The Ministry of Water and Irrigation (MOWI) was also supported technically and financially on issues related to strategic planning, information management and data collection, GIS mapping and vulnerability analysis. Vulnerability maps focus on water losses, unserved population and risk associated with wastewater treatment plant operational condition.

Vulnerabilities

Forty-six sub-districts are estimated to be high-to-severe vulnerable in terms of water supply. The highest score in terms of vulnerability index is reached by Zarqa, North-West Badia, Mafraq and Kasabeh Irbid, Salt, Azraq and Madaba. Among those seven sub-districts are the two with the highest numbers of Syrian population (Kasabeh Irbid and North-West Badia). Concerning sanitation, 69 out of a total of 88 sub-districts are high to severe vulnerable. The 4 highest vulnerability indexes correspond to North-West Badia, Azraq, Allan & Zai and Era & Yarqa (those last two in Balqa governorate). In the case of sanitation, North-West Badia has the second highest number of Syrian population.

Needs

Due to the criticality of the water scarcity and the great demand, the MoWI and its companies set a list of priority interventions to cover mainly the followings:

- Renewable energy supply systems for pumping system from lower areas to the urban high areas.
- Water networks restructuring to meet the expand in the urbanization, especially around the big cities in northern governorates.
- Water loss reduction, at the old water systems.
- Enhancing water supply for specific sub-districts in the Northern governorates.
- Ground and surface water resources monitoring to enable check the performance of the aquifers and impact due to overuse.
- Expansion of sewage networks and increase the capacity of wastewater treatment plants.

Furthermore, some surveys showed that 56% of assessed households at the host communities in Northern governorates reported that they purchased water from private vendors, with only about 8% reporting access to a municipal connection. Most households reported water as being scarce with 60% indicating that they have to borrow water and a further 34% indicating that they have to borrow money to pay for water.

Therefore the following needs have been identified for support:

- Provision of safe water and construction of water infrastructure in the camps including the operations and maintenance of the water systems.
- Provision of safe sewage services including waste water networks and operation and maintenance at the camps.
- Rehabilitation and improvement of water and sewage systems at some vulnerable host communities.
- Improvement of the water and sewage services in schools hosting high numbers of refugees as well as in nomadic communities.





Chapter 3

**Direct and Indirect Impact of
the Crisis on Jordan**



Introduction

The impact of the Syria crisis on Jordan is multifaceted, spanning almost all sectors of the economy and affecting – with varying degrees of intensity – all geographic areas. The Syria crisis continues to place heavy pressure on Jordan’s social, economic, institutional and natural resources. Given the fragile fiscal position of the government budget over the past years, the government has had to reallocate scarce capital to meet the sudden and growing demands necessitated by the Syria crisis. The impact of the Syria crisis on Jordan has been manifested in three different but interrelated manners:

- Increased pressure on public finance, worsened trade deficit and losses to key economic sectors.
- Exacerbated vulnerabilities for the poorest segments of the Jordanian population.
- Deteriorated access to quality basic services in the most affected governorates³⁴.

While some sectors may have benefited from the population increase, the overall impact of the crisis on the economy has been detrimental. Although the pressure of almost 1.3 million Syrians is an important component of this impact, it represents only part of the picture. Another primary destabilizing economic factor has been the regional trade distortions caused by the crisis, which is directly linked to increasing levels of national debt and a worsening trade deficit.

This chapter offers insights into the direct and indirect costs and impact of the Syria crisis on the Jordanian economy.

³⁴ Government of Jordan, “Needs Assessment Review of the Impact of the Syria crisis on Jordan”, MoPIC, November 2013

Capturing the whole impact of the Syria crisis is a challenge, not only because of the difficulty of defining the cause-effect relation along with their attributions and linkages, but also due to the difficulty of identifying the starting and ending points of the impact and its consequences. This in addition to the difficulty of delineating lines between direct and indirect impact as well as gauging and quantifying the impact.

The following table shows the change in some key economic indicators in absolute and relative terms for the periods of six years before the crisis (2005-2010) and during the crisis (2011-2016). The table shows that GDP growth declined by 69% after the crisis and that the trade balance deficit increased by 82%. Furthermore, unemployment has increased by 3% per annum during the crisis while it was decreasing by 3% annually before it. Foreign aid fell 5% per annum in 2011-2016 compared to a 3% decrease before the crisis. The budget deficit fell 6% per annum in the last six years, while it was increasing by 20% annually before the crisis. Moreover, public debt rose by 16% per annum compared to 9% before the crisis and the number of tourists fell by 4% per annum after the crisis compared to an annual increase of 18% before the crisis.

Overall, the macroeconomic impact of the Syria crisis on Jordan can be summarized as following:

- GDP growth rate decreased from 110% during the period 2005-2010 to 34% during 2011-2016. It is worth noting that GDP growth during the first half of 2017 reached 2.2% in first quarter and 2% in second quarter.
- Unemployment rate decreased by 16% for the period 2005-2010 before the crisis while it increased by 18% during the crisis period. Furthermore, unemployment rate jumped from 12.5% in 2010 to 18.5% in the third quarter of 2017.
- Foreign grants to Jordan dropped during 2011-2016 period by 31% compared to a 20% drop during the period 2005-2010.
- Public debt (national and foreign) increased by 95% during the period 2011-2016 compared to 53% during the pre-crisis period. The ratio of debt to GDP has risen from 65% in 2011 to 95% in 2016 and has reached 94.8% in September 2017.
- The number of tourists (thousands for package) increased between 2005 and 2010 from 339,000 to 708,000 with an increase of 109%, whereas between 2011 and 2016 the number fell from 420,000 to 328,000 with a drop of 22%. Income from tourism had been growing by 149% between 2005 and 2010, whereas the growth has dropped to 1% between 2011 and 2016.
- The value of total exports reached JOD 2,493.6 million during the 1st half of 2017 (a decrease by 0.6% compared with the same period of 2016). Meanwhile, the national exports value reached JOD 2071.9 million during the 1st half of 2017 (a decrease by 1.6% compared with the same period of 2016). The value of re-exports reached JOD 421.7 million during the 1st half of 2017, which indicates an increase by 4.8% as compared to the same period of 2016. The imports value reached JOD 7,023 million during the 1st half of 2017, thus increasing by 3.2% compared to the same period of 2016.³⁵

35 Government of Jordan, Department of Statistics, November 2017

Jordan's Major Macro-Economic Indicators

Economic Indicator	2005	2010	Change Rate 2005-2010	2011	2016	Change Rate 2011-2016	Change amount between 2005- 2010 change and 2011-2016 change	Change Rate between 2005-2010 change and 2011- 2016 change
GDP at current market prices (million JOD)	8925	18762	110%	20477	27445	34.0%	-76%	-69%
Per Capita GDP (in JOD)	1630.81	3069.20	88.2%	3276.25	2801.07	-14.5%	-102.7%	-116.4%
Domestic Export (million JOD)	2570.22	4216.95	64.1%	4805.87	4369.33	-9.1%	-73.2%	-114.2%
Domestic Import (million JOD)	7442.86	11050.13	48.5%	13440.22	13636.99	1.5%	-47.0%	-97.0%
Trade Balance (Exp-Imp)	-4873	-6833	40%	-8634	-9268	7%	-32.9%	-82%
CPI Consumer Price Index (2010=100)	75.8	100.0	31.9%	104.16	115.50	10.9%	-21.0%	-65.9%
Unemployment Rate%	14.80	12.5	-15.5%	12.9	15.30	18.6%	34.1%	-219.7%
Population (million)	5.47	6.113	11.7%	6.25	9.80	56.8%	45.1%	385.5%
Foreign Direct Investments (million JOD)	1407.00	1197.07	-14.9%	1055.00	1092.60	3.6%	18.5%	-123.9%
Foreign Grants (million JOD)	500.30	401.70	-19.7%	1215	836.00	-31.2%	-11.5%	58.3%
Public Deficit Including Grants (million JOD)	477.80	1045.22	118.8%	1382.78	878.90	-36.4%	-155.2%	-130.7%
Public Debt (million JOD)	7493.77	11462.33	53.0%	13401.71	26092.00	94.7%	41.7%	78.8%
P. Debt / GDP Rate	84%	61%	-27.2%	65%	95%	45.3%	72.5%	-266.2%
Per Capita Public Debt (in JOD)	1369.23	1875.07	36.9%	2144.27	2662.99	24.2%	-12.8%	-34.5%
Tourism								
Number of Tourists (Thousands-for Package Tours)	338.79	707.79	108.9%	419.57	327.66	-21.9%	-130.8%	-120.1%
Tourism Income (million JOD)	1021.60	2545.18	149.1%	2431.50	2870.90	18.1%	-131.1%	-87.9%

Sector Impact of the Syria Crisis

The calculations of the direct and indirect impact of the Syria crisis on Jordan are based on the parameters and assumptions mentioned in Chapter 1. The crisis has added tremendous pressure on most sectors and affected all aspects of life as described below:

Education

Based on Ministry of Education's indicative budget, the total direct financial cost for the education sector is estimated at around USD 97.3 million a year for the period 2018-2020.

Education Financial Costs (USD)

	2018	2019	2020
Ministry of Education Budget³⁶	1,310,196,050	1,371,380,818	654 1,382,304
Total Number of Students in Public Schools³⁷	1,967,486	1,995,790	2,025,127
Total Number of Syrian Refugee Students in Schools	137,206	144,066	151,269
Estimated Cost per Student	666	687	683
Total Cost of Syrian Students in Public Schools	91,379,196	98,973,342	103,316,727

The Syria crisis has directly impacted the education sector and caused a significant increase in public expenditure. The capacity of the education system is overstretched and schools have challenges in absorbing the increased students' demand. The Syria crisis has also further accelerated the depreciation of infrastructure and equipment.

Despite these challenges, the Government of Jordan has been able to move towards a reform process that will hopefully lead to long-term development and sustainability. With the increase in investment in the quality of education, more professional development opportunities are available for in-service teachers, with ICT and innovative learning currently being explored. Furthermore, the recent investments in school construction, rehabilitation and expansion will equally benefit Syrian refugees and host communities. Finally, the provision of alternative learning pathways allows learners to obtain increased opportunity to continue their education.

Health

The Syria crisis has evidenced impact on Jordan health care system as the demand for health services from Syrian refugees continues to place additional pressure on the national health system and its ability to respond. Deficiencies in the supply and availability of medication have been reported in several places, in addition to medical equipment shortages and overuse or damages. Additionally, over-utilization of health facilities and technologies has accelerated recovery cost, while health work force ability to respond to the increased workload has affected turnover rate as well as the quantity and quality of services provided.³⁸

³⁶ Government of Jordan. General Budget Department, November 2017

³⁷ National Education Strategic Plan of Jordan, August 2017. Includes kindergarten, basic and secondary education

³⁸ Physicians rate per 10,000 decreased from 22.2 in 2015 to 14.1 in 2016, Annual statistical report, MOH 2016

The total direct financial cost of Syrians for the health sector is estimated to be around USD 115.5 million per year for the period 2018-2020.

Health Financial Costs (USD)

	2018	2019	2020
Ministry of Health (MOH) Budget	845,526,093	876,005,642	914,599,436
Estimated Cost per Person	83	84	86
Estimated Cost of Syrian Refugees	54,925,908	56,434,979	57,646,437
Estimated Cost of Syrians	114,012,869	115,396,897	117,013,663

The indirect costs in the public health sector are calculated at around USD 16.5 million.³⁹ These costs include the following negative spill over effects: increased demand for health care services, rise in communicable diseases. overcrowding of Jordanians from public services. risks of increased infections as a result of lack of water and sanitation, medication shortages, and finally malnutrition.⁴⁰

Energy

In recent years, the total residential electricity consumption rose significantly from 5548 GWh in 2011 to 7448 GWh in 2016, while the consumption of LPG increased from 370,000 to 433,000 tons for the same period. On the other hand, the higher production of electricity, if not coming from renewable sources, will have a negative impact on the environment.

As per the latest statistics, electricity residential consumption in the northern governorates (those mostly affected by the Syria crisis) showed an additional increase in electricity consumption of 1.75% compared to other governorates less affected in Jordan, confirming that the increase comes as a result of the large influx of refugees.

³⁹ UNDP, The Indirect Impacts of the Syria crisis on Jordan's Economy: A Quantitative and Qualitative Approach", 2016, prepared by Abu-Ghazaleh and Co. Consulting

⁴⁰ Fiddian-Qasmiyeh, Elena, Isabel Ruiz, Carlos Vargas-Silva and Roger Zetter. "Study on Impacts and Costs of Forced Displacement: State of the Art Literature Review", 2011, Vol. II. Oxford: Refugee Studies Centre

Electricity Financial Costs (USD)

Subsidy	2018	2019	2020
Final Cost of Electricity Sold for Consumer (Fills/Kilowatt)	103	103	103
Subsidized Electricity Tariff for Household Sector (Fills/Kilowatt)	33	33	33
Total Consumption of Subsidized Household Category (Gigawatt/Hour)	4,950	5,220	5,481
Total Number of Household Subscribers in the Subsidized Category (Jordanian and Syrian)	853,000	872,000	889,440
Total Number of Syrian Subscribers Outside Camps	342,500	342,500	340,000
Syrian Overall Household Subsidy (Electricity)	118,452,000	118,452,000	117,587,200
Syrian Overall Household Subsidy (LPG)	4,712,630	4,916,150	5,119,290
Syrian Overall Household Subsidy (Electricity and LPG)	123,164,630	123,368,150	122,706,490

Public Works

The direct cost of the crisis on public works is estimated at a USD 172 million per year for the period 2018-2020, as per the below table:

Public Works Financial Costs (USD)

	2018	2019	2020
Ministry of Public Works (MOPW) Budget	190,047,955	185,291,961	195,854,725
Annual Infrastructure Depreciation	1,120,000,000	1,120,000,000	1,120,000,000
Total Cost	1,310,047,955	1,305,291,961	1,315,854,725
Estimated Cost per Person	129	126	124
Total Cost of Infrastructure Depreciation Due to the Syrian Population	176,650,167	171,947,114	168,350,181

Municipalities

The Syria crisis had its impact on the municipal services being provided in Jordan. There is increased pressure on the already fragile services to meet demands from both host communities and refugee populations. Using the total debt of municipalities, it can be estimated that the total direct cost for municipalities to provide services to Syrians in Jordan will reach an average of around USD 26 million per year for the period 2018-2020, as per the below table:

Municipalities Financial Costs (USD)			
	2018	2019	2020
Municipalities Debt	172,397,867	189,637,654	208,601,419
Cost per Person	18	19	20
Total Cost of the Syrian Refugees	24,674,904	25,952,879	27,221,080

The indirect impacts and costs on the municipal and local governance are numerous as any of the municipalities suffer from depletion in services and infrastructure.

