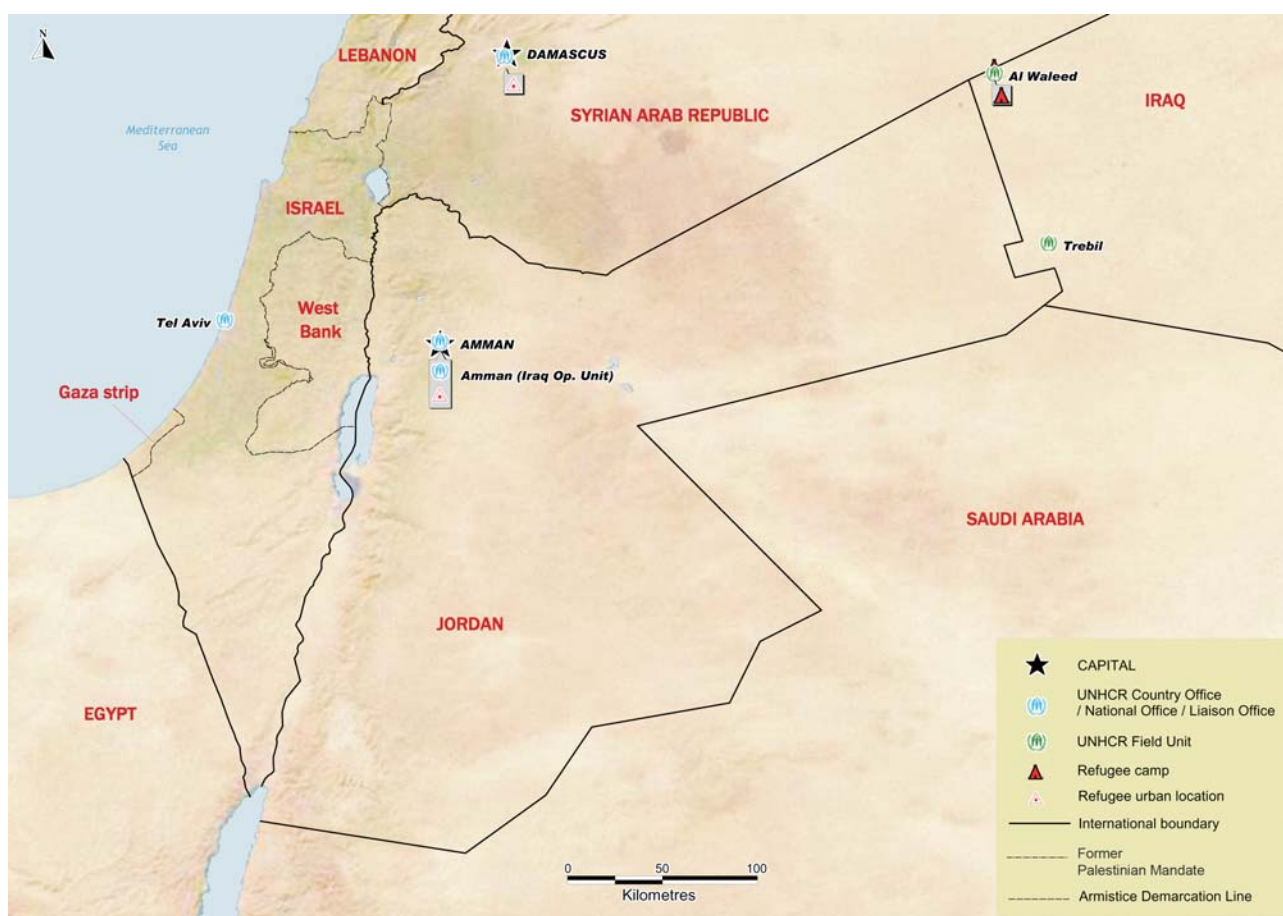


JORDAN



Operational highlights

- UNHCR widened the protection space through cooperation and dialogue with the Government of Jordan's Ministry of Planning and International Cooperation and Ministry of Interior.
- By granting Iraqi refugees access to primary health care and by waiving school fees and overstay fines for Iraqi children, Jordan made a significant contribution to lessen their suffering.
- In the 2009-2010 academic year, over 27,000 Iraqi children attended public schools.
- UNHCR gave priority to a cash-assistance programme to help 6,600 Iraqi and non-Iraqi refugees and asylum-seekers meet their basic needs. The programme

uses ATM cards and mobile phones to aid disbursements, and this is highly appreciated by the beneficiaries.

