

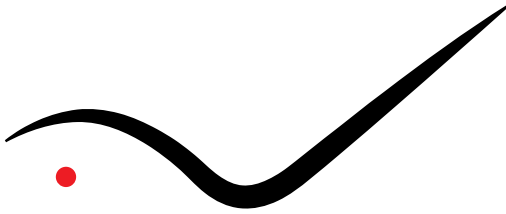


2016-2020 | **THE ITALIAN
COOPERATION
INITIATIVES
THROUGH CSO
PARTNERSHIP
IN JORDAN**



2016-2020

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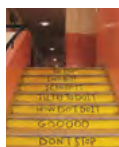




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FOREWORD

Jordan has a long history offering shelter and providing assistance opportunities for people seeking refuge from neighbouring countries. Since the beginning of the Syria crisis, the number of refugees entering Jordan across the Country's northern border totals to the substantial number of over 1,2 million people. As of early 2021, Jordan is host to approximately 663,500 Syrian refugees registered with UNHCR, with the majority of them settled in urban settings, and sharing resources with the Jordanian host communities: the effects of this massive presence significantly contributed to strain labour markets, affect the delivery of basic services, increase the cost of living, and consequently posed challenges to the economic stability and security of a Country already economically and financially vulnerable.

The COVID-19 pandemic has further impacted Jordan's coping capacity and affected its economic stability, with a resulting increase in the pressure on the national resources and infrastructures, as well as in the number of people living below the poverty line.

Through international cooperation initiatives and a participatory, consultative approach, medium and long-term support initiatives are being unfolded in the Country to help mitigate this destabilizing effect of the successive crises and regional disruptions.

Italy's fruitful partnership with Jordan has long included emergency and development interventions promoted by the Italian Government. Mutual commitments and deep ties exist between our Countries. Over the last years, Italy has funded diverse programmes in support of the Jordanian Government, implemented by Civil Society Organizations and aimed to ensure adequate refugee response and capacity development, as well as to enhance access to sustainable livelihoods and basic assistance, and ultimately secure decent living standards to all the population residing in Jordan. Our Country is also providing equipment supply and technical assistance, in addition to education and employment opportunities, actively engaging with local communities to address local needs and boost social cohesion.

Italy strongly believes in the engagement of the Civil Society Organizations to provide assistance to the most vulnerable communities, and is committed to continuing this fruitful partnership, and sustaining Jordan in transforming challenges into opportunities for all.

Fabio Cassese
Ambassador of Italy to Jordan



INTRODUCTION

The Italian Cooperation has been active in Jordan since 2012, in support of the local population, refugees, women, minors and people with disabilities, through actions initially addressing the emergency needs caused by the impact of the Syria crisis, and subsequently through interventions aimed at longer-term development.

Following the establishment of the AICS Amman Office in 2016, the Italian Cooperation has increased its contribution to the efforts of the Jordanian Government to provide aid and protection, coordinate assistance and sustain economic empowerment of the most vulnerable local and refugee population.

In addition to the implementation of programmes based on the strategic priorities identified under the MoU signed in 2017 between Italy and Jordan, the Italian Cooperation has assisted Italian CSOs and International Organizations on the implementation of projects in the areas of Education, Health, Infrastructure, Livelihoods, Food security and Protection. Since the worsening of the Syrian conflict in 2012, the total amount of **€ 77 million** has been granted in support of the refugees fleeing Syria and the Jordanian host communities affected by the pressure of the crisis.

Almost half of the **€ 61 million** allocated in the period 2016-2020 were granted to CSOs that were our valuable partners in implementing a number of satisfactory interventions focused on sustaining education, job creation, livelihoods and social cohesion, throughout the Country. Particular attention has lately been given to the specific needs of persons with disabilities, with a view to addressing social inclusion at all levels.

Far from being exhaustive, this publication offers a comprehensive overview of the interventions and results deriving from this fruitful collaboration with the Civil Society. Comprising 32 projects, it draws on the information related to the 2016-2020 period.

We, as AICS, reserve our final note of thanks for our partners, whose efforts in enhancing positive impact at the Country level contributes to our endeavor to address emergency and development needs in vulnerable contexts, and achieve the 2030 agenda.