One of the most evident impacts is the capacity of municipalities to manage the waste which has exceeded by 11%; 85% of which is attributable to the Syria crisis. Landfill capacity has also risen by 19%; 91% of this exceeded capacity can be attributed to the Syria crisis. The gap between the landfill capacity and the total volume produced on daily basis is 812 and 886 ton per day in the North and Middle regions, respectively.

Agriculture

There are no international studies to assess the impact of the Syria crisis on the agricultural sector in Jordan. However, there are some effects that can be inferred through the analysis of macro indicators related to the agricultural sector, such as:

- Vulnerable Jordanians in host communities who have limited access to food, over an extended period of time, are becoming more and more vulnerable to food insecurity.
- The Jordanian agricultural sector, by global standards, has low levels of crop and livestock productivity and, prior to the Syria crisis, was already struggling to cope with the challenges of climate change. Since the crisis, small-holder farmers have suffered a significant increase in the cost of agricultural inputs, an inability to market perishable (horticultural produce) and an overall decrease in farm-gate prices.
- There is serious risk of land degradation (and potential “desertification” in the Badia) because many Syrian nomads are moving their livestock into Jordan as a result of the Syria crisis. It is estimated that the number of sheep and goats increased from 2.9 million heads in 2009 to 3.8 million heads in 2015. This led to overgrazing and degradation of natural pastures. It also led to an increase in imports of barley from USD 146.8 million in 2009 to USD 196.4 million in 2016.
- Abuse of Jordan’s forests and fires increased as well as the use of wood for heating and cooking. Hence, infringements rose on forestry from 889 encroachment in year 2010 to 1022 encroachment in 2015.

- Farmers lost much of their income because of the loss of international trade. Serious declines in trade between Jordan and Syria also led to a decrease in exports of agriculture commodity from USD 111.1 million in 2009 to USD 9.3 million in 2016. The closure of trade routes passing through Syria have resulted in reduction of Jordanian exports of agricultural commodities to Russia, Ukraine and Romania from USD 43.2 million in 2009 to USD 5.6 million in 2016.
- There is a high threat of transboundary animal diseases (TADs) due to the deterioration of Syria's field veterinary services and increased uncontrolled movements of unvaccinated livestock across borders. Cases of lumpy skin disease, pest, petites ruminants, rabies and external & internal parasites, zoonotic rickettsia influenza & corona viruses have been reported in Jordan between 2010 and 2015.
- The collapse of the phyto-sanitary services in Syria generated a serious risk of trans-boundary crop pests and plants disease. In addition, plant products are being taken across the border without any control. This hazard is heightened given the weak phyto-sanitary inspection systems in Jordan at existing border crossings.

It is worth noting, however, that there has been a significant increase in the demand of some agricultural goods in the local markets. This had a positive impact on farmers who have produced surplus agricultural and animal products.

Environment

The Syria crisis and the related wave of refugees fleeing to Jordan has resulted in deep and substantial consequences to Jordan's natural resources. This impact is reflected in water and air quality indicators and pressure on forests and other land resources in the northern and eastern parts of the country as well as an increase in wastes generation and medical hazardous wastes. Water quality and quantity in Jordan is already extremely challenging due to the natural aridity, recent drought episodes and impact of climate change. Increased water abstractions due to increased population numbers, combined with increased wastewater to be treated and adequately disposed, create an added pressure. This pressure has the potential to impact the economic development activities, human health and overall sustainable development.

Income Losses

Transport

The below table shows the income losses for the transport sector attributable to the crisis between 2018 and 2020. Total land transport loss will be on average USD 44 million, including loss on the transport of goods (USD 27.5 million), railway transport (USD 665,169) and general transport (USD 16 million). In addition, the average loss of aviation can be estimated at around USD 13 million. In total, average losses to the transport sector per year amount to approximately USD 57 million.

Transport Financial Losses (USD)

	2018	2019	2020
Land Transport Loss	44,163,394	43,758,225	43,758,225
- Transport of Goods	27,551,475	27,551,475	27,551,475
- General Transport and Tourism	15,956,750	15,551,581	15,551,581
- Railway Transport	655,169	655,169	655,169
Aviation Loss	13,934,025	13,330,393	11,864,481
Total Financial Losses	58,097,419	57,088,618	55,622,706

The indirect impact on the transportation can be further analysed. For example, infrastructure issues such as road maintenance and street lighting have been especially impacted. The arrival of Syrian refugees has increased the number of users of the road networks and public transport services, heavy-loaded cargo, water supply, and sludge disposal trucks. These factors combine to lead to a degradation of existing road networks and public transportation systems.

Moreover, Jordan has lost one of its major trade routes. Although the magnitude of trade between Jordan and Syria is relatively small, Jordan has depended on Syria for transit trade, and the violence in Syria has impacted transit routes to Turkey, Lebanon, and Europe, hence forcing Jordan to develop alternative routes, mainly through Aqaba Port.

Labour

Labour-related Financial Losses (USD)

	2018	2019	2020
Number of Syrians With Work Permit⁴¹	100,000	120,000	150,000
Work Permits Average Fees	730	730	730
Total Financial Loss From Waiving Work Permit Fees for Syrians	73,000,000	87,600,000	109,500,000

Following the Jordan Compact agreement in early 2016, the Government of Jordan waived the fees required to obtain a work permit for Syrian refugees in a number of occupations open to foreign workers and simplified the documentation requirements. These measures have encouraged employers to regularize their workers resulting in nearly 80,800 work permits being issued and renewed to Syrian refugees in Jordan to date.⁴²

⁴¹ This target takes into account the overall aim of providing about 200,000 job opportunities for Syria refugees in the coming years, as per the Jordan Compact

⁴² Ministry of Planning and International Cooperation, December 2017

Security

Security Financial Costs (USD)

	2018	2019	2020
General Security (Police)	137,980,604	139,069,790	141,022,494
Gendarmerie	43,933,176	45,520,506	47,458,626
Military	220,426,629	225,001,356	230,435,988
Civil Defence	42,261,814	43,811,164	45,257,123
Total Security Cost	444,602,223	453,402,815	464,174,231

Indirect Impact of the Syria Crisis

Indirect costs refer to 'lost resources and opportunities resulting from armed violence'. Indirect costs of violence may include ensued costs associated with the effect of conflict, like the loss of welfare; loss of human capital; educational opportunities; capital flight; reduced production; trade and investment and declined tourism. Additionally, this may entail macroeconomic effects, such as inflation, unemployment and finally diminished economic growth. While some of these costs apply strictly to the countries involved in the conflict, other costs may be adopted in the context of neighbouring countries as in the case of Jordan.

The results of a recent study⁴³ showed that the indirect impact of the Syria crisis is estimated to range between USD 3.103.40 billion annually. Around USD 2 billion of this indirect impact is due to the effects of the Syria crisis on tourism receipts, trade balance and capital flight. While around USD 1.10 to USD 1.40 billion are incurred implicitly by the economy due to hosting Syrian refugees in the country. If capital expenditures are excluded from the calculations, the total indirect impact will be equal to USD 3.1 billion.

43 UNDP, "Indirect Impact of the Syrian Refugee Crisis on the Jordanian Economy", Talal Abu Ghazaleh & Co. Consulting, September 2016

Financial Requirements for Subsidy, Security, Income Losses and Infrastructure Depreciation (USD)

	ITEMS	2018	2019	2020
1	SUBSIDY			
1.1	Electricity and LPG	123,164,630	123,368,150	122,706,490
1.2	Water	25,000,000	25,000,000	25,000,000
	SUB-TOTAL	148,164,630	148,368,150	147,706,490
2	SECURITY			
2.1	Military	220,426,629	225,001,356	230,435,988
2.2	Civil Defense	42,261,814	43,811,164	42,257,123
2.3	Gendarmerie	43,933,176	45,520,506	47,458,626
2.4	Police	137,980,604	139,069,790	141,022,494
	SUB-TOTAL	444,602,223	453,402,816	461,174,231
3	INCOME LOSS			
3.1	Labour Permits Fees	73,000,000	87,600,000	109,500,000
3.2	Transport	44,163,394	43,758,225	43,758,225
3.3	Aviation	13,934,025	13,330,393	11,864,481
	SUB-TOTAL	131,097,419	144,688,618	165,122,706
4	ACCELERATED INFRASTRUCTURE DEPRECIATION	176,650,167	171,947,114	168,350,181
	GRAND TOTAL	900,514,439	918,406,698	942,353,608







Chapter 4

Sector Response Plans



Introduction

This chapter presents all twelve-combined refugee and resilience sector response plans as prepared by the TFs in a series of intensive multi-stakeholder working sessions and consultations. The result of this work has then been reviewed by MOPIC, which has provided concerned TFs with recommendations for adjustment based on existing government policies, implementing partners' capacity and other criteria.

Therefore, while the following sector responses are based on the needs and vulnerabilities as highlighted in Chapter 2, they only include interventions that the Government of Jordan considers feasible and of high priority to respond to the impact of the crisis on Syrian refugees and Jordanian people, host communities and institutions.

Education

Situation Analysis

The challenge of improving the quality of education in Jordan and delivering more competitive results has been strained by the influx of more than 212,000 Syrian registered refugees of school-age (6–17 year old), out of which 126,127 Syrians were enrolled in Jordanian schools in the 2016–2017 academic year. This means that, while the provision of education for Syrian refugees has been steadily improving, 40% of Syrian school-age children remain out of school in Jordan. As the Jordanian school system struggles to expand to include Syrian children—with 209 schools adopting a double-shift system in which Syrian and Jordanian students attend separate morning and afternoon shifts—the quality of education has also declined.

The crisis has directly impacted the public education sector, with a significant increase in public expenditure on education. The capacity of both the education system and educators are overstretched and schools have limited capacity to absorb the increased demand, which has led to an overcrowding of classes. There has also been an increase in out-of-pocket education expenses for refugee families due to the indirect cost of education (e.g. use of tutors, transportation, learning materials). Furthermore, the quality of education has been affected, with a slowdown in typical classroom learning. This in turn has resulted in higher dropout and repetition rates. Learners are thus increasingly less likely to transition from one year to another. Overall, Syrian refugee students complete on average fewer years of education than their Jordanian peers.

The degradation of safe school environments has also been worrisome, deterring learners from school, with an increase in violence reported in schools, especially in highly vulnerable areas. With fewer students completing their education, especially youth, an increase in unemployment is also noticed among them. Low levels of TVET, higher education, and labor force participation will in turn translate into increased vulnerability.

It is to be noted, however, that even prior to the Syria crisis, the Jordanian education system⁴⁴ was facing several challenges.⁴⁵ Therefore, the JRP aims to complement the 2016-2025 National Strategy for Human Resource Development (NCHRD) and the development of the 2018-2022- National Education Strategic Plan (NESP) to ensure clear, prioritized, sequenced and costed plans to address systemic challenges, while meeting the needs of the most vulnerable- including refugees- and working towards the global Sustainable Development (SDA) Agenda.⁴⁶

Response Plan

The response to the Syria crisis must be inclusive, responsive and able to promote long-term resilience, while focusing on equitable access to quality education. Syrian refugees have significant barriers to all levels of education, which is keeping Syrian children and youth outside of education. The lack of documentation⁴⁷, distance to school, lack of recognition of prior learning, increasing financial vulnerabilities, school violence, child labour and child marriage⁴⁸ are all affecting the demand for education. Furthermore, poor learning environments, insufficient and underqualified teachers, inadequate teacher training, and outdated curriculum and pedagogy are equal deterrents for learners and are increasing the risk of drop-out.

The focus on quality recognizes the burden placed on the children and youth who share their communities and classrooms, and protects the education reform efforts underway in Jordan. It is with this recognition that the education response aims to ensure sustained quality educational services for children and youth impacted by the Syria crisis, through a holistic, inclusive and equitable approach.

44 Including ECED, TVET and Higher Education

45 Education for Prosperity: Delivering Results – A national Strategy for Human Resource Development 2016-2025

46 The National HRD Strategy and the new NESP seek to strengthen the overall system to ensure high quality of education and learning outcomes for all children and youth in Jordan. These longer-term development strategies are complementary to the targeted projects planned in the JRP. Furthermore, increased investment in institutional and organizational capacity, teacher professional development and infrastructure are aimed to increase resilience

47 The lack of official documentation is a barrier to entry for youth who wish to access tertiary education

48 The majority of teenage boys are reported to be working, and boys have lowered enrollment rates than girls. Furthermore, an increasing proportion of young Syrian girls (15-17) are getting married. Both child labor and child marriage are the main gender barriers for access to education. Inter-Agency Task Force Education

Sector Overall Objective
To ensure sustained quality educational services for children and youth impacted by the Syria crisis

Sector Specific Objectives

This response is guided by the above mentioned sector overall objective and the following three sector specific objectives addressing both refugee and resilience needs:

1. Improved capacities of education authorities to the continuous delivery of quality inclusive education services.
2. Improved provision of educational facilities sustains access to adequate, safe and protective learning spaces.
3. Increased provision of adequate, protective and safe learning spaces and facilities.

The response seeks to ensure sustained quality educational services for all refugees as well as Jordanians affected by the crisis. Besides, it links improvements in access and quality of education through increased absorptive capacity and professional development, with support for the development of an emergency response preparedness policy and resources framework. This approach ensures complementarity between efforts to address current pressures, while building education system capacity to ensure the continuous delivery of quality education services in future emergency situations.

1. Improved capacities of education authorities to the continuous delivery of quality inclusive education services.

The Government of Jordan and its relevant ministries need continuous support to strengthen their ability to manage the current impact of the Syria crisis and plan for future needs and shocks. This includes support in coordination, monitoring, evaluation and reporting. It equally addresses the importance to strengthen the identification of needs and vulnerabilities against the allocation of available resources. It also considers the need to increase recognition of learning achievements and facilitate the entry into education (primary, secondary and tertiary) through strengthened policy and legislation.

2. Improved provision of educational facilities sustains access to adequate, safe and protective learning spaces.

Quality and relevant education has to be delivered to all children and youth. This implies enhancing in-service training opportunities for public school teachers and facilitators as well as setting up ICT –enabled environment from teachers that are better able to provide individuals, specialized support. Students should benefit from more inclusive classroom environments that are child-centred. By focusing on the underlying root causes that are affecting student learning as a result of the Syria crisis, mitigation strategies will be developed and introduced to off-set negative coping strategies, reduce tensions in classrooms and communities, and ultimately improve learning outcomes.