Working environment

Although Jordan is not a signatory to the 1951 Convention Relating to the Status of Refugees and has no national legislation governing the protection of asylum-seekers and refugees, it has been tolerant of the presence of Iraqis on its territory. Iraqis have largely been allowed access to public services. However, the inability of these refugees to seek legal employment contributes to their vulnerability. The humanitarian community offers basic health care to refugees and asylum-seekers, but lack of funding has severely curtailed the provision of advanced care.

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees ¹	Iraq	450,000	30,100	49	33
	Various	900	900	43	41
Asylum-seekers	Iraq	1,400	1,400	44	34
	Syrian Arab Rep.	290	290	38	44
	Sudan	230	230	33	40
	Various	290	290	40	32
Total		453,110	33,210		

¹ Refugee figures for Iraqis are Government estimates. Demographic breakdown refers to registered refugees only.

| Achievements and impact |

● Main objectives and targets

UNHCR's main objective was to maintain and expand protection space in Jordan by providing refugees and asylum-seekers with assistance to meet their basic needs.

Favourable protection environment

- Access to the territory of Jordan for people seeking protection was expanded in 2010. Where necessary, UNHCR intervened through the Ministry of the Interior and the Residency and Border Directorate to secure entry visas. The Government issued several administrative decisions in favour of refugees, relating to work permits, overstay fees, re-admission visas and student enrolment.
- The number of cases of detention and deportation declined. Of the 190 detention cases, 28 were deported in 2010. UNHCR gained access to almost half of the reported detention cases. The other half was released, including on bail, or deported before they were interviewed. A total of 376 police and immigration officers were trained to handle detention-related issues in 2010.

Fair protection processes

- Some 33,600 individuals of various nationalities were registered as refugees and asylum-seekers at the end of 2010. All were issued with asylum-seeker certificates. Refugee status determination (RSD) interviews were conducted for 1,838 asylum-seekers and a total of 1,305 decisions were made.
- UNHCR's training activities targeting local authorities gave them a better understanding of refugees' legal rights, the need to replace the current detention and bail system and the necessity of ensuring the confidentiality of UNHCR interviews, particularly in detention facilities.

Security from violence and exploitation

- All the victims of gender-based violence received legal support and were included in humanitarian assistance programmes. UNHCR's partnership with the Family Protection Department, which deals with gender-based violence and child protection issues, increased its effectiveness in terms of prevention and response by gaining access to the national system.