Michele Morana
Head of Office, AICS Amman



AICS has been operating in Jordan since 2016 in accordance with the Charter of the United Nations, the 2030 Agenda for Sustainable Development, and the Charter of Fundamental Rights of the European Union.



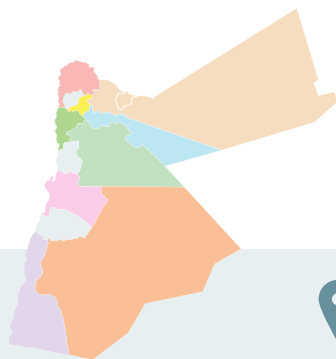
IN RESPONSE TO THE SYRIA CRISIS IN **JORDAN** WE WORK WITH

Civil Society and other Organizations

• ACTION AID, AIDOS, ARCS, AVSI, ICU,
• INTERSOS, OXFAM, TERRE DES HOMMES ITALIA,
• UN PONTE PER..., VENTO DI TERRA

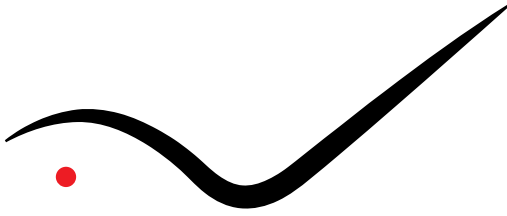
International Organizations

• ICRC, IOM, UNDP, UNESCO, UNHCR, UNICEF,
• UNIDO, UNOPS, UNRWA, UN WOMEN, WFP, WHO



GOVERNORATES WHERE WE WORK

• AMMAN • AQABA
• BALQA • IRBID
• JERASH • KARAK
• MA'AN • MAFRAQ
• ZARQA



Yes I Do

I Will Do It

I Can Do It

I'll Try To Do It

How Do I Do It

GOOOOO

DON'T STOP

I Want To Do It

PROGRAMME

EMERGENCY INITIATIVE TO SUPPORT THE EDUCATION AND HEALTH SECTORS IN FAVOUR OF REFUGEES AND HOST COMMUNITIES IN JORDAN

IMPLEMENTING PARTNERS FONDAZIONE TERRE DES HOMMES ITALIA ONLUS/VENTO DI TERRA, UN PONTE PER..., AVSI



This programme aimed at supporting the Education and Health sectors in favour of the most vulnerable among the refugee population and the host communities in Jordan, affected by the impact of the Syria crisis.

Budget: € 1,5 M



The “Emergency initiative to support the education and health sectors in favour of refugees and host communities in Jordan”, was implemented in line with the Jordan Response Plan (JRP) for the Syria Crisis 2016-2018. In order to strengthen the resilience of the Syrian population and Jordanian host communities affected by the crisis, AICS supported the rehabilitation of primary services and thus helped boost the Country’s recovery process.

The intervention promoted a complementarity approach between emergency, reconstruction and development activities, and stressed the need for strategic dialogue and international commitment to respond to the vulnerability of the population.

Education and Health were identified as priority intervention sectors, as follows:

Education

1. Infrastructure interventions to improve educational opportunities and to integrate Syrian and Jordanian students into public schools. Activities focused on rehabilitating pre-existing public primary and secondary school buildings and providing them with WASH facilities also accessible to disabled students, in line with the *Inter-Agency Network for Education in Emergencies (INEE) Minimum Standards for Education in Emergencies* disseminated by UNICEF in 2015. Renovation works included gyms and parks adjacent to school buildings, intended as spaces for extra-curricular activities, social aggregation and psychosocial assistance to victims of abuse and trauma.
2. Training of Trainers (ToT) for Jordanian teachers and non-teaching school staff in protection, education in emergency, children’s rights and psychosocial support techniques addressing the needs of traumatized and/or excluded Syrian students.
3. Creation of 5 parent-teacher committees to mobilize communities on issues of protection and welfare of minors and the importance of access to education.

Health

The intervention in the Health sector intended to support the Field Hospital in Za’tari refugee camp. The first tented structure was donated by Italy to the Government of Jordan, in 2012. The current Jordanian-Italian Hospital, managed by the Jordanian Royal Medical Services, provides primary health services to Syrian refugees. Around 50,000 women and men residing in the camp benefited from this intervention, directly implemented by AICS.