3. Increased provision of adequate, protective and safe learning spaces and facilities. Expanding access to education from pre-primary level through TVET and university is important, as well as access to alternative educational pathways and learning support services. This objective, therefore, addresses the need to expand the capacity of the current system to absorb new students through the construction of new schools and additional classrooms. It seeks to ensure that access is inclusive and a safe and protective environment exists in all learning spaces. Additionally, it provides financial support to ensure that transportation is not a barrier to access education and high tuition fees do not prevent youth from continuing or pursue higher levels of education and training.



Financial Requirements for the Education Sector (USD)

Education		2018	2019	2020	Total
SSO 1	Improved capacity of Education authorities to ensure the continuous quality of inclusive education services	4,415,000	4,275,000	2,005,000	10,695,000
RES 1.1	Enhancing institutional and organizational capacity for education sector planning and management	2,715,000	2,615,000	345,000	5,675,000
RES 1.2	Enhancing institutional and organizational capacity of the Ministry of Higher Education and national tertiary institutions	1,700,000	1,660,000	1,660,000	5,020,000
SSO 2	Improved provision of educational facilities sustains access to adequate, safe and protective learning spaces	12,545,056	12,388,656	12,376,056	37,309,768
RES 2.1	Enhancing professional development and community engagement	4,676,056	4,676,056	4,676,056	14,028,168
RES 2.2	Improving safe learning environments in schools	1,069,000	912,600	900,000	2,881,600
RES 2.3	Providing ICT-enabled learning in formal schools	6,800,000	6,800,000	6,800,000	20,400,000
SSO 3	Increased provision of adequate, protective and safe learning spaces and facilities	311,829,667	418,095,483	371,403,451	1,101,328,600
RES 3.1	Expanding access to pre-primary/KG in single shift schools in the host community and camps	10,614,192	12,438,204	14,487,216	37,539,612
REF 3.1	Expanding access to formal education public schools in camps and host communities	59,525,575	62,192,507	64,467,653	186,185,735
RES 3.2	Expanding access to formal education in host communities	38,379,394	39,851,609	41,385,113	119,616,116
REF 3.2	Supporting retention in formal education through the provision of remedial classes in MOE public schools	9,410,520	9,692,836	9,983,621	29,086,976

RES 3.3	Supporting retention in formal education through the provision of remedial classes in MOE public schools	8,515,920	8,771,378	9,034,524	26,321,822
REF 3.3	Supporting access to Certified Non-formal education (Drop-Out Programme) for adolescents and youth in camps	1,115,000	1,115,000	1,115,000	3,345,000
RES 3.4	Supporting access to Certified Non-formal education (Drop Out Programme) for adolescents and youth in host communities	9,575,000	9,575,000	9,575,000	28,725,000
REF 3.4	Supporting access to certified non-formal education for children to enable them to enroll in formal education or other alternative certified education programs (Catch-Up Programme)	28,275,000	18,225,000	18,225,000	64,725,000
RES 3.5	Building new schools for KG, primary and secondary level	59,800,000	149,500,000	89,700,000	299,000,000
REF 3.5	Supporting access to additional learning support services for all children and youth (boys and girls)	14,080,914	12,621,516	11,072,004	37,774,434
RES 3.6	Building new schools for the vocational/ specialized stream (secondary level)	12,200,000	23,000,000	15,800,000	51,000,000
REF 3.6	Funded and accredited Tertiary Education and TVET opportunities	14,395,000	21,915,000	28,935,000	65,245,000
RES 3.7	School infrastructure expansion	8,610,000	8,610,000	8,610,000	25,830,000
REF 3.7	Raising awareness among vulnerable populations on educational opportunities to help refer children to formal or other alternative certified education programs	11,400,000	11,400,000	11,400,000	34,200,000
RES 3.8	Enhancing, rehabilitating and maintaining school infrastructure	12,800,000	12,800,000	12,800,000	38,400,000
REF 3.8	Life skills, innovation and citizenship education in Camps	2,809,990	2,796,331	2,754,582	8,360,903
RES 3.9	Life skills, innovation and citizenship education in Host Communities	10,323,162	13,591,102	22,058,738	45,973,002
TOTAL		328,789,723	434,759,139	385,784,507	1,149,333,369

Situation Analysis

Jordan is an energy insecure country that imports 96% of its requirements. The increase in population due to the high number of refugees has increased the need of energy, not only for domestic consumption, but also for sustaining services provision, such as education, health and water. It is estimated that during the first 5 years of the crisis (2011-2015), the total cumulative governmental subsidies for petroleum and electricity reached USD 7.1 billion.⁴⁹

As per the latest statistics, the total residential electricity consumption increased by 34% between 2011 and 2016, while the consumption of liquefied petroleum gas (LPG) increased by 17% from 370,000 tons in 2011 to 433,000 tons in 2016. Refugee camps have unstable power connection. For instance, Za'atari camp is provided with electricity for an average of 8 hours/day, while Azraq camp is not fully provided with electric power yet.

The energy sector is a sustainable sector and savings from the electricity bills can be invested in other projects related to the Syria crisis. The energy sector aims to provide a clean, safe and affordable energy sources for both Syrian refugees and Jordanian communities through interventions within refugee camps and host communities alike.

Response Plan

Given the estimated levels of incremental power needed to respond to the Syria crisis in urban areas and refugees camps, responses should be aligned with and benefit from the new strategic investments planned within Jordan's overall drive for sustainable energy solutions. This response has therefore been developed with projects that will meet extra loads through renewable energy and energy efficiency (RE&EE) technologies and solutions. Increase awareness on energy saving and sustainable consumption, while building on existing capacities and initiatives, is also a priority. It is expected that this approach will bring long-term benefits for Jordan's sustainable energy vision.

Moreover, while implementing immediate solutions to meet refugees' demand for energy, it is imperative to consider long terms solutions to ensure sustainable production and use of energy in Jordan and to mitigate the impact in the environment.

Based on the CVA analysis, the energy sector will focus on the following geographical areas: Jarash, Mafrq and Ramtha, Amman and Irbid, in addition to Za'atari and Azraq camps. In urban areas, interventions will focus on utilizing RE&EE technologies and solutions to houses, private and public building, including schools and hospitals, as well as to provide adequate, secure and affordable energy to refugees and host communities. This will entail working at policy, planning, management and operational level (including infrastructure upgrade, management and maintenance). Training will also be provided in RE&EE technologies and implementation for both Syrian refugees and Jordanian communities.

Sector assistance in camps will focus on providing adequate energy for the purposes of cooking and refrigerating food, private and public lightening, heating, charging electronics and washing clothes through the building and maintenance of power plants. Cash for work activities will also be included for refugees clean PV panels.

⁴⁹ Ministry of Energy and Mineral Resources, September 2016

Sector Overall Objective

To scale up and accelerate responses to Jordan's energy crisis in a sustainable manner that alleviates incremental demand pressures from the Syria crisis

Sector Specific Objectives

Within the Jordan's broad strategy for transformational change in both energy supply and demand dynamics, two key objectives are of relevance to Jordan's response to Syria crisis:

1. Introduced and promoted renewable energy (RE) and energy efficiency (EE) technologies and solutions to support the increased energy needs.
2. Enabled refugees and host communities to access adequate, affordable and secure energy supply.

Financial Requirements for the Energy Sector (USD)

Energy		2018	2019	2020	Total
SSO 1	Introduce and promote renewable energy (RE) and energy efficiency (EE) technologies and solutions to support the increased energy needs	36,474,926	27,374,926	27,084,926	90,934,778
RES 1.1	Promote the use of Energy Efficiency interventions, small scale PV systems and awareness raising on sustainable consumption	20,514,963	20,514,963	20,514,963	61,544,889
RES 1.2	Renewable energy power plants (solar, wind, direct burning of waste, etc...)	15,000,000	5,000,000	5,000,000	25,000,000
REF 1.1	Promote the use of Energy Efficiency interventions, small scale PV systems and awareness raising on sustainable consumption in refugee camps	959,963	1,859,963	1,569,963	4,389,889
SSO 2	Enable refugees and host communities to access adequate, affordable and secure energy supply	40,482,999	21,682,999	18,882,999	81,048,997
RES 2.1	Strengthening the energy policy framework and capacity building of the government and governmental authorities (energy master plan, strategic planning, billing systems, incentives, etc...)	1,382,999	1,382,999	182,999	2,948,997
RES 2.2	Enhancing electricity transmission and distribution network (including maintenance)	21,200,000	10,400,000	10,000,000	41,600,000
REF 2.1	Cash and incentives to improve the access to energy to vulnerable population	8,400,000	8,200,000	8,000,000	24,600,000
REF 2.2	Safe electrical connections for households in refugee camps and sustainable electrical systems	9,500,000	1,700,000	700,000	11,900,000
Total		76,957,925	49,057,925	45,967,925	171,983,775

Situation Analysis

The Syria crisis has resulted in an increase in overgrazing, unsustainable agricultural practices and collection of medicinal plants, in addition to an increase in the number of the illegal wood cutting. The Royal Administration for Environment Protection has reported violent incidents of 177 forest fires, 25 woods cutting and 22 overgrazing during January 2016 to January 2017. Examples include the increasing trend of illegal tree cutting to compensate for higher fuel prices, overgrazing of livestock due to the high cost of fodder and the unmet food needs of Jordanian inhabitants and refugees, which is also reflected in the illegal hunting of wildlife as, households seek cheaper alternatives to domesticated sources of meat such as chicken and lamb.

The monitoring of pollutants in the northern governorates, such Sulfur dioxide (SO₂), carbon monoxide and nitrogen oxides (NO, NO₂) has shown that high concentrations of these emissions are highly associated with increased human daily activities and in direct proportional trend with population size.

The yearly generation of hazardous waste in Jordan was estimated at 45,000 ton/year in 2015. The average generation of pharmaceutical waste has increased by 250% compared to the pre-crisis period.⁵⁰ Currently, there is only one dumping site assigned for hazardous waste and it needs considerable rehabilitation due to the increase in the amount of wastes generated, particularly in the past few years. Inappropriate management practices for such type of wastes can have a direct and indirect effect of health hazards and environmental pollution.

Response Plan

The response aims at strengthening the resilience of fragile ecosystems and communities, as well as offsetting the adverse environmental impact posed by the Syria crisis. Furthermore, there is an urgent need for proper interventions to conduct restoration and rehabilitation for key habitats/ecosystems that have experienced considerable damage and deterioration. In addition, the JRP should mainstream environmental sustainability concerns as a cross-cutting issue across all sectors and all interventions.

All assessment reports conducted on the impact of the crisis on the natural capitals confirmed that air quality and hazardous waste are the areas of most concern. This included a need of ongoing real-time monitoring of changes in ambient air and flow of waste valuable to inform decision-making. Since the environmental implications of the crisis have nationwide spill-over effects, it is important to expand the geographical coverage for a database system to maintain records of all air parameters, and different kinds and amounts of waste.

The treatment of hazardous waste is hampered by lack of human capacities, equipment, proper installations, and data bases and proper monitoring programs, as reflected in the poor state of the Swaga dumping site operation.

Interventions to minimize and mitigate the impact of the crises on the natural environment cannot be implemented alone since they have to be accompanied by longer-term strategies to ensure proper mitigation and remediation of adverse environmental impacts to decrease pressure on natural resources. It is also important to put in place an effective monitoring system for environmental indicators, including air pollutants, soil pollution, illegal grazing, illegal hunting, and amount of generated wastes.

⁵⁰ The average volume of pharmaceutical waste generated before crisis was 750 m3/year, which has since increased to 1877 m3/year during the crisis. Ministry of Environment's data, 2016

Sector Overall Objective

To minimize, mitigate and remedy the environmental impacts of the Syria crisis on vulnerable ecosystems and communities

Sector Specific Objectives

1. Improved mechanisms to mitigate pressure and competition for ecosystem services resulting from refugee influx.

In order to mitigate the additional competition on natural resources and ecosystem services, alternative income generation livelihoods opportunities need to be created for vulnerable groups, including women and young people in the surroundings of environmentally affected areas. Creation of green jobs and businesses for the surrounding communities of protected areas will decrease the pressure on natural resources, as well as decrease land degradation. This requires identification of vulnerable groups within a particular geographical area, undertaking feasibility assessment to design effective and relevant income-generation schemes that could serve as basis for future enterprise development. It also entails a component of enhancing the capacities of local CBOs in designing and implementing green businesses associated with awareness on sustainable uses of natural resources. Furthermore, enforcement of legislations concerned with ecosystems management is to be enhanced, which requires improving operational capacity of rangers including education and awareness, and provision of needed equipment and tools including vehicles, GPS technology, cameras, etc.

2. Enhanced national and local capacities to manage hazardous waste.

Among different kinds of hazardous waste, medical waste stands to be a priority given the considerable increase caused by the influx of refugees. This requires provision of equipment for collection, transfer and treatment of hazardous waste, while at the same time enhancing the treatment capacities at source and at landfills. This also entails developing the human capacities in dealing with such kind of waste.

3. Strengthened monitoring and mitigation of air pollution.

It is important to strengthen the national monitoring capacities of air quality, particularly in areas with high concentration of refugees. This includes activities related to strengthening human capacities, equipment and field monitoring. This needs to be complemented by activities to enhance the efficiency of factories, wastewater treatment plants, and other emitting facilities in the northern governorates. The Ministry of Environment is currently engaged in implementing relevant preparatory activities that are needed as base line to further enhance air quality control, monitoring and management in the coming few years.

4. Institutionalized effective mechanisms for environmental mainstreaming as part of JRP implementation.

This objective aims to help identify environmental risks and opportunities that may result from any projects and actions for urgent needs resulting from the Syria crisis and ensure that they are taken into account as early as possible before implementing JRP interventions.