Basic needs and services

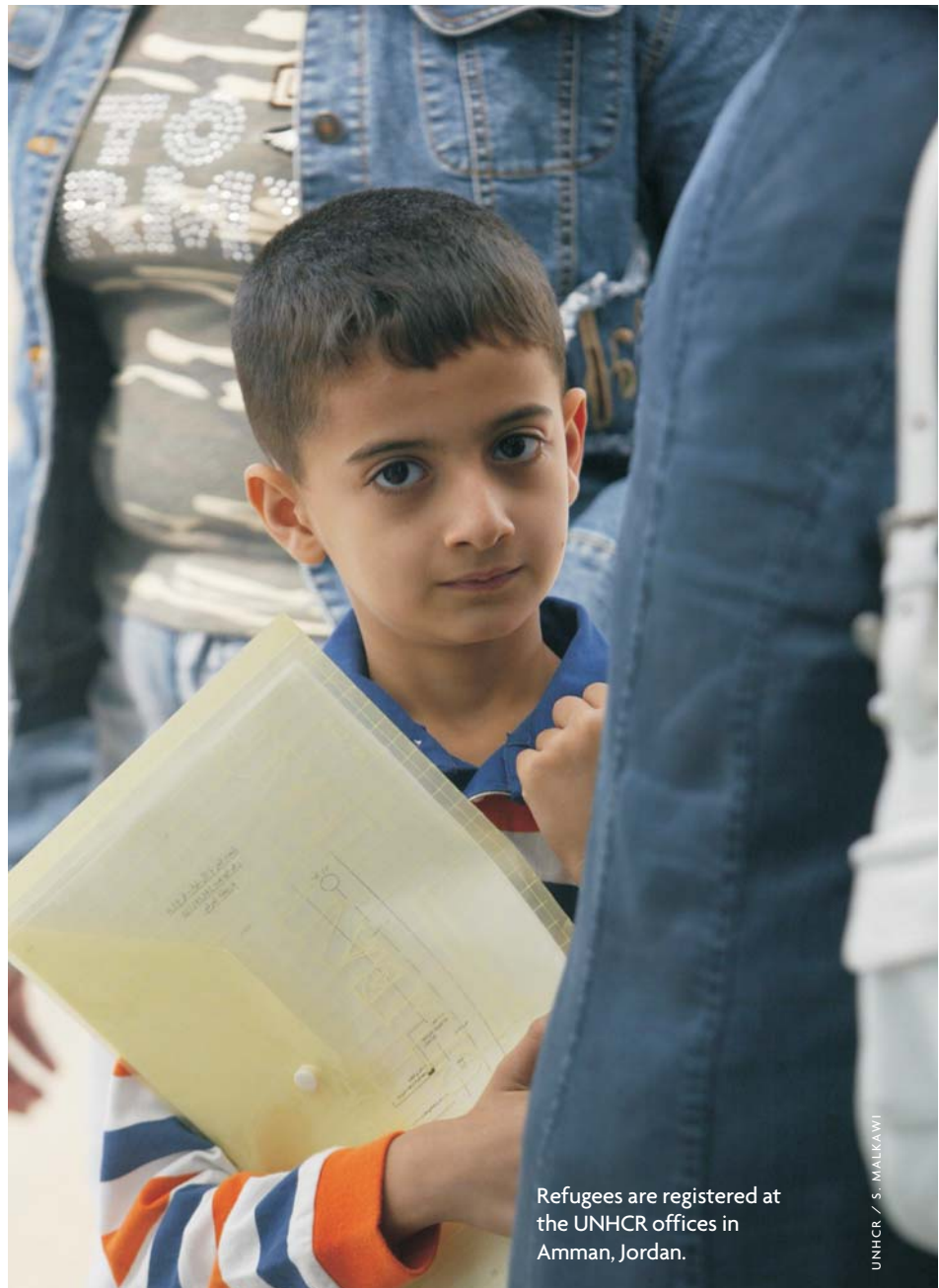
- Some 6,260 families (42 per cent of the total number of registered Iraqis) and 350 non-Iraqi refugees benefited from UNHCR's cash-assistance programme. Of the

beneficiaries, 41 per cent were vulnerable individuals with specific needs.

- More than 32,000 medical interventions were made for almost 9,600 refugees, and some 4,600 patients were referred to specialists by clinics supported by UNHCR. A committee screened 305 requests for exceptional medical care and approved 162 referrals. Over 6,000 women who came to the clinics received sanitary napkins.
- Some 90 per cent of school-age refugee children received primary and secondary education, while 180 refugee children participated in non-formal education until June 2010.

Community participation and self management

- People of concern to UNHCR participated in a planning session at the beginning of the year, providing inputs on how to manage resources. In the second half of 2010, refugees were given feedback on the planning exercise and the use of resources. Some 12,000 refugees



Refugees are registered at the UNHCR offices in Amman, Jordan.

participated in cultural and recreational activities, and more than 1,200 were given social counselling.

Durable solutions

- In 2010, UNHCR submitted over 2,300 cases covering some 6,400 Iraqi and non-Iraqi individuals for resettlement. Of this group, 3,630 individuals departed for third countries. Another 109 Iraqi refugees were assisted to repatriate voluntarily.

External relations

- UNHCR expanded its public awareness activities on behalf of refugees through 48 interviews and 25 briefings for the media and by attending 24 public events during the year.

| Constraints |

The lack of asylum legislation for refugee protection is the major constraint for UNHCR's operation in Jordan. While the Government remained generous and tolerant, the lack of an overall legal structure meant that gains could be subject to reversals.