PROJECT

EMERGENCY PROJECT FOR THE REHABILITATION OF SCHOOL FACILITIES FOR THE IMPROVEMENT OF THE BASIC EDUCATION SERVICES FOR THE SYRIAN REFUGEE POPULATION AND THE HOST COMMUNITIES IN THE GOVERNORATES OF AMMAN AND ZARQA

IMPLEMENTING PARTNER

FONDAZIONE TERRE DES HOMMES ITALIA ONLUS, VENTO DI TERRA

Fondazione Terre des Hommes Italia Onlus (TdH It), in partnership with Vento di Terra, through this intervention improved the access to the basic education services for the most vulnerable groups among the Syrian population and the host communities in the Governorates of Amman and Zarqa.

As part of the project activities, four schools were rehabilitated in the areas of Azraq and Amman.

The training component of the intervention consisted of sessions on inclusive education and psychosocial support.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*

Duration: 16 months

Start of activities: 29/9/2016

End of activities: 28/1/2018

Intervention areas: Amman and Zarqa governorates

Budget: € 426,239.06



OBJECTIVE

Improve the access to education services in favour of the Syrian population and the host community.

SPECIFIC OBJECTIVE

Increase the access and the quality of basic education services for the most vulnerable groups among the Syrian population and host communities in the governorate of Zarqa and Amman.

RESULT 1.

Rehabilitated and requalified 4 schools and improved the quality of the available school services, with strengthened capacity of inclusion of girls and children with disability.

ACTIVITIES

Procurement procedure for the rehabilitation of the 4 identified schools

The public procurement procedure was initiated with the publication of the tender in a local newspaper on 19/01/2017. The selection procedure was opened on 02/14/2017 and closed separately for individual schools between 04/14/2017 and 04/16/2017. Three construction companies were selected, as the solution of a single construction company for the two schools in Azraq was considered optimal in terms of costs and work coordination.

Extension and rehabilitation of toilets

The works started on 29/06/2017, with the final approval by the Ministry of Education (MoE) following their conclusion. The works included the partial demolition of the internal structures, with the subsequent total replacement of the sanitary facilities, and the expansion of some sectors for the creation of protected services accessible to people with disabilities. All services have benefited from a rehabilitation of the sewage system with a consequent increase in the capacity of the general water system. Last, all the sanitation facilities enjoyed a general replacement of the plaster, a new paint, a horizontal and vertical internal tiling and the rehabilitation of the internal lighting system.

Rehabilitation of the energy and water system

The works started on 29/06/2017 and received approval by the MoE following their conclusion. Works included: securing of the electrical system; general repair of hydraulic lines; installation of external and underground water tanks and hydraulic pumps; rehabilitation of external fountains; general supply of new lamps; installation of exhaust fans and water heaters; covering of electric cables and general replacement of switches and sockets; installation of ceiling fans for classrooms.

Rehabilitation of internal spaces

The works, started on 29/06/2017 and approved by the MoE following their conclusion, included: protective measures; rehabilitation of the external pavement; creation of areas reserved to people with disabilities; maintenance and replacement of external windows; external bleaching of buildings; installation of partition walls; demolition of unused structures to increase usable outdoor spaces; waterproofing of roofs; concrete roofing of metal structures designed to raise buildings; installation of external aluminum canopies for protection from atmospheric agents; replacement of the exterior plaster of buildings.

Rehabilitation of internal spaces, including school furniture supply (wardrobes, chairs and tables)

The works started on 29/06/2017, with the final approval by the MoE following their conclusion. The redevelopment included maintenance, rehabilitation, replacement and addition to ensure maximum safety for students and school staff. Despite the drastic reduction due to the worsening of the conditions of the school structures, the supply of school furniture has been reinserted among the project activities. The total number of chairs with desks distributed at the end of the intervention was 696 for all the schools involved.