Financial Requirements for the Environment Sector (USD)

Environment		2018	2019	2020	Total
SSO 1	Improved mechanisms to mitigate pressure and competition for ecosystem services (land, water) resulting from refugee influx	5,694,800	3,913,740	1,790,000	11,398,540
RES 1.1	Mitigating the adverse impact of Syria crisis on ecosystem services and land degradation	990,000	2,170,000	1,790,000	4,950,000
RES 1.2	Improvement of green infrastructure in Jordan through labor-intensive measures	4,644,800	1,683,740	0	6,328,540
RES 1.3	Assessing of environmental impacts and depletion of natural resources resulting from Syrian refugee camps using remote sensing technologies- Za'atari camp case study	60,000	60,000	0	120,000
SSO 2	Enhanced national and local capacities to manage hazardous waste	1,055,000	2,420,000	120,000	3,595,000
RES 2.1	Integrated hazardous waste management	1,055,000	2,420,000	120,000	3,595,000
SSO 3	Strengthened monitoring and mitigation of air pollution	1,110,000	600,000	1,000,000	2,710,000
RES 3.1	Strengthening the capacity of monitoring air quality	1,110,000	600,000	1,000,000	2,710,000
SSO 4	Effective institutionalization of mechanisms for environmental mainstreaming and reduction of environmental hazards as part of JRP implementation	275,000	225,000	0	500,000
RES 4.1	Operationalizing an Environmental Marker for conducting rapid EIA assessment	275,000	225,000	0	500,000
Total		8,134,800	7,158,740	2,910,000	18,203,540

Situation Analysis

Jordan is ranked at low risk in the 2017 Global Hunger Index (GHI) with a score of 6.7.⁵¹ Nationwide, 6.2% of Jordanian households are considered food insecure and vulnerable to food insecurity.⁵² However, these figures mask a worsening trend and stark regional disparities as food insecurity reaches 26% in some poverty pockets.⁵³ Over 70% of Syrian refugee households in host communities continue to be either food insecure or vulnerable to food insecurity and are almost completely dependent on food assistance provided by the international community.⁵⁴

The Government of Jordan, through its National Agricultural Development Strategy (2016-2025), has identified the following general challenges related to food security and agriculture: fluctuation of international prices of basic commodities, disruption of export routes and increased consumption levels and prices. In order to address these challenges, the strategy identified 209 projects, initiatives and programmes to improve the food security and livelihoods of both Jordanians and Syrian refugees.

Jordan is a net importer of food and animal feed. Imports account for close to 85% of the country's food needs, including 90% of its cereal requirements, 80% of animal feed requirements, and 42% of its animal source foods (e.g. meat and dairy) requirements. In monetary terms, the country imports three times what it exports from agricultural products. Therefore, international food prices fluctuation and high consumption levels linked to population increase are crucial challenges.

The rural poor, representing a quarter of all poor, rely mainly on agricultural activities. Having strong forward and backward linkages with other sectors and activities, agriculture remains an important sector. As such, the potential to increase food availability and access through sustainable food systems remains high by developing value chains, addressing surpluses in certain commodities, connecting smallholder farmers to markets, and improving the capacity of the retail sector. Since the crisis, smallholder farmers have suffered a significant increase in the cost of agricultural inputs, an inability to market perishable horticultural produce and an overall decrease in farm-gate prices.

In order to meet the increase in food demand, the Government's wheat imports value has increased from USD 131 million in 2009 to USD 629.6 million in 2016. Government's expenditures on bread subsidies have thus increased by about USD 266 million during the same period. In addition, increased demand on food has led to an increase in the consumer food price by 15.56 points between 2009 and 2016.

Response Plan

To meet the urgent need for food assistance, the response will continue to support the Government in efficient and sustainable management of agricultural resources to promote food security. The

51 The Global Hunger Index (GHI) is designed to comprehensively measure and track hunger globally and by country and region developed by the International Food Policy Research Institute (IFPRI)

52 Department of Statistics, "The State of Food Security in Jordan", February 2016

53 Food Insecurity Experience Scale (FIES), calculations made by FAO with data gathered from 2014 through 2016

54 2016 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME) compared with 2015 WFP/REACH Comprehensive Food Security Monitoring Exercise (CFSME)

response will also promote nutritional support to the most vulnerable through increased awareness of good nutritional practices, including training, communication and sensitization. Additionally, efforts will continue towards promoting dietary diversity through enhanced self-reliance and local food production.

Sector Overall Objective

To enhance food security situation of host communities and Syrian refugees in Jordan

Given the ongoing levels of food insecurity and dependence on food assistance amongst Syrian refugees and the potential worsening food security situation of Jordanians, the below are the identified sector needs:

- Improve food access and availability to sufficient, quality and diverse food for the Syrians in camps, transit centers and host communities.
- Strengthen understanding of food security and nutrition of refugees in Jordan.
- Improve access and availability to sufficient, quality and diverse food for the vulnerable Jordanians in host communities through in-kind food assistance.
- Strengthen understanding of food security and nutrition of Jordanian in host communities.
- Promote food security for Jordanians and Syrian Refugees in host communities through utilizing water harvesting efficiently and application of solar energy in irrigation for small holders in Agriculture.
- Improve food security for Jordanians and Syrian refugees in Badia through sustainable management of natural resources and water food energy nexus approach.
- Increase access to food for Jordanians and Syrian refugees in communities around forests through forests conservation activities.
- Support food production and diversification for vulnerable Jordanians and refugees in host communities through homestead farming and food water energy nexus approach.
- Improve the quality of agricultural products of small scale Jordanian farmers to access food markets and agricultural fairs.
- Improve efficiency of the local agriculture products along commodity value chains in agriculture.

Sector Specific Objectives

1. To improve availability, access and utilization of quality food for vulnerable women, girls, boys and men affected by the Syria crisis.
2. To enhance efficient and sustainable use of agricultural resources to promote food security for host communities and Syrian refugees.

Financial Requirements for the Food Security Sector (USD)

Food Security		2018	2019	2020	Total
SSO 1	Improve availability, access and utilization of quality food for vulnerable women, girls, boys and men affected by the Syria crisis	182,505,170	180,136,572	179,836,572	542,478,314
REF 1.1	Distribution of in-kind food assistance to Syrian refugees in camps	6,284,000	6,284,000	6,284,000	18,852,000
REF 1.2	Distribution of cash-based food assistance to Syrian refugees in camps	44,176,000	44,176,000	44,176,000	132,528,000
REF 1.3	Distribution of food assistance to Syrian refugees in host communities	122,738,061	121,694,885	121,694,885	366,127,831
REF 1.4	Comprehensive assessments of food security and nutrition of Syrian refugees in Jordan	250,000	250,000	250,000	750,000
RES 1.1	Distribution of food assistance to vulnerable Jordanians in host communities	9,057,109	7,731,687	7,431,687	24,220,483
SSO 2	Enhance efficient and sustainable use of agricultural resources to promote food security for host communities and Syrian refugees	14,088,000	23,893,000	17,142,000	55,123,000
RES 2.1	Strengthen disaster risk management, early warning system and policy developments in food security in response to the Syrian crisis	296,000	385,000	385,000	1,066,000
RES 2.2	Reduce vulnerability of host communities through efficient diversified agriculture for smallholders	890,000	1,500,000	1,500,000	3,890,000
RES 2.3	Promote food security for the most vulnerable Jordanians and Syrian Refugees in Badia through rehabilitation of range lands	1,716,000	4,718,000	4,718,000	11,152,000
RES 2.4	Enhancing food security of host communities surrounding forests through green infrastructure	1,187,000	1,976,000	1,976,000	5,139,000
RES 2.5	Enhance food production and nutrition for Jordanians and Syrian refugees by utilizing household micro-gardens	1,448,000	5,067,000	5,067,000	11,582,000
RES 2.6	Promote quality of food products in communities affected by the Syrian crisis to access markets	1,000,000	2,896,000	2,896,000	6,792,000
RES 2.7	Improve the value chain of livestock products and plants commodities in host communities affected by the Syrian crises	1,300,000	1,100,000	600,000	3,000,000
RES 2.8	Enhancing resilient livelihoods and food security of host communities and Syrian refugees in Jordan through the promotion of sustainable agricultural development	6,251,000	6,251,000	0	12,502,000
Total		196,593,170	204,029,572	196,978,572	597,601,314

Situation Analysis

Syrian refugees' health needs in Jordan continue to place additional pressure on the national health system and its ability to respond. This is aggravated by high out of pocket expenditures for health care and the increased prevalence of NCDs among refugees. Women and children, disabled, war-wounded, and older refugees' needs also present significant challenges. These vulnerable groups require wide range of costly health services for long time.⁵⁵ More than half of Syrian households have severe or high health vulnerability and significant vulnerabilities still exist for maternal and child nutrition in Jordan. Low tetanus toxoid vaccination coverage among women of reproductive age group (TT1 65% overall and TT2 coverage 20%) poses serious public health risks and concerns regarding protection of women and their newborn infants from tetanus.⁵⁶

Health needs of the national population are also growing with population growth, changing of population demographic and epidemiological transition of disease. Jordan remains at risk of infectious disease outbreaks, including polio, measles, H1N1 and middle east respiratory syndrome coronavirus (MERS-CoV). Determinants of poor health such as tobacco use, obesity, and other unhealthy behaviours are becoming increasingly prevalent in Jordan and are contributing to the increased incidence of NCDs. Around one third of the Jordanian population do not have access to universal health insurance coverage.⁵⁷

Response Plan

The health sector in Jordan continues to face increasing needs and vulnerabilities with continued demand for services from refugees, changing epidemiology of disease, and increasing rates of determinants of poor health. Rising healthcare costs, of both services and supplies, also raise issues of sustainable financing mechanisms for this increased demand. The health sector response strategy focuses on the provision of durable solutions by continuing to meet the immediate and short-term health needs of refugees whilst also strengthening the national health system thereby promoting resilience.

Therefore, the response spans a range of activities from direct interventions that ensure the short-term critical needs of Jordanians and Syrian refugees are met, through support for primary, secondary and tertiary health services in camps, rural and urban settings and systematic investments that reinforce the capacity of the national health system. The response also aims to build the resilience of the public health system through investments in information management and logistics systems.

⁵⁵ UNHCR Jordan. Vulnerability Assessment Framework. Baseline Survey Report

⁵⁶ MOH/UNICEF. EPI Coverage Survey, 2015-2016

⁵⁷ Jordanian children under six years have free access regardless of their insurance status

Sector Overall Objective

To improve the health status of Jordanian host communities and Syrian refugees by meeting humanitarian health needs, promoting resilience, and strengthening the national health system and services

Sector Specific Objectives

1. Increased equitable access, uptake and quality of primary health care for Jordanian and Syrian WGBM in impacted areas.
2. Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas.
3. Strengthened access, uptake and quality of integrated community interventions for Jordanian and Syrian WGBM in impacted areas.
4. Strengthened adaptive capacity of the national health system to address current and future stresses.

The above specific objectives are expected to be achieved through a number of interventions that aim to:

- Provide high quality, integrated health services that respond to the growing needs of a changing demography and epidemiology through the expansion of infrastructure capacity in primary, secondary and tertiary care.
- To strengthen the resilience of the national health system through investments on human resources, including nurses and doctors particularly in the medical specialties of intensive care, neonatal care and mental health.
- To establish effective and interoperable health and nutrition information systems.
- To ensure equitable access to essential medical supplies, vaccines and technologies of assured quality, safety, efficacy and cost-effectiveness.
- To ensure effective health financing for health coverage of vulnerable populations.
- Support a network of primary health clinics, including reproductive health and mental health services, for those Syrians who cannot access MoH services and for refugees in camps.
- Ensure effective coordination in refugee camps to address gaps and provide logistical and human resources support to MoH. This includes the provision of essential primary and secondary services on-site and the promotion of linkages with national health systems.
- Support the delivery of essential secondary and tertiary care for Syrians not covered by the MoH, including emergency obstetrics and neonatal care, post-operative, rehabilitation for war-wounded, acute and severe mental health conditions, malignancies, and palliative care including psychosocial support, symptomatic relief and pain management.
- Strengthen disability-related interventions for Syrian refugees and vulnerable Jordanians, by strengthening disability prevention among infants and young children through early detection and early intervention.
- Support and expand the community health network to improve uptake of services, access to information, community capacity and resilience.
- Improve refugee vulnerability identification and scoring with the aim of better targeting and reaching those most vulnerable with essential services and assistance.

Financial Requirements for the Health Sector (USD)

Health		2018	2019	2020	Total
SSO 1	Increased equitable access uptake and quality of primary health care for Jordanian and Syrian WGBM in impacted areas	78,575,738	75,627,133	75,352,334	229,555,205
RES 1.1	National newborn screening program for early detection and treatment for G6PD, TSH and PKU	180,000	200,000	230,000	610,000
RES 1.2	Strengthening comprehensive care and treatment for cancer patients	1,500,000	2,000,000	2,150,000	5,650,000
RES 1.3	Introduction of Pneumococcal vaccine	13,500,000	14,000,000	16,000,000	43,500,000
RES 1.4	Introduction of Hepatitis A vaccine	6,000,000	6,500,000	7,000,000	19,500,000
RES 1.5	Introduction of Chicken Pox vaccine	6,000,000	6,500,000	7,000,000	19,500,000
RES 1.6	Strengthening the cold chain	573,000	573,000	573,000	1,719,000
RES 1.7	Strengthening national capacities for NTDs	80,000	80,000	80,000	240,000
RES 1.8	AMR surveillance system	100,000	100,000	100,000	300,000
RES 1.9	Infection and prevention control	1,150,000	1,300,000	1,450,000	3,900,000
RES 1.10	Strengthening prevention and management of communicable disease	910,000	910,000	910,000	2,730,000
RES 1.11	Strengthening post-natal care	55,000	55,000	55,000	165,000
RES 1.12	Promote child growth and development	50,000	50,000	50,000	150,000
RES 1.13	Strengthening management and control of non-communicable diseases and its risk factors to reduce mortality and morbidity of Syrian refugees and vulnerable Jordanian population	800,000	500,000	500,000	1,800,000
RES 1.14	National nutrition information systems strengthening	600,000	500,000	500,000	1,600,000
RES 1.15	Integrated management of maternal, neonatal, child health and nutrition services at PHC level	100,000	100,000	100,000	300,000
RES 1.16	Strengthening Routine Immunization (RI)-Reach Every Community (REC) programme in high risk areas in all governorates	3,000,000	2,200,000	1,300,000	6,500,000
RES 1.17	Healthy Community Clinic (HCC)	117,500	117,500	117,500	352,500
RES 1.18	Provision of comprehensive RMNCH services for Jordanian and Syrian WGBM in impacted areas	1,250,800	1,250,800	1,250,800	3,752,400