Although people of concern to UNHCR are not allowed to work in Jordan, many find work in the informal sector. However, those who perform manual labour are prone to exploitation. To improve conditions, UNHCR has entered into partnership with a local microfinance organization that provides loans to Iraqi women on the same basis as nationals.

| Financial information |

In 2010, UNHCR's budget in Jordan increased as a result of the Comprehensive Needs Assessment (CNA). While the final 2010 budget amounted to almost USD 62.8 million, funding was received for only 52 per cent of this amount. UNHCR was unable to provide monthly financial assistance to 25 per cent of the initially targeted refugees and had to reduce health care services.

Nevertheless, UNHCR was able to address the gap in the provision of tertiary health care treatment through local partnerships with organizations such as the International Catholic Migration Committee (ICMC), which agreed to accept referrals. The King Hussein Cancer Foundation also contributed significant funding towards the treatment of Iraqi patients.

| Organization and implementation |

UNHCR developed strong partnerships through implementation of the 2010 Regional Response Plan, which called for coordination and engagement with other agencies. It led the working group on community-based protection and co-chaired the health working group. It also led the Humanitarian Action Committee which provided overall strategic guidance and coordination for the humanitarian response to refugees in Jordan.

| UNHCR's presence in 2010 |

□ Number of offices	1
□ Total	139
International	15
National	75
JPOs	3
UNVs	4
Others	42

| Working with others |

In 2010 UNHCR had implementing arrangements with three UN Agencies, three government partners, seven national NGOs, and three international NGOs.

The partnership with Questscope was discontinued mid-year. Two new national partnerships with the Microfund for Women for Women, to provide microcredit services for Iraqis, and the Jordan Health Aid Society were established.

UNHCR remained an active member of the UN Country Team and the Security Management Team, while co-chairing the UN Communications Group and participating in other initiatives. The preparation of the 2011 Regional Response Plan contributed significantly towards coordination and dialogue among all partners involved in providing services for the Iraqi refugees in Jordan. The Humanitarian Action Committee and sector sub-groups for community-based protection, education and health, among others, met regularly during the year.

| Overall assessment |

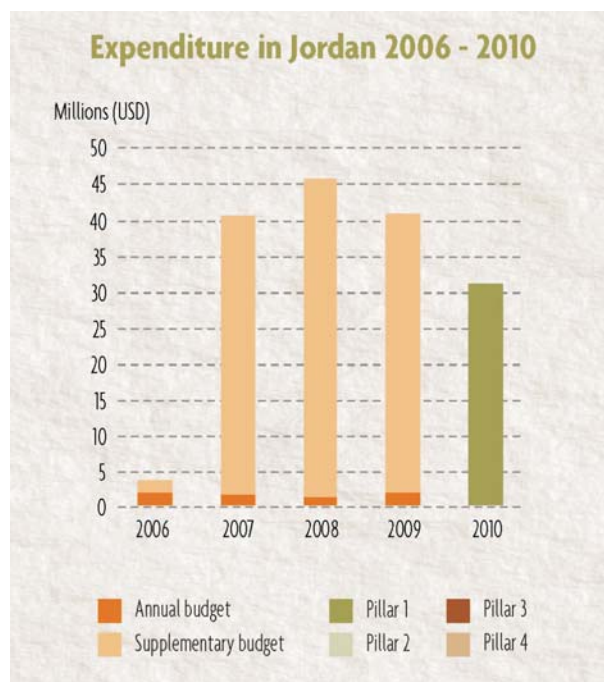
The year 2010 was one of consolidation and adjustments as a result of sizeable reductions in the budget and the number of implementing partners. UNHCR's operation in Jordan focused on providing individual assistance, with the cash programme being the centrepiece. This programme was not costly to administer and was well received by refugees.

As of February 2010, all of UNHCR's partners began implementing the Refugees Assistance Information System (RAIS), a new on-line tool that records assistance provided. RAIS not only fully captures the complexity of assisting urban refugees, but also allows for easier referrals and communication between a multiplicity of partners.