Renovation work on school buildings for access to children with disabilities

The works started on 29/06/2017, with the final approval by the MoE following their conclusion. The works included the rehabilitation and expansion of the sanitation; general leveling of internal and external paved surfaces of buildings; the construction of paved lanes for the exclusive use of people with disabilities; the creation of ramp systems with reduced inclination; the widening of the doors and windows to the buildings and to the individual internal rooms to allow greater mobility for people with disabilities.

Creation of recreational and sports spaces

The works started on 29/06/2017, with the final approval by the MoE following their conclusion. The interventions included: the repair of the flooring of the play areas and the construction of screeds for leveling the surfaces; the demolition of concrete and metal structures dangerous for students; installation of protective covers for recreational spaces for the regular performance of external activities; the rehabilitation of sports equipment in schools; the rehabilitation of a stage for students' theatrical performances.



4,858 pupils benefited
from rehabilitated and safe
school environments

RESULT 2.

Improved quality of the education services and the methodological competence of the teachers through a tailored training and continuing education path.

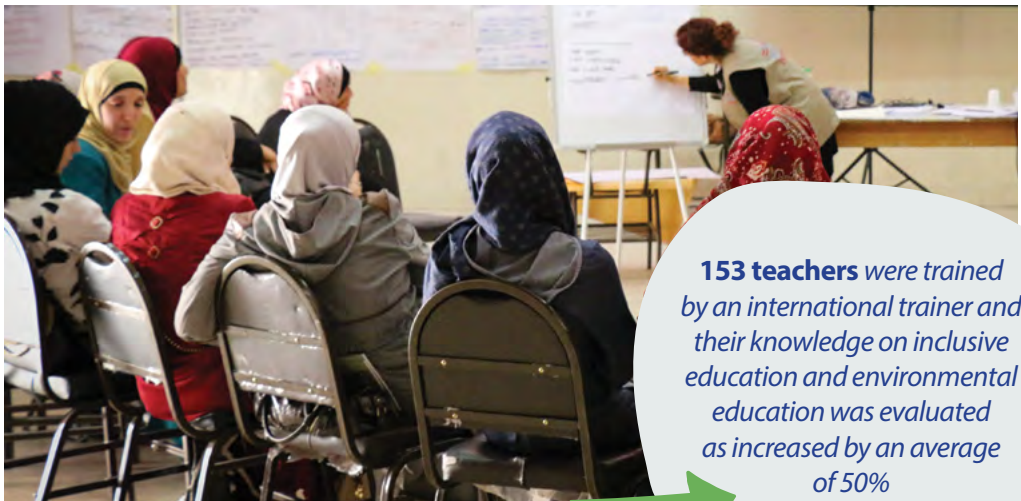
ACTIVITIES

Training for teaching staff of experts from the Ministry of Education on issues of psychosocial support

The MoE has blocked the implementation of the planned activity with continuous procrastination of the preliminary measures necessary for the implementation of the training, preventing the consortium from redefining the activity and forcing the return to the donor of the funds allocated to the activity.

Training for teaching staff by an international expert trainer on issues of social inclusion, integration and environmental protection

With the approval of the MoE and the Directorates of AlQueisma, Zarqa al Thanie and Qasabet Amman, the activity was implemented from 08/28/2017 to 08/29/2017. The training was conducted by an international expert: the first phase consisted in the elaboration of a written in-depth analysis on training issues; the second phase consisted in the training of the teaching staff of the target schools, through a plenary session addressing all the beneficiary teachers and two specific sessions for each institution to promote a deeper knowledge of inclusive education. The evaluation that the trainer made with the teachers revealed, among others: great enthusiasm from the teaching staff regarding the techniques and tools to facilitate active learning and improve conditions in the classes; experimentation with innovative class group management techniques and reflection on their value; that “cooperative learning” and inclusive education turned out to be new concepts for teachers; the recognition of disability as a possible resource to encourage positive and effective interaction processes; recognition of the role of teachers and school as a foundation for the promotion of inclusive practices with effective impact towards a more inclusive community.



153 teachers were trained by an international trainer and their knowledge on inclusive education and environmental education was evaluated as increased by an average of 50%


RESULT 3.

Increased the awareness and the engagement of the community in the areas of intervention, regarding the issue of social inclusion for people with disability.