RES 1.19	Strengthening the mental health system, improve access and services for Jordanian and Syrian WGBM in impacted areas	700,000	500,000	300,000	1,500,000
REF 1.1	Delivery of communicable disease management and EPI services	18,920,171	16,904,279	15,660,587	51,485,037
REF 1.2	Provision of non-communicable diseases (NCD) prevention and management services	7,851,412	7,485,834	7,369,313	22,706,559
REF 1.3	Provision of comprehensive reproductive, maternal, neonatal and child and adolescence health (RMNCH) services for Jordanian and Syrian WGBM in impacted areas	14,149,855	12,666,520	11,454,484	38,270,859
REF 1.4	Provision of integrated Sexual and Reproductive (SRH) and Gender Based Violence (GBV) services to women of reproductive age, adolescent girls and youth	165,500	206,700	221,650	593,850
REF 1.5	Strengthening accessibility to mental health services within primary healthcare centers	822,500	927,500	980,000	2,730,000
SSO 2	Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas	57,521,554	42,734,676	41,811,099	142,067,329
RES 2.1	National resilience programme to sustain the level and quality of environmental health services in the Syrian hosting communities	6,152,000	6,000,000	4,900,000	17,052,000
RES 2.2	Strengthening laboratory services	2,827,769	2,827,768	5,963,983	11,619,520
RES 2.3	Strengthening blood bank services	3,351,000	2,035,000	614,000	6,000,000
RES 2.4	Rehabilitation and expansion of emergency department at Al-Mafraq Hospital	2,650,000	0	0	2,650,000
RES 2.5	Rehabilitation and expansion of emergency department at Queen Rania Al-Abdullah	2,650,000	0	0	2,650,000
RES 2.6	Rehabilitation and expansion of emergency department at Al-Mafraq Hospital	2,650,000	0	0	2,650,000
RES 2.7	Strengthening of the referral and ambulance system	550,000	550,000	550,000	1,650,000
RES 2.8	MoH supported in reviving baby friendly Hospital initiative	500,000	300,000	300,000	1,100,000
RES 2.9	Comprehensive RMNCH (reproductive, maternal, new-born and child health and nutrition services) in secondary and tertiary health care are strengthened	500,000	350,000	350,000	1,200,000
RES 2.10	Provision of life saving emergency obstetric reproductive health services to Syrian refugees and Jordanian, in particular pregnant women	1,499,940	1,349,946	1,199,952	4,049,838
RES 2.11	Provision of comprehensive specialized mental health services	3,200,000	2,500,000	2,000,000	7,700,000

Health (cont.)

		2018	2019	2020	Total
REF 2.1	Provision of comprehensive specialized mental health services	3,543,500	2,538,500	2,231,500	8,313,500
REF 2.2	Promoting access of Syrian affected population with disability to quality comprehensive rehabilitation services	2,646,520	2,044,785	1,898,262	6,589,567
REF 2.3	Provision of maternal/neonatal and child care	4,793,699	4,401,154	4,303,134	13,497,987
REF 2.4	Provision of essential secondary and tertiary health care	20,007,126	17,837,523	17,500,268	55,344,917
SSO 3	Strengthened access, uptake and quality of integrated community interventions for Jordanian and Syrian WGBM in impacted areas	7,684,921	6,152,667	6,189,565	20,027,153
RES 3.1	Strengthening the services provided for the elderly within the community	10,000	10,000	10,000	30,000
RES 3.2	Strengthening Early Detection (ED) and Early Intervention (EI) services for Children	476,539	794,231	794,231	2,065,001
RES 3.3	Provision of comprehensive rehabilitation services	779,900	1,039,866	1,039,866	2,859,632
REF 3.1	Building a community health network	2,200,930	1,625,000	1,616,000	5,441,930
REF 3.2	Training of Community Health Volunteers	626,607	351,598	370,600	1,348,805
REF 3.3	Health Promotion practices	3,195,852	1,894,000	1,906,918	6,996,770
REF 3.4	Provide community level mental health services	395,093	437,972	451,950	1,285,015
SSO 4	Strengthened adaptive capacity of the national health system to address current and future stresses	25,020,500	91,702,000	7,359,000	124,081,500
RES 4.1	Construction and equipping of two HC in Mafrqa	1,480,000	2,100,000	420,000	4,000,000
RES 4.2	Construction and equipping of three HC in Irbid	2,220,000	3,150,000	630,000	6,000,000
RES 4.3	Construction and equipment of HC in Ramtha	740,000	1,050,000	210,000	2,000,000
RES 4.4	Construction and equipment of HC in Ajloun	740,000	1,050,000	210,000	2,000,000
RES 4.5	Construction and equipment of HC in Jarash	1,480,000	2,100,000	420,000	4,000,000
RES 4.6	Construction and equipment of HC in Zarqa	740,000	1,050,000	210,000	2,000,000
RES 4.7	Expansion and equipment of three HC Zarqa	1,350,000	2,520,000	630,000	4,500,000
RES 4.8	Expansion and equipment of two HC / Al- Mafrqa	900,000	1,680,000	420,000	3,000,000
RES 4.9	Expansion and equipment of five HC / Irbid	3,000,000	4,200,000	300,000	7,500,000

RES 4.10	Expansion and equipment of HC / Ramtha	450,000	840,000	210,000	1,500,000
RES 4.11	Rehabilitation of old obstetrician building at Al-Basheer Hospital	450,000	840,000	210,000	1,500,000
RES 4.12	Construction and equipment of a new hospital in Amman (200) beds	0	50,000,000	0	50,000,000
RES 4.13	Rehabilitation of old Ramtha Hospital	740,000	1,050,000	210,000	2,000,000
RES 4.14	Construction of accommodation building in Abu Obeida Hospital	450,000	0	0	450,000
RES 4.15	Construction and equipping of a new hospital in Al-Azraq (50) beds	0	15,000,000	0	15,000,000
RES 4.16	Upgrading of health information systems	1,950,000	300,000	0	2,250,000
RES 4.17	Public health surveillance and response in Jordan	550,000	300,000	250,000	1,100,000
RES 4.18	Jordan Air Ambulance Center Helicopter's (AW139) maintenance	2,781,000	1,302,000	1,569,000	5,652,000
RES 4.19	Comprehensive regional rehabilitation center in North Jordan	3,000,000	2,000,000	250,000	5,250,000
RES 4.20	Strengthening emergency and crisis management within the national health system	1,549,500	1,050,000	1,000,000	3,599,500
RES 4.21	Expansion and equipment of HC / Jarash	450,000	120,000	210,000	780,000
Total		168,802,713	216,216,476	130,711,998	515,731,187

Situation Analysis

Although there have been improvements, Jordan's justice system still faces a number of challenges that have been further exacerbated by the Syria crisis. In particular, courthouses, legal staff and associated support services have been put under particular stress because of the growing caseload associated with the high influx of refugees, who are particularly vulnerable due to the lack of civil documentation and security tenure. The new rules and regulations related to work rights for refugees, and their legal application, have been another factor of extra work for the judicial system.

Legal aid remains a challenge, particularly for vulnerable groups, including women and children.⁵⁸ Courts are only mandated to grant legal representation for adults in criminal cases entailing the death penalty or life imprisonment. In addition, some studies on the subject found that most respondents had never heard of legal aid. This lack of awareness of rights and responsibilities amongst Jordanians and Syrian refugees, in addition to cultural preferences for alternative or non-formal dispute resolution, is an obstacle for individuals to claim their rights, which increases their vulnerability and their likelihood of breaking the law unintentionally.

Many Syrian refugees in Jordan lack important legal and civil documentation such as birth, marriage, and death certificates due to loss or damage in Syria, or a lack of awareness of the need for such documents and the procedures for obtaining them. The creation of an office of the Shari'a court in Za'atari Camp has improved marriage registration among Syrian refugees, but no new offices have been opened in host communities, leading to a growing number of unregistered marriages and births.

Finally, new instructions were issued by the Supreme Judge Department in relation to early marriages procedures. This step resulted into the need to capacitate relevant institutions to deal with these new instructions within the Sharia Palace.

Response Plan

The government and its development partners have committed to enhancing the capacities of the Ministry of Justice (MoJ), all affected courts and the Supreme Judge Department to deliver justice services in order to increase access to Syrian refugees and vulnerable Jordanians. This implies improving justice infrastructures by reutilizing existing space or building new courthouses, particularly in Azraq, Ramtha, Mafraq City, and Irbid City. Furthermore, the capacity of judges and prosecutors needs to be enhanced through specialized thematic trainings and enhanced judiciary studies, including issues related to gender and child-sensitive judicial processes within Shari'a Courts. In addition, it is important to strengthen the capacity of CSOs to provide legal aid services to vulnerable people.

In order to strengthen the existing legal aid system, the response will look at providing the national system with tools to operationalize legal aid and legal counselling mechanisms. It will strengthen the efforts of MOJ and the Bar Association to amend legislation and issue bylaws to regulate legal aid, and support strengthening the provision of pro-bono services by members of the Bar Association. In addition, it will carry out community-level awareness campaigns on rights, roles and functions of the courts, and the availability of legal services (formal and informal).

⁵⁸ According to a 2011 study, 68% of defendants in Jordan did not have legal representation, and 83% in pre-trial cases. Another study found that women are more likely than men – 26% versus 17% – to report avoiding court due to customs and traditions (World Bank, 2013). Social pressure also steers women from initiating claims directly with formal institutions. Nearly 70% of requests for legal aid assistance come from women (Justice Center for Legal Aid, JCLA)

The response will also aim to lower the increased burden on courts by supporting alternative mediation efforts, which can be implemented by civil society organizations for cases involving Jordanians and Syrian refugees. The recruitment of new judges and support staff will also serve to address newly emerging crimes, such as human trafficking and other cases of exploitation, including those related to refugees. It will also support centres and legal clinics by improving their resources and accessibility and will establish new ones where there are major unmet needs.

Sector Overall Objective

To ensure quality and prompt access to the justice system for all women, girls, boys, and men (WGBM) in Jordan in governorates affected by the Syria crisis

Specific focus will be put on Syrian refugees in the national legal protection systems, including increased expansion of legal aid services to them, in particular to refugees who are survivors of SGBV and children in conflict with the law. The response will continue to invest in free legal information, counselling and advice for Syrian refugees on documentation, and rights and obligations, particularly with regard to personal status/family law, labour law, and landlord and tenancy law. It will continue to invest in the capacities of the Shari'a Court and its Family Reconciliation Offices in the refugee camps so that Syrian refugees can access quality family law legal services.

Sector Specific Objectives

1. Easy access to the justice sector buildings, which are properly equipped, rehabilitated and supported by well-trained judicial professionals.
2. Improved access to justice for vulnerable people.

Financial Requirements for the Justice Sector (USD)

Justice		2018	2019	2020	Total
SSO 1	Easy access to the justice sector buildings which are properly equipped and rehabilitated supported by well-trained judicial professionals	10,710,000	7,610,000	6,780,000	25,100,000
RES 1.1	Expand the number of court houses for juvenile and regular courts	5,240,000	3,880,000	4,520,000	13,640,000
RES 1.2	Capacity building for judges and justice administration	430,000	430,000	440,000	1,300,000
RES 1.3	Institutional capacity to the Sharia Courts premises and capacity building to Sharia judges and admin staff	5,040,000	3,300,000	1,820,000	10,160,000
SSO 2	Improved access to justice for vulnerable groups (WMGB)	8,355,000	7,195,000	7,163,750	22,713,750
RES 2.1	Establish and enhance governmental and nongovernmental legal aid system	3,110,000	3,330,000	3,900,000	10,340,000
RES 2.2	Information and outreach of legal services to all people	1,045,000	1,080,000	1,075,000	3,200,000
REF 2.1	Improving access to justice	4,200,000	2,785,000	2,188,750	9,173,750
Total		19,065,000	14,805,000	13,943,750	47,813,750

Situation Analysis

The livelihoods sector aims to economically empower Syrian refugees and vulnerable Jordanians in order to support their own resilience and contribute to Jordan's broader economic development strategies.

Since the Jordan Compact⁵⁹, a number of policy shifts were made by the Government to create a conducive environment to achieve the objectives of the Compact. This includes allowing Syrians in the camps to access jobs in host communities, providing pathways for refugees working in the construction and agricultural sector to obtain work permits without being sponsored, and the extension of a grace period until the end of 2017 for work permit fees.

Despite these important policy changes, it is clear that the pre-existing structural challenges within the Jordanian labour market and economy must be addressed in parallel with the more immediate livelihoods objectives. Disruptions to the macroeconomic environment due to the closing of regional trade routes, perpetuation of a strong informal labor market, and low labor force participation rates undermine Jordan's capacity to stimulate internal economic growth.

Refugees continue to require opportunities that provide immediate cash injection as well as training opportunities to equip them with the skills needed to provide added value to the labor market. However, such activities must run in parallel with improvements to the regulatory environment governing businesses, institutional governance, and investment in high-potential sectors that can deliver economic value for the years to come. The subsequent response must be comprehensive and simultaneously addresses the particular vulnerabilities of the refugee community as well as the challenges endemic to the larger institutional environment.

Response Plan

Given the complex set of macro and micro economic development and humanitarian challenges in Jordan, the response has been designed to meet the immediate livelihoods needs of vulnerable Syrian refugees and host populations, while also addressing institutional and environmental deficiencies impeding the full realization of Jordan Compact objectives. The priority for the 2018-2020 response plan focuses on 'push' and 'pull' approaches to promote sustainable livelihoods outcomes for displacement-affected populations. Emphasis will be placed on coordinated, market-driven programs that facilitate sustainable outcomes at both the household and institutional levels. This includes push strategies that build capacities of individuals and businesses to effectively engage in the market, and pull strategies to increase the quality and number of opportunities for displacement-affected populations to engage with market systems.

As such, the response includes projects focusing on employment creation, including job matching and employability services, vocational training and apprenticeships, and career counselling services designed to increase the accessibility of decent work opportunities. These interventions are complemented by 'pull' interventions designed to fuel private sector performance, enterprise creation and scalability, and job creation. In addition, support continues to be provided for cash for work in

⁵⁹ The Jordan Compact was agreed in February 2016 and establishes that the Government of Jordan would create 200,000 job opportunities for Syria refugees and facilitate business development processes for Syria refugees over the following 3 years, conditional upon increased financial support from the international community

camps, as well as to contain sufficient scope to link short-term self-reliance measures with long-term employment opportunities in host communities.

The objective seeks to strategically link the immediate needs of refugee populations in Jordan with the challenges and opportunities of the broader economic environment. Facilitating the inclusion of refugees and vulnerable Jordanians into market systems requires the use of various building blocks in order to ensure that capacities, opportunities, and institutions are in place to create accessible pathways into sustainable livelihoods.