At the end of 2010, more than 30 implementing and operational partners subscribed to RAIS in Jordan. The data captured in RAIS and UNHCR's *proGres* registration database was subject to continuous analysis by the regional Data Analysis Group, which enabled UNHCR to calibrate its programming to the needs of its beneficiaries.

Resettlement continues to have an impact on the protection climate in Jordan. In 2010, over half of the almost 6,400 Iraqis and non-Iraqis submitted for resettlement were able to depart for third countries.

Partners	
Implementing partners	
Government: Ministries of the Interior; Planning and International Coordination; Education, Health and Social Development; <i>Dar Al-wifa</i> , the Public Security Directorate, Family Protection Unit	
NGOs: Caritas Jordan, International Relief and Development, Jordan Health Aid Society (JHAS), Jordan River Foundation, Mercy Corps, Microfund for Women, National Centre for Human Rights, Noor Al-Hussein Foundation	
Others: UNDP, UNOPS, UNRWA, UNV	
Operational partners	
Government: National Center for Security and Crisis Management	
NGOs: American Near East Refugee Aid, Care International, ICMC, IMC, International Rescue Committee, Jordan Red Crescent, Jordan Women's Union, Jordanian Alliance against Hunger, Jordanian Hashemite Charity Organization, Nippon International Cooperation for Community Development, Relief International, Save the Children, World Vision	
Others: ICRC, IFRC, UNDP, UNFEM, UNFPA, UNICEF, WHO	



Budget, income and expenditure in Jordan | USD

	PILLAR 1 Refugee programme	Total
FINAL BUDGET	62,767,339	62,767,339
Income from contributions ¹	8,035,980	8,035,980
Other funds available	22,858,870	22,858,870
TOTAL FUNDS AVAILABLE	30,894,850	30,894,850

EXPENDITURE BREAKDOWN

<i>Favourable protection environment</i>		
International and regional instruments	63,064	63,064
National legal framework	63,064	63,064
National administrative framework	417,264	417,264
Co-operation with partners	63,064	63,064
National development policies	63,064	63,064
Access to territory	63,064	63,064
<i>Non-refoulement</i>	57,212	57,212
Subtotal	789,795	789,795
<i>Fair protection processes and documentation</i>		
Registration and profiling	1,070,754	1,070,754
Fair and efficient status determination	209,871	209,871
Family reunification	209,871	209,871
Individual documentation	209,871	209,871
Civil status documentation	209,871	209,871
Subtotal	1,910,238	1,910,238

	PILLAR 1 Refugee programme	Total
<i>Security from violence and exploitation</i>		
Gender-based violence	444,377	444,377
Protection of children	185,330	185,330
Non-arbitrary detention	258,642	258,642
Access to legal remedies	99,600	99,600
Subtotal	987,949	987,949
<i>Basic needs and essential services</i>		
Basic domestic and hygiene items	143,829	143,829
Primary health care	4,298,754	4,298,754
HIV and AIDS	143,829	143,829
Education	398,187	398,187
Services for groups with specific needs	15,685,946	15,685,946
Subtotal	20,670,546	20,670,546
<i>Community participation and self-management</i>		
Participatory assessment and community mobilisation	285,603	285,603
Self-reliance and livelihoods	234,259	234,259
Subtotal	519,862	519,862
<i>Durable solutions</i>		
Durable solutions strategy	273,984	273,984
Voluntary return	296,366	296,366
Resettlement	349,690	349,690
Subtotal	920,039	920,039
<i>External relations</i>		
Donor relations	62,784	62,784
Resource mobilisation	62,784	62,784
Partnership	62,784	62,784
Public information	189,856	189,856
Subtotal	378,209	378,209
<i>Logistics and operations support</i>		
Supply chain and logistics	335,499	335,499
Programme management, coordination and support	1,504,981	1,504,981
Subtotal	1,840,480	1,840,480
Instalments to implementing partners	2,654,933	2,654,933
Other objectives	222,799	222,799
Total	30,894,850	30,894,850

¹ Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities - mandate-related" (NAM) reserve. Contributions towards all pillars are included under Pillar 1.