ACTIVITIES

Outreach activities for the involvement of the target communities

The activity started on 01/08/2017, with 8 outreach workers hired. For the development of effective and community-tailored approach and awareness techniques, the outreach workers benefitted from a remote training. The awareness-raising activity, structured through the delivery of information brochures and informal discussions with the beneficiaries, was enriched by the collection of data on the conditions and needs of the communities surveyed through the administration of awareness-raising questionnaires. It was noted, among others: an increase of 38.5% in the number of beneficiaries who recognize disabled people as persons who have no disabilities; an increase of 70.6% in the number of beneficiaries who recognize the right of children with disabilities to attend public schools with other children; an increase of 56.5% in the number of beneficiaries who consider the presence of disabled students and students without disabilities in the same classes as a positive value and an opportunity for personal growth for both. Data collected on environmental protection have shown a general awareness and sensitivity of the identified communities on the topic. However, 31.8% of beneficiaries reported a lack of green spaces within the community, 29.41% complained of high levels of pollution and 26.47% believed the standards of cleanliness of public spaces were not adequate.



3,000 people made aware of social inclusion of PWDs
11 information days organized
at least **600 people** strengthened their knowledge on the priority issues promoted during the awareness raising activities by at least 18.37%

Preparation of information material to be distributed

With the advice of the international expert, the outreach workers have prepared the information material, with effective messages to increase the awareness of the beneficiaries on the issues addressed by the project and hashtags to promote the same issues also outside the communities directly involved in the intervention .

Strengthening of 4 parent teacher committees

The intervention was canceled due to the postponement of necessary authorizations by the MoE.

Organization of 6 information days at the 4 identified schools

The activity was implemented from 23/10/2017 to 26/10/2017 in the schools of Amman and from 29/10/2017 to 31/10/2017 in the schools of Azraq. The activities carried out during the information days included: projections of informative films on disability and inclusion, interactive activities with students, presentations of the beneficiaries on the topic, open discussions and recreational moments with the involvement and participation of inclusion activists and representatives of associations in the sector. Student participation is to be considered satisfactory and fruitful for the purposes of the project.



PROJECT

IBTISAM (SMILE)
EDUCATION SECTOR INITIATIVE FOR SUPPORTING
REFUGEE AND HOST COMMUNITIES MINORS IN JORDAN

IMPLEMENTING PARTNER

UN PONTE PER...

The project aimed at supporting Syrian refugees in Jordan and the most fragile local communities, with particular attention to the Education sector, by enhancing access to and the quality of the education services in the cities of Amman and Irbid.

Main activities consisted of rehabilitation of 2 schools (which benefited 440 new Jordanian and Syrian minor students) and the training of trainers and teachers on resilience and psychosocial support for minors.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*

Duration: 10 months

Start of activities: 01/08/2017

End of activities: 30/05/2018

Intervention areas: Amman and Irbid governorates

Budget: € 439,802.00 (€ 416,284.00 funded by AICS)



OBJECTIVE

Contribute to the improvement of public educational services in Jordan for the Jordanian host communities and the refugee population.

SPECIFIC OBJECTIVE

Improve the accessibility and quality of school services in the governorates of Amman and Irbid.

Despite the Government's efforts to enhance education services for all, the Jordanian school system and its resilience are increasingly exposed to additional pressure due to the prolonged presence of Syrian refugees in the Country.

Sector assessment have revealed a high percentage of Syrian refugees not enrolled in formal school, whereas the percentage of Syrian children with disabilities not attending formal education reaches the 63% for children aged 12-17. For them, the main reason for not attending school is represented by the architectural barriers in public institutions. As for the other students, early drop-out is mainly due to the need to work to support the family, distance from school, and the phenomenon of bullying.

As part of the intervention, the rehabilitation of schools and the training of government trainers and teachers (on mental health and psychosocial support, protection of the rights of boys and girls, reduction of violence) contributed to the promotion of human rights, gender equality and rights of people with disabilities.



RESULT 1.

Improved access and operation of the Hawara institute (Qassabet district, Irbid) for 1038 students and 45 teachers, and of the Khawla Bint al-Azwar institute (Sahab district, Amman) for 1,540 students and 61 teachers.