Sector Overall Objective

To ensure dignified, sustainable livelihoods, gender equity, and the creation of economic opportunities for Jordanians in host communities and Syrian refugees, as well as strengthened institutional capacity

Sector Specific Objectives

1. Improved short term self-reliance measures in order to promote access to income in preparation for long-term economic opportunities.
2. Increased access to formal employment opportunities meeting decent work and protection standards.
3. Increase support to entrepreneurs to develop and scale market-driven businesses within an improved enabling environment.
4. Promote sustainable development and long-term growth through increased capacity of national and local institutions.



Financial Requirements for the Livelihoods Sector (USD)

Livelihoods		2018	2019	2020	Total
SSO 1	Improved short term self-reliance measures in order to promote access to income in preparation for long-term economic opportunities	30,990,933	15,109,216	12,277,006	58,377,155
RES 1.1	Improving access to sustainable economic opportunities for vulnerable Jordanian and Syrian refugees in host communities through short-term self-reliance interventions	7,333,156	4,866,651	4,006,270	16,206,077
REF 1.1	Improving refugees' self-reliance through short-term employment that increases their participation in service provision and infrastructure in camps and host communities	23,657,777	10,242,565	8,270,736	42,171,078
SSO 2	Increased access to formal employment opportunities meeting decent work and protection standards	45,451,861	28,444,707	21,020,342	94,916,910
RES 2.1	Demand-driven and inclusive vocational training and employability programmes for decent employment opportunities	19,661,090	15,280,096	12,828,157	47,769,343
RES 2.2	Enhance jobs matching and employment retention services through supporting access to employment and career advisory providers	5,250,000	2,400,000	1,912,500	9,562,500
REF 2.1	Demand-driven and inclusive vocational training and employability programmes for decent employment opportunities	20,540,771	10,764,611	6,279,685	37,585,067
SSO 3	Increase support to entrepreneurs to develop and scale market-driven businesses within an improved enabling environment	21,637,097	17,929,833	14,373,872	53,940,802
RES 3.1	Enhance access to sustainable formal self-employment opportunities through entrepreneurship development, promoting innovative ideas and social enterprises	4,985,150	4,399,286	3,975,663	13,360,099

RES 3.2	Support existing MSMEs and home-based businesses to grow and stay in the competitive market through providing formalization support and promoting access to financial and non-financial services/products.	7,508,688	7,010,233	4,619,233	19,138,154
REF 3.1	Facilitating access to alternative pathways of cash transfers through a graduated approach to employment, self-employment and business development	4,571,667	2,953,333	2,415,714	9,940,714
REF 3.2	Support start-ups, and home-based businesses as well as provide growth and formalisation support for existing and scalable MSMEs and artisanal businesses	4,571,593	3,566,981	3,363,261	11,501,835
SSO 4	Promote sustainable development and long-term growth through increased capacity of national and local institutions	12,832,712	8,684,597	7,273,917	28,791,226
RES 4.1	Promote CSOs and cooperatives' capacities in programming and implementing sustainable livelihoods and income generation interventions	1,232,000	724,700	526,500	2,483,200
RES 4.2	Support government actors of timely implementation of Jordan Compact through capacity development	4,031,500	2,577,917	1,810,750	8,420,167
RES 4.3	Promote the engagement of private sector actors in livelihoods programming targeting vulnerable Syrian and Jordanians and host communities	7,569,212	5,381,981	4,936,667	17,887,860
Total		110,912,603	70,168,353	54,945,137	236,026,093

Situation Analysis

Prior to the crisis, local governments in Jordan were already struggling to address service delivery shortages, induce local economic development, and maintain social cohesion mainly due to their already-limited capacity and financial distress. The high presence of Syrian refugees in host communities in the North of Jordan has overwhelmed the already stretched local administrations. In particular, municipalities neighboring refugee camps, such as in Mafraq Governorate, have received little funding to maintain and expand basic service delivery and infrastructure or to plan settlement growth.

While the Syria crisis is profoundly urban, there is no systematic analysis of needs and potential responses at local and neighborhood levels to support more effective decision-making, resource allocation and urban response by humanitarian, development actors and government from an urban perspective. Meanwhile, unplanned settlement growth is promoting unsustainable sprawl and challenging existing formal settlements. In the case of Mafraq, for instance, the lack of planning guidance or proactive infrastructure investment may result in settlements emerging outside the planning boundaries. These types of settlements are hard to contain and expensive to amend once they start.

Response Plan

The local governance and municipal services response targets major improvements in local administrations' capacity and responsiveness, service delivery performance, solid waste management, social cohesion, and cross-sector cooperation. It also includes urgent required investment in infrastructure. The response adopts a resilience-based approach by helping municipalities to cope with the Syria crisis, recover from its impact and sustain the gains made. It aims to mitigate the effects of the crisis while at the same time contributing to Jordan's national development priorities.

Immediate short-term interventions will focus on social cohesion, solid waste collection and rapid planning. Social cohesion interventions will be concentrated in tension-prone areas and will mobilize activities that foster tolerance, co-existence and cooperation. The procurement of machineries and equipment related to solid waste collection will help municipalities and Joint Services Councils to alleviate the pressure incurred on the sector from the additional waste generation, especially in the northern governorates. Rapid planning and coordination support will be provided to municipalities and communities in affected areas. Medium-term recovery interventions will focus on landfills, while the construction of sanitary cells will serve only as an emergency response. Financial independence of municipalities will be pursued by increasing revenue through assessing and improving the performance of existing revenue collection and eventually by introducing alternative approaches.

Sector Overall Objective

To support local governance and municipal service sector to better respond to the needs of host communities and refugees, including vulnerable groups

Capacity building interventions will be implemented to help municipalities and the wider local administration structure in Jordan to plan for and address the needs of citizens and refugees, with a special focus on gender, youth and persons with disabilities. Participatory approaches to planning and budgeting, as well as better information management and coordination, will be pursued to foster responsive and efficient local government responses.

Sector Specific Objectives

1. Improved municipal service delivery performance in host communities.

Interventions will target urgently required investment and capacity building in municipal services and infrastructure, with a particular focus on SWM. In addition to these investments, interventions will address immediate capacity development requirements related to the different stages of the SWM cycle and other municipal service lines (e.g. road maintenance and development, street lighting, small/storm water and sewage maintenance works, parks and public space maintenance), while significant efforts will be made to support concerned Joint Service Councils to fulfill their mandate.

2. Supported decentralization process through revised local development priorities, plans, projects, processes and systems to reflect and respond to changes as a result of the Syrian refugee crisis.

Sustainable planning and coordination support will continue to be provided to councils (local, municipal and governorate) and host communities. Subsequent inputs will capitalize on, improve or initiate new community and city-level plans that are responsive to population needs. They will focus on poor and vulnerable groups and the developmental challenges induced by the crisis. Moving forward, capacity development activities will be provided at municipal and district level, with a focus on outreach and effective communication as well as on participatory approaches to planning and budgeting.

3. Strengthened resilience of communities and sustainable local governance systems to crisis with focus on social cohesion and community engagement.

Enhance resilience of communities through interventions that will support councils to improve performance of public service providers, including PPP. Technical assistance will be provided to councils in host communities, targeting organizational development, financial management and fiscal autonomy. Interventions will also strengthen social cohesion through increased interaction between public entities, civil society, communities and religious institutions.

Financial Requirements for the Local Governance and Municipal Services Sector (USD)

Local Governance and Municipal Services		2018	2019	2020	Total
SSO 1	Improved municipal service delivery performance in host communities.	66,420,798	64,798,675	49,112,374	180,331,847
RES 1.1	Existing main and secondary municipal roads and pathways maintained and/or constructed	10,300,000	12,300,000	9,800,000	32,400,000
RES 1.2	Improve access to inclusive and safe public spaces for social cohesion through the establishment, maintenance and upgrading of public spaces	7,368,000	4,900,000	5,000,000	17,268,000
RES 1.3	Storm water culverts and drainage systems are constructed in highly populated areas	3,900,000	2,700,000	300,000	6,900,000
RES 1.4	Design, construct and maintain new chicken slaughterhouse in Irbid and improve the hygienic conditions around existing slaughter houses	650,000	4,450,000	1,500,000	6,600,000
RES 1.5	Selected needed equipment and containers purchased.	8,695,824	7,902,734	3,365,734	19,964,292
RES 1.6	Capacity building programmes developed and delivered on SWM process	781,500	781,000	781,000	2,343,500
RES 1.7	New landfill sanitary cells designed and constructed	8,762,000	6,839,500	6,839,500	22,441,000
RES 1.8	New transfer stations including segregation and recycling units designed and constructed	13,492,329	11,085,500	11,085,500	35,663,329
RES 1.9	New digester and waste to energy units constructed	3,500,000	3,043,800	2,043,800	8,587,600

RES 1.10	New compost plants including recycling plant constructed	6,250,000	8,696,840	7,196,840	22,143,680
RES 1.11	Impact study of SW on other services such as aquifers in the northern governorates conducted	300,000	200,000	0	500,000
REF 1.1	Solid waste collection, disposal, recycling and managements in Za'atari and Azraq camps	2,421,145	1,899,301	1,200,000	5,520,446
SSO 2	Revised local development priorities, projects, processes and systems to reflect and respond to changes and priorities arising from the Syria crisis.	1,330,375	946,045	679,969	2,956,389
RES 2.1	City and neighborhood profiling	1,330,375	946,045	679,969	2,956,389
SSO 3	Strengthened resilience of local governance systems and communities to crisis with particular focus on social cohesion	2,446,930	1,716,885	2,540,840	6,673,189
RES 3.1	Development of a National Spatial Strategy for Jordan	839,950	729,178	656,296	2225424
RES 3.2	Standard Operating Procedures (SOPs) for the core functions of the municipalities developed, including the definition of standards for core municipal services.	151,300	403,750	221,250	776,300
RES 3.3	Municipal Finance Project / innovative mechanisms to generate more revenue. Public - Private Partnership	987,322	452,315	1,331,828	2,771,465
RES 3.4	Improving the governance structure at the municipalities and governorates that foster social cohesion	175,000	425,000	300,000	900,000
TOTAL		70,198,103	67,461,605	52,333,183	189,992,891

Situation Analysis

The Syria crisis and the influx of Syrian refugees into Jordan has severely impacted the housing market, particularly in the areas hosting the largest number of refugees namely Mafrq, Irbid, Amman and Zarqa governorates. The most significant direct impact of the crisis on the market has been the rent prices inflation which started in 2012 and peaked in 2014. The increased demand for cheap housing led to an increase in the supply of informal, substandard housing units. The Shelter sector estimates that this has left 1.99 million Jordanians and Syrian refugees without access to affordable housing in the host communities and 1.36 million living in substandard housing conditions. In addition, more than 141,000 refugees continue to reside in semi-permanent, substandard housing in the established refugee camps of Azraq and Za'atari.

The Shelter Sector aims at improving access to affordable and adequate housing for the most vulnerable among Syrian refugees and Jordanian communities, through a range of interventions addressing specific vulnerabilities at household level while maintaining positive impact on the housing market. Bringing additional and affordable housing units onto the market is likely to relieve upward pressure on rental prices, and tenants have more options for better quality housing at better prices. Moreover, this will likely reduce opportunities for exploitation within Syrian refugees and vulnerable Jordanians, and mitigate the use of negative coping mechanisms among them. This approach provides an opportunity to link relief and development needs in host communities to maximize the impact on the affordable housing sector.

Response Plan

Based on the CVA, the sector response is designed to improve access to affordable and adequate housing along with tenure security. Complementing the response plans developed for earlier years, the response strategy for the years 2018-2020 will focus mostly on bolstering resilience programs addressing identified shelter needs. The sector's target group can be summarized as follows:

- 141,000 Syrian refugees residing in Azraq and Za'atari camps.
- 1.36 million vulnerable Jordanians (69%) and Syrian refugees (31%) who lack access to adequate housing in host communities across all governorates of Jordan.
- 1.99 million vulnerable Jordanians (87%) and Syrian refugees (13%) who lack access to affordable housing in host communities across all governorates of Jordan.

Furthermore, the sector identifies Mafrq as a specific geographical area of focus based on the results of the SVA, with the remaining urban centers of Irbid, Amman and Zarqa close behind in the levels of severe vulnerabilities. It is important to highlight that all projects specifically focusing on Syrian refugee in host communities have a clear multiplier effect on Jordanian markets and direct benefits Jordanian landlords.

Sector Overall Objective

To ensure improved living conditions for vulnerable Syrian refugees and Jordanians through access to adequate, secure and affordable housing in the host communities and camps in Jordan

Sector Specific Objectives

1. Provided adequate shelter and basic facilities for Syrian refugee women, girls, boys and men in camps ensuring physical protection and dignity.
2. Provided access to adequate, secure and affordable housing for vulnerable refugee and Jordanian women, girls, boys and men in host communities.

Financial Requirements for the Shelter Sector (USD)

Shelter		2018	2019	2020	Total
SSO 1	Adequate shelter and basic facilities provided for Syrian refugee women, girls, boys and men in camps ensuring physical protection and dignity.	8,291,570	8,000,000	8,000,000	24,291,570
REF 1.1	Building and maintaining shelter and infrastructure for refugees in camps	8,291,570	8,000,000	8,000,000	24,000,000
SSO 2	Access to adequate, secure and affordable housing provided for vulnerable refugee and Jordanian women, girls, boys and men in host communities.	16,000,000	18,000,000	20,000,000	54,000,000
RES 2.1	Affordable housing support to vulnerable Jordanians	5,000,000	6,000,000	7,000,000	18,000,000
REF 2.1	Provision of emergency cash for rent addressing immediate eviction threats	4,000,000	4,000,000	4,000,000	12,000,000
REF 2.2	Provision of occupancy free of charge support to vulnerable Jordanians and Syrian refugees in host communities	7,000,000	8,000,000	9,000,000	24,000,000
Total		24,291,570	26,000,000	28,000,000	78,291,570

Situation Analysis

Although Jordan's social protection system is well-developed and diversified both in its protection and social assistance components, a number of challenges existed well before the Syria crisis, including unemployment and poverty; high rates of violence against women and children, including GBV; inadequate or insufficient prevention and response services, including for persons with disabilities and children at-risk; child labour; and early marriage. This was further exacerbated by a legal framework that failed to meet certain international standards related to the protection of the rights of the most vulnerable.