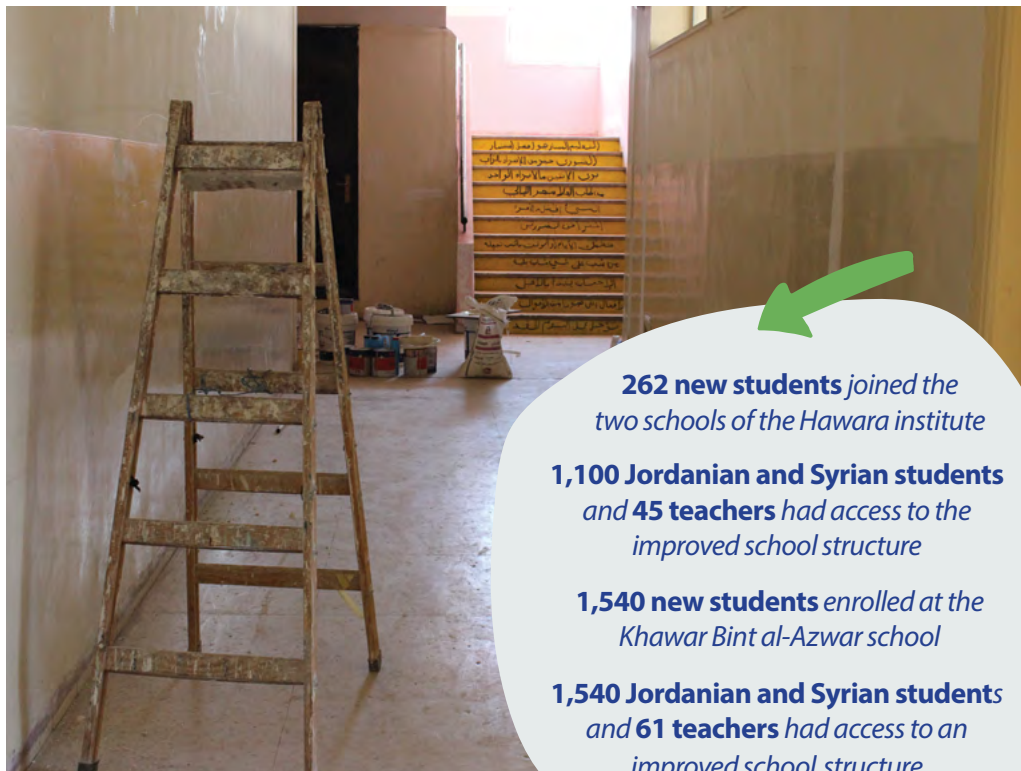
ACTIVITIES

Pre-feasibility study, tender of agreement and execution of up to standard reconstruction for accessibility of the target schools

Reconstruction work of the two schools for making them accessible for People with Disabilities (PWDs). The works included: outdoor walls surrounding the schools, doors, desks, asphalt, plastering, electrical and mechanical work, outdoor and gardening work.

Technical monitoring of the works. Testing of works and post-intervention report assessment

An engineer collaborating with Un Ponte Per... (UPP) was delegated to the daily technical supervision of the works for its entire duration, ensuring adherence to the quality of the work and compliance with the completion times. At the end of the works, the consultant construction engineer of UPP and the institutional counterpart carried out the testing of all the works carried out. All the renovation, safety and regulatory works to guarantee access for PWDs in the two schools were completed.



262 new students joined the two schools of the Hawara institute

1,100 Jordanian and Syrian students and **45 teachers** had access to the improved school structure

1,540 new students enrolled at the Khawar Bint al-Azwar school

1,540 Jordanian and Syrian students and **61 teachers** had access to an improved school structure

RESULT 2.

Ability to promote improved pedagogical and psychosocial training for at least 20 trainers from the Jordanian Ministry of Education (MoE), and improved pedagogical and psychosocial support skills for at least 106 teachers of the target schools.