The Syria crisis has further worsened these existing challenges and generated new ones. Meeting the social protection needs of vulnerable Syrians and Jordanians remains therefore crucial as the crisis continues to impact Jordan. While the refugee population in Jordan is not expected to increase in the coming years, the years of displacement intensifies the situation of the most vulnerable, and these families will continue to require services that build resilience, support community-based approaches, and decrease reliance on negative coping mechanisms by families. Furthermore, affected host communities continue to grapple with profound stress. Social cohesion is at-risk of continued deterioration without social protection services that bolster the resilience of communities and meet the needs of all vulnerable groups.

The interlinkages between the resilience and refugee impacts within the social protection sector are strong and as the national social protection capacity continues to be built, the provision of services by non-government partners continues to be an important pillar of the response.

Response Plan

The Social Protection response focuses on strengthening national protection systems to enable them to address the social assistance and protection needs of Syrians and Jordanians. This includes the provision of quality social protection interventions for the most vulnerable in Jordan, including women, girls and boys, persons with disabilities, persons with particular legal and protection needs, the elderly, and the socio-economically vulnerable among others.

A cornerstone of the social protection response is the building of national protection systems and capacities to ensure that the Government of Jordan has improved and sustainable systems in place to support the most vulnerable. The response will include social protection activities directed towards Syrian refugees and Jordanians. Social assistance priorities include meeting the life-saving basic needs of the most vulnerable refugees and Jordanians impacted by the crisis, through humanitarian assistance programmes and support to national social support systems.

Sector Overall Objective

To provide all vulnerable groups affected by the crisis with access to improved social protection services and legal protection frameworks in all governorates affected by the Syria crisis

Sector Specific Objectives

1. Strengthened and expanded national and sub-national protection systems to meet the international protection and/or social protection needs of vulnerable groups in the governorates most affected by the Syria crisis.
2. Provided life-saving basic needs assistance to the most vulnerable families affected by the crisis inside the camps and in non-camp settings.
3. Expanded the number of beneficiaries targeted by NAF, MOSD, Zakat Fund and other cash and in-kind assistance programmes – including cash assistance ‘graduation’ and social protection platform programmes - to reach increased numbers of vulnerable Jordanians in communities affected by the Syria Crisis.
4. Improved social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis in order to ensure that basic household needs are met.



Financial Requirements for the Social Protection Sector (USD)

Social Protection		2018	2019	2020	TOTAL
SSO 1	Strengthened and expanded national and sub-national protection systems that meet the international protection and social protection needs of vulnerable groups in the governorates most affected by the Syria crisis	178,738,304	120,479,250	94,306,650	393,524,204
REF 1.1	Supporting Government Institutions and Others in Ensuring Security, Transportation and Protection	26,800,000	21,976,000	19,778,400	68,554,400
REF 1.2	Refugee Registration, Documentation and Profiling	13,528,304	7,300,000	5,850,000	26,678,304
REF 1.3	Ensuring Access to Resettlement and Other Durable Solutions Outside of Jordan	4,840,000	5,750,000	5,750,000	16,340,000
REF 1.4	Building Community Capacity	12,700,000	6,985,000	4,889,500	24,574,500
REF 1.5	Responding to Needs of Persons with Disabilities, Elderly, and Other Vulnerable Persons through Referral Systems, Targeted Assistance, and Outreach	23,500,000	14,100,000	9,165,000	46,765,000
REF 1.6	Improving Well-being Through Safe Spaces, Community Centers, and Psycho-social Support Interventions	13,500,000	7,425,000	4,826,250	25,751,250
REF 1.7	Preventing and Responding to Sexual and Gender-Based Violence	14,175,000	7,796,250	4,252,500	26,223,750
REF 1.8	Providing quality child protection services to the most vulnerable children in Jordan.	22,000,000	13,500,000	11,050,000	46,550,000
RES-1.1	Increasing the capacity of government/non-government actors to prevent and respond to SGBV	4,685,000	3,750,000	2,830,000	11,265,000
RES-1.2	Strengthening National Child Protection Systems	8,830,000	6,300,000	5,450,000	20,580,000
RES-1.3	Promoting community and family reliance on positive practices to protect children and build child resilience against risks	3,450,000	3,450,000	3,400,000	10,300,000
RES-1.4	Strengthening community-based multisectoral protection mechanisms through outreach and community mobilization.	1,380,000	1,242,000	1,035,000	3,657,000

RES-1.5	Strengthening the Capacity of the Government , CBOs CSOs towards the Creation of Protective Environment	4,750,000	3,350,000	2,200,000	10,300,000
RES-1.6	Reducing social tension in host communities for Jordanians and Syrians	8,400,000	5,800,000	4,850,000	19,050,000
RES-1.7	Improving access to quality social protection services for elderly.	3,850,000	3,000,000	2,650,000	9,500,000
RES-1.8	Improving access to quality social protection services for the survivors of trafficking	3,600,000	2,050,000	1,200,000	6,850,000
RES-1.9	Improving access to quality social protection services for persons with disabilities	6,650,000	5,000,000	3,975,000	15,625,000
RES-1.10	Preventing and responding to the problem of drug abuse among adults and children in Jordan.	2,100,000	1,705,000	1,155,000	4,960,000
SSO 2	To provide life-saving basic needs assistance to the most vulnerable families affected by the crisis inside the camps and in non-camp settings	149,000,000	118,200,000	104,100,000	371,300,000
REF 2.1	Life-saving basic needs support to Syrian refugee households in camps	18,400,000	11,200,000	8,100,000	37,700,000
REF 2.2	Support towards basic needs of the most vulnerable families unable to support themselves.	96,000,000	79,000,000	72,000,000	247,000,000
REF 2.3	Winterization Support	34,600,000	28,000,000	24,000,000	86,600,000
SSO 3	To expand the beneficiaries targeted by NAF, MOSD, Zakat Fund and other cash and in-kind assistance programmes – including cash assistance ‘graduation’ and social protection platform programmes - to reach increased numbers of vulnerable Jordanians in communities affected by the Syria Crisis	14,544,444	16,044,944	17,645,244	48,234,632
RES 3.1	Expanding cash assistance Programme to cover more vulnerable Jordanians through NAF	2,000,000	2,500,000	3,500,000	8,000,000
RES 3.2	Expanding cash assistance Programme to cover more vulnerable Jordanians through Zakat	12,544,444	13,544,944	14,145,244	40,234,632
SSO 4	Improved social protection and poverty alleviation mechanisms for vulnerable people affected by the crisis in order to ensure that basic household needs are met	9,000,000	9,000,000	9,000,000	27,000,000
RES 4.1	Providing for new social housing for poor and vulnerable Jordanian	5,000,000	5,000,000	5,000,000	15,000,000
RES 4.2	Furnishing and refurbishing existing social housing units for vulnerable Jordanians	4,000,000	4,000,000	4,000,000	12,000,000
TOTAL		351,282,748	263,724,194	225,051,894	840,058,836



Transport

Situation analysis

Transport sector is one of the most important sectors that affect the daily life of the residents of Jordan as well as its economy as it contributes to over 8.22% of the national GDP. The sector has witnessed in recent years heavy investments in the expansion of the land transportation, which is the backbone of the national transport system, the development of urban transport as well as the improvement of the logistics industry and international links. In this regard, the sector faces many challenges including increased demand on public transport and shortages of supply in addition to the rapid degradation of roads network. These challenges have been exacerbated by the Syrian crisis which has added more pressure to public roads and transportation networks used by inhabitants on their way to schools, health centres, work and other daily activities.

Existing roads in governorates mostly affected by the inflow of Syrian refugees - such as Irbid, Mafrq and Zarqa governorates - need to be expanded and/or maintained. The influx of Syrian refugees has increased the number of users of the road networks, personnel traffic, as well as heavy-loaded cargo, water supply, and sludge disposal trucks, which has led to a quicker than expected degradation of the existing road network. Furthermore, the crisis has resulted in enlarging the financial burden on vulnerable inhabitants and exhausted institutions. Not only in the Northern Governorates, but all-around Jordan, the transport sector has been drastically affected by the crisis. This is aggravated by the shortages of preventive and routine maintenance's budgets, which affect road life cycle.

The transport associated infrastructures such as waiting stations, intermediate connection reception areas, and collection stations are also suffering due to the increased needs and demands, lower maintenance opportunities and limited funds for the running costs and maintenance.

Response Plan

The response focuses on strategies to improve the public transport system, in cooperation with the private sector, in a manner that provides high social, economic, and environmental returns. This includes upgrading and improving road safety standards, maintenance of existing roads networks, rehabilitation and expansion of regional roads with social, economic, and environmental returns.

Sector Overall Objective

To ensure the safe mobility of people and goods in the areas affected by the Syria crisis through upgraded and efficient public transportation services and road network

Sector Specific Objectives

1. Improved and efficient transport services and systems to accommodate increased population in the northern governorates of Irbid, Zarqa and Mafraq.
2. Strengthened capacity of the road networks to accommodate the increased traffic flows in the northern governorates of Irbid, Zarqa and Mafraq.

Financial Requirements for the Transport Sector (USD)

Transport		2018	2019	2020	Total
SSO 1	Improved and efficient transport services and systems to accommodate increased population in the northern governorates of Irbid, Zarqa and Mafraq	1,700,000	6,400,000	6,600,000	14,700,000
RES 1.1	Enhance the transportation capacity in the Northern Governorates/ Passenger Terminals	1,400,000	5,700,000	5,700,000	12,800,000
RES 1.2	Preparation of Transport and Roads Master Plans (2018-2028)	100,000	700,000	900,000	1,700,000
RES 1.3	Enhance the transportation capacity in the northern Governorates/ Bus Reform Study	200,000	0	0	200,000
SSO 2	Strengthened capacity of the road networks to accommodate the increased traffic flows in the northern governorates of Irbid, Zarqa and Mafraq	11,935,000	11,905,000	10,475,000	34,315,000
RES 2.1	Upgrade the existing infrastructure of the road network in Irbid governorate	3,990,000	5,970,000	4,570,000	14,530,000
RES 2.2	Upgrade the existing infrastructure of the road network in Mafraq governorate	3,975,000	2,975,000	2,950,000	9,900,000
RES 2.3	Upgrade the existing infrastructure of the road network in Zarqa governorate	3,970,000	2,960,000	2,955,000	9,885,000
TOTAL		13,635,000	18,305,000	17,075,000	49,015,000

Situation Analysis

Jordan is one of the most water scarce countries worldwide.⁶⁰ Water supply gets dramatically affected by sudden increases in population. Annual water share dropped to below 100 m³ per person and water demand has increased by 40% in the northern governorates affected by the Syria crisis and by 21% elsewhere in Jordan. Most renewable surface water is being utilized while groundwater is being unsustainably exploited and gradually diminishing, leading to decreasing water levels and deteriorating water quality. It is estimated that 94% of households have access to water piped networks. An average of 50% of water is non-revenue (leakage and unauthorized connections as well as unpaid bills). Water supply is intermittent and based on a rationing system to cater for the shortage of resources. In the summer season, particularly in the north, water is supplied once every three and even four weeks for 12 hours of pumping. Ensuring more equitable distribution of water, implementing network upgrades and reducing non-revenue water are the key priorities for the WASH sector. This situation is compounded by the need for behavioural changes, more compliance to regulations by customers, and increased awareness on water as a limited resource.

Water and sanitation are a priority for the Government of Jordan. More than 63% of the population in Jordan is connected to the wastewater system⁶¹ although in northern governorates this coverage is lower (43% according to YWC). Due to the increased population in particular governorates, the capacity of the treatment plants and sewer network systems has been exceeded. This has resulted in overflows and blockages in sewer networks and overloading wastewater treatment plants. The state of existing infrastructure and the pressure from growing demand require major interventions.

The Ministry of Water and Irrigation (MOWI), with the support of the international community, has implemented several projects to sustain water and sanitation services. However, less attention was given to the exorbitant cost associated with operation and energy. Other institutions in host communities such as schools and health facilities were impacted as well. For instance, the rise in the number of Syrian students has burdened existing network, with 36% of schools experiencing deficiencies in water supply. Overall, WASH facilities in 98% of the schools needs improvement to ensure a healthy and hygienic environment.

Response Plan

The WASH response aims to rehabilitate water and sewage systems at some vulnerable host communities, renew energy supply systems for pumping, strengthen water networks and reduce water loss, enhance safe water supply in host communities and camps, monitor ground and surface water resources, expand sewage networks and wastewater treatment plants, provide safe sewage services, and improve water and sewage services at vulnerable schools, informal tented settlements or amongst nomadic communities.

⁶⁰ Report of the Special Rapporteur on the human right to safe drinking water and sanitation, August 2014

⁶¹ Jordan's Water Strategy 2008-2022

It is important to note that, since water and wastewater systems are interlinked and co-dependent, interventions in one geographical area may necessitate subsequent interventions in other areas in order to achieve the desired outcomes.

Sector Overall Objective

To ensure the safe mobility of people and goods in the areas affected by the Syria crisis through upgraded and efficient public transportation services and road network

Sector Specific objectives

The WASH response includes the following 8 specific objectives, including 3 specific objectives for resilience and 5 for refugees:

1. Quantity, quality and efficiency of safe drinking water delivery improved and system optimized.
2. Sanitation services expanded and improved.
3. Strengthened Sector planning, implementation, monitoring and coordination.
4. Sustainable provision of safe and equitable access to water services in camps as per minimum standards.
5. Sustainable provision of safe and equitable access to water services in host communities, as per minimum standards.
6. Providing safe and equitable access to gender appropriate sanitation services in Za'atari, Azraq and King Abdullah Park refugee camps.
7. Providing safe and equitable access to gender appropriate sanitation.
8. Improving environmental health as a result of the practice of key hygiene activities.