ACTIVITIES

10 days of training + 5 days of “on the job” follow up for trainers on “Children Recovery Techniques” and “School Mental Health and Psychosocial Support” topics

A Training of Trainers (TOT) training lasting five working days was organized for the benefit of at least 20 trainers from the Ministry of Education. The Ministry itself, in collaboration with Un Ponte Per..., proceeded with the selection of trainers on the basis of the Curricula and their relevance/interest to the proposed subjects. During the project the same trainers after the TOT were able to present a similar training package for the teachers of the target schools with a targeted supervision of the TOT trainers. The result and the activities can be replicated in other schools thus ensuring sustainability.

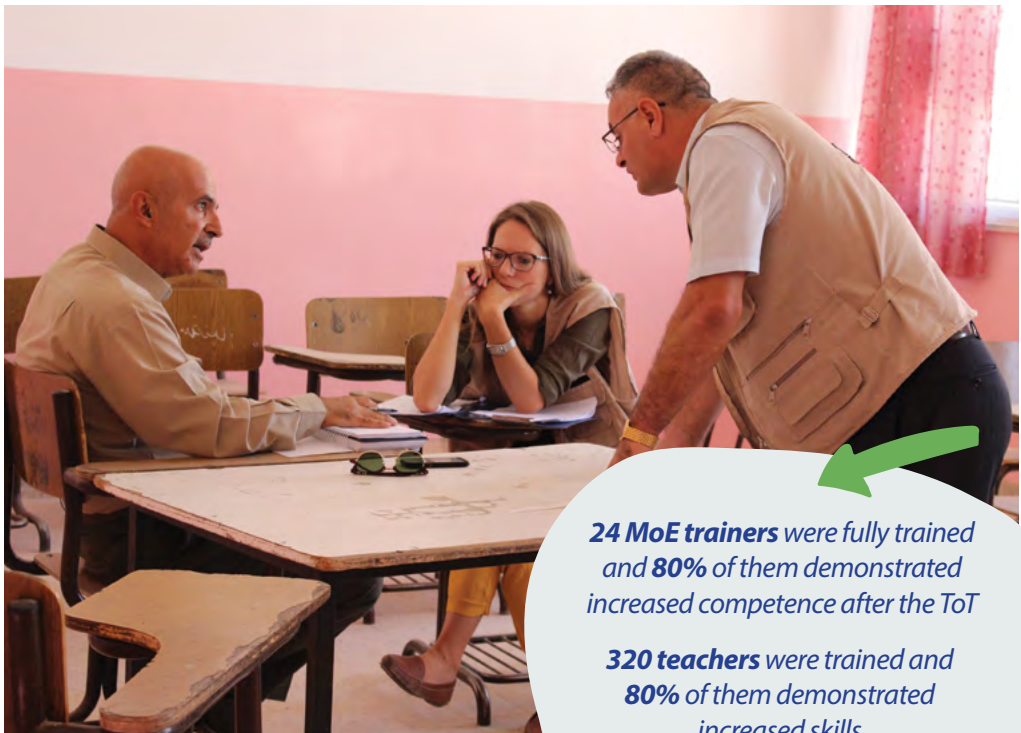


Specifically, the main issues identified and to be addressed concerned:

- **Children Recovery Techniques:** to increase the resilience of children by making them acquire better techniques for overcoming the trauma caused by conflict and post-conflict contexts.
- **School Mental Health and Psychosocial Support:** characteristics of good teachers and virtuous schools, strategies for controlling behavior in schools, basics of counseling, the fundamental role of parents in supporting formal education, recognition of the main symptoms of depressive disorders, anxiety disorders, attention disorders, psychotic disorders, learning disorders, intellectual disabilities, conduct disorders, illicit substance abuse, and life skills techniques.
- **Life Skills and reduction of violence at school:** cognitive, emotional, interpersonal and social skills to activate the ability to interact effectively with daily challenges.

Training for 106 teachers on the topics of “Children Recovery Techniques” and “School Mental Health and Psychosocial Support”. The same TOT trainers trained through the previous activity train the teachers of the target schools

A TOT training lasting five working days was organized for 20 trainers from the Ministry of Education. The MoE, in collaboration with Un Ponte Per..., proceeded with the selection of trainers on the basis of the Curricula and their relevance/interest to the proposed subjects. The purpose of the TOT is to equip at least 20 trainers of the Ministry with consolidated and specific knowledge on the topics and training packages described previously. During the project the same trainers after the TOT