Financial Requirements for the WASH Sector (USD)

WASH		2018	2019	2020	Total
SSO 1	Quantity, quality and efficiency of safe drinking water delivery improved and system optimized	65,440,000	110,700,000	95,100,000	271,240,000
RES 1.1	Rehabilitation of wells in different governorates	3,000,000	3,000,000	3,000,000	9,000,000
RES 1.2	Restructuring of transmission, main distribution systems and network reinforcement or rehabilitation in Northern governorates	12,000,000	48,000,000	40,000,000	100,000,000
RES 1.3	Renewable energy supply systems for pumping and for enhancing efficiency	10,000,000	10,000,000	10,000,000	30,000,000
RES 1.4	Enhancing the operation and maintenance capacities by procurement of the needed equipment and materials	5,000,000	5,000,000	5,000,000	15,000,000
RES 1.5	Water networks restructuring in middle governorates	20,000,000	20,000,000	20,000,000	60,000,000
RES 1.6	Water loss reduction by network rehabilitation and DMAs in Northern governorates	5,000,000	10,000,000	10,000,000	25,000,000
RES 1.7	Restructuring of transmission, main distribution systems and network reinforcement or rehabilitation in Southern governorates	5,000,000	5,000,000	5,000,000	15,000,000
RES 1.8	Connection and improvement of household's connections in host community to have better access to water	5,440,000	9,700,000	2,100,000	17,240,000
SSO 2	Sanitation services expanded and improved	95,000,000	97,050,000	91,400,000	283,450,000
RES 2.1	Ajloun municipality sewer network	4,000,000	4,000,000	4,000,000	12,000,000
RES 2.2	Expansion and filling gaps in Greater Irbid sewer network	3,000,000	3,000,000	3,000,000	9,000,000
RES 2.3	Bab Amman sewer network - Jerash	4,000,000	4,000,000	4,000,000	12,000,000
RES 2.4	Expansion and filling gaps in Jerash and Ajloun sewer network	2,000,000	2,000,000	2,000,000	6,000,000
RES 2.5	Balama sewerage network	1,000,000	1,000,000	2,000,000	4,000,000
RES 2.6	Rehab sewerage network	1,000,000	1,000,000	2,000,000	4,000,000
RES 2.7	Sahel Horan sewerage networks	10,000,000	10,000,000	5,000,000	25,000,000
RES 2.8	Expansion and filling gaps of Southern governorates sewer network	3,000,000	3,000,000	3,000,000	9,000,000
RES 2.9	Second expansion of As Samra wastewater treatment plant	50,000,000	50,000,000	50,000,000	150,000,000
RES 2.10	Improving sewerage systems in host community	2,000,000	4,050,000	1,400,000	7,450,000
RES 2.11	Sewerage network of West and East Irbid	15,000,000	15,000,000	15,000,000	45,000,000

SSO 3	Strengthened sector planning, implementation, monitoring and coordination	1,960,000	1,760,000	1,290,000	5,010,000
RES 3.1	Sector result -based planning and effective resources utilization	1,000,000	820,000	580,000	2,400,000
RES 3.2	Support the development and implementation of national WASH standards and key WASH policies, strategies and tools	290,000	490,000	330,000	1,110,000
RES 3.3	Improve water and wastewater service provider performance and management capacity, service delivery and enhance efficiency	670,000	450,000	380,000	1,500,000
SSO 4	Sustainable provision of safe and equitable access to water services in camps as per min standards	18,400,000	5,740,000	4,300,000	28,440,000
REF 4.1	Water trucking in Za'atari Camp	4,600,000	240,000	0	4,840,000
REF 4.2	Construction and maintenance of sustainable water infrastructure (boreholes, piped water networks, etc..) in Za'atari and Azraq camps	13,800,000	5,500,000	4,300,000	23,600,000
SSO 5	Sustainable provision of safe and equitable access to water services in host community as per min standards	2,200,000	2,600,000	2,400,000	7,200,000
REF 5.1	Improving access to water to vulnerable households and communities through water infrastructure improvement	2,200,000	2,600,000	2,400,000	7,200,000
SSO 6	Providing safe and equitable access to gender appropriate sanitation services in Za'atari, Azraq and KAP camps	22,110,000	6,110,000	4,600,000	32,820,000
REF 6.1	Sanitation and wastewater management through (trucking, and wastewater treatment plants OM, sludge management and reuse) in Za'atari and Azraq camps. WASH blocks expansion in Azraq due to new arrivals	5,850,000	4,550,000	3,600,000	14,000,000
REF 6.2	Sanitation, wastewater and storm water management through sewer networks in Za'atari and Azraq camps	16,260,000	1,560,000	1,000,000	18,820,000
SSO 7	Providing safe and equitable access to gender appropriate sanitation in host communities	1,970,000	2,300,000	2,200,000	6,470,000
REF 7.1	Sanitation and wastewater management services (reuse of treated water in host communities) to vulnerable people	1,970,000	2,300,000	2,200,000	6,470,000
SSO 8	Improving environmental health because of the practice of key hygiene activities	5,910,000	7,400,000	5,750,000	19,060,000
REF 8.1	Improving hygiene practices in Za'atari and Azraq camps	2,900,000	2,100,000	1,800,000	6,800,000
REF 8.2	Improving hygiene practices in host community	2,610,000	4,900,000	3,750,000	11,260,000
REF 8.3	Targeted WMBG in host community practicing better hygiene in schools, clinics and child friendly spaces	400,000	400,000	200,000	1,000,000
Total		212,990,000	233,660,000	207,040,000	653,690,000





Chapter 5

Management Arrangements



General Principles

The JRP 2018-2020 is a genuine commitment of the Government of Jordan to put into practice the aid effectiveness and coordination principles that were established in the 2005 Paris Declaration on Aid Effectiveness⁶² and reinforced subsequently in Accra⁶³ in 2008 and Busan⁶⁴ in 2011 as well as at the Third International Conference on Financing for Development in Addis Ababa in 2015. In particular, the JRP has been prepared under the overall supervision of the Government of Jordan represented by MoPIC (leadership), through the JRPSC and its Task Forces (ownership) and with the active participation of all relevant national and international stakeholders (inclusive participation) in order to ensure international community support to JRP national priorities (alignment and partnership). The JRP includes a full list of interventions with clear budget, activities and targets in order to facilitate the monitoring of its progress (results). It is a call for collective action to better support Syrian refugees as well as Jordanian people, communities and institutions affected by the Syria crisis (mutual accountability and responsibility sharing).

The implementation of JRP projects is open to any development and humanitarian partner, including government institutions, UN organizations, private sector, international cooperation agencies, and development banks, as well as national and international NGOs that are registered in the country.

Jordan Response Information System for the Syria Crisis

All implementing partners – government institutions, UN agencies, national and international NGOs, private sector – have to upload their project information through JORISS, which will remain the only

⁶² The Paris Declaration represents a joint undertaking on the part of the donor community and partner countries to make aid more effective. It involves a commitment by both parties to promote: (i) recipient-country 'ownership' of the development agenda. (ii) donor alignment with both the priorities and goals set by partner countries as well as an increased reliance on national administration systems. and (iii) more coordinated, streamlined and harmonised actions among multiple donors. As well as the core building blocks of ownership, alignment and harmonisation, the Paris Declaration also has two crosscutting concepts: mutual accountability and an emphasis on management-for-results

⁶³ The Accra Agenda for Action further strengthens and deepens the implementation of the Paris Declaration

⁶⁴ The Busan Partnership for Effective Development Cooperation is a framework for continued dialogue and efforts to enhance the effectiveness of development co-operation

government-owned online project submission, tracking, and monitoring & reporting system for JRP projects. Furthermore, JORISS is used by the Government of Jordan to approve foreign funding, as per the Jordanian legislation.⁶⁵

JORISS centralizes all JRP financial and technical project information, thereby allowing MOPIC to track activities and funding by sector, implementing partner, donor and geographical location. In this sense, JORISS is a tool to strengthen Government of Jordan's capacity to monitor JRP results, hence increasing overall transparency. Updated information provided through JORISS will help MOPIC ensure efficient targeting and prioritization, avoid duplications and gaps in response, as well as provide policy and decision-makers with up-to-date analysis on the evolving situation.

Approach

The JRP 2018-2020 is a three-year rolling plan. The recurring three-year planning cycle was adopted two years ago (JRP 2016-2018) to provide a longer-term vision and facilitate the provision of multi-year financing and the supervision of multi-year interventions. Towards the end of 2018, the Plan will be revised and another planning year will be added, turning the JRP 2018-2020 into the JRP 2019-2021.

Under the overall coordination of MOPIC/HRCU, line ministries and Task Forces will be required to reassess sectoral vulnerabilities, needs and to re-prioritize projects within each sector based on achievements, implementation capacity and changes in circumstances. Partly funded interventions and unfunded interventions will be revised to assess their continued relevance and will be reprogrammed accordingly. The half-year report mentioned in the monitoring and reporting section will also be an important tool to assess JRP progress and re-consider needs and priorities.

Aid Modalities

Aid modalities are broad approaches that should be tailored closely to the context and situation in order to match aid resources with country's needs and ownership.⁶⁶ While the latest international aid principles call for an increase in budget support and other programme-based approaches, the Government of Jordan believes that assistance to the JRP should be made in a wide variety of ways involving different sets of relationships, responsibilities, and flows of resources, such as:

- **Budget support:** a form of financial aid to channel donor funds directly to the government's budget, using the government's own allocation and accounting systems. The government encourages donors to place grants at its general disposal to support the mounting fiscal deficit and income losses incurred as a result of the Syria crisis.
- **Pooled funds:** a form of aid that aims to reduce the transaction costs of aid for Jordan by channelling finance from multiple donors through one instrument.
- **Project aid:** a form of aid to finance specific activities with a limited objective, budget and timeframe to achieve specific results. Here, objectives require inputs to be linked to outputs. The project approach is based on the identification of a specific area of intervention for donor involvement, and the targeted use of funds for specific activities for which the objectives, outputs and inputs required to achieve them have been defined.

Project Submission and Approval

⁶⁵ Law No. 22 of 2009 – Law on Societies

⁶⁶ OECD, Paris Declaration on Aid Effectiveness, 2005

Project Submission and Approval

All implementing partners and international organizations have to upload their project information on JORISS. All projects are then reviewed by MOPIC to make sure that the project is aligned with the JRP objectives and that it does not duplicate with any other project already under implementation. Once successfully reviewed by MOPIC, projects are then submitted to the Inter-Ministerial Coordination Committee (IMCC) for endorsement, which depends on the project's conformity with national laws, policies, norms and regulations. The IMCC also checks implementing partner's capacity to achieve the intended desired results as well as the project management governance structure proposed, ensuring that it includes sufficient levels of management oversight; quality assurance; risk management; realism and implementation capacity; an appropriate level of engagement with the relevant line ministry and appropriate and balanced finance of components, sectors and subject matters. Once approved by the IMCC, projects are sent to the Cabinet for final approval.

In instances where projects fall short of the quality required through the detailed project appraisal process outlined above, or where some aspect of the project appears to be conspicuously lacking, feedback will be provided to the applicant through JORISS, advising what elements of the project document should be addressed prior to its re-submission. To further reduce the risks of duplication and overlap, donors are encouraged to engage in early consultation with MOPIC regarding sectors and projects of interest to be financed. Also, it is requested that implementing partners and international organizations coordinate closely with their relevant line ministries to make sure the Government of Jordan is well informed of all project details.

Monitoring and Reporting

Monitoring of projects funded under the JRP 2018-2020 will be performed by the implementing entity according to the project document arrangements. However, all implementing partners are requested to report back to MOPIC through JORISS on their project progress on a half year basis. Sector progress monitoring against set targets is expected to be an on-going responsibility of each line ministry and TF.

The Task Force Chair, supported by the Task Force Secretariat, will endeavour to ensure that information is collected against JRP 2018-2020 targets. It will also compile information from all implementing partners on main achievements and challenges for the reporting period. As JRP activities are increasingly funded and implemented, it is intended that the reports will evolve towards a results-oriented format in order to help identify bottlenecks and priorities. This will happen commensurately with the strengthening of capacity within the TFs. Monitoring of funding flows to the JRP 2018-2020 will be made through JORISS, allowing MOPIC and JRP stakeholders to sort financial information by donor, response type, sector and geographical location.

Management Support Requirements

The JRP implementation is under the overall responsibility of MOPIC/HRCU with specific sector responsibilities lying on the relevant line ministries. The JRPSC Secretariat will continue supporting and building capacity within MOPIC and line ministries to provide overall strategic guidance and supervision to the JRP. The technical and policy advisory capacity of MOPIC will need to be further strengthened to enable it to gradually manage and integrate the Syria crisis response within the existing national development priorities under one national comprehensive resilience framework. Within line ministries, capacities will need to be reinforced to ensure that they have the capacity to lead their sector-wide multi-stakeholder analysis and planning. This entails fostering capacities to devise, implement and monitor JRP sector response strategies that are cost-effective and support the integration of humanitarian, recovery and development assistance within existing and forthcoming national sector strategies.

Sector	JRP Management	Line ministry(ies)	MOPIC	Duration (n. of months)	36	ID#	RES1.1
Sector Overall Objective	To improve the capacity of the Government of Jordan, and particularly of MOPIC, to coordinate the overall response to the Syria crisis						
Sector Specific Objective	The capacity of MOPIC to coordinate the overall response to the Syria crisis has been strengthened						
Indicator(s)	Means of verification	Source of Verification	Frequency	Baseline	Target 2018	Target 2019	Target 2020
# of response plans prepared or updated	MOPIC	JRPS website	Annual	1	1	1	1
% of donors' disbursed resources against the JRP tracked through JORISS with sector, geographical and budget details	MOPIC	JORISS	Annual	70%	80%	90%	95%
Project Title	Technical and Policy Support to MOPIC on Syria Crisis and National Planning						
Project Objective	To ensure that MOPIC has the capacity to coordinate, in a transparent and effective manner, the preparation and implementation of Jordan's responses to the Syria crisis			Budget (USD)			
				2018	2019	2020	Total
				1,200,000	1,000,000	800,000	3,000,000
Indicator(s)	Means of verification	Source of Verification	Frequency	Baseline	Target 2018	Target 2019	Target 2020
# of JRP monitoring reports prepared	JRP report	MOPIC/JORISS	Bi-Annual	2	2	2	2
# of line ministry staff trained	Attendance and training reports	MOPIC	Bi-Annual				
Project Justification	MOPIC is currently facing a heavy workload to effectively respond to the policy, planning and coordination challenges related to the Syria crisis and its impact on Jordan. For this reason, it continues to require external policy, technical and operational support in order to build its own capacity on coordination, aid effectiveness and crisis management.						
Project Activities	Time Frame			Budget (USD)			
	2018	2019	2020	2018	2019	2020	
Provide technical and policy advisory support to MOPIC on Syria crisis issues	X	X	X	400,000	350,000	300,000	
Provide technical and policy advisory support to line ministries on Syria crisis issues	X	X	X	300,000	300,000	250,000	
Provide technical support in the preparation and implementation of national plans		X	X	300,000	250,000	200,000	
Enhance data management systems focusing on impact-based evidence	X	X	X	200,000	100,000	50,000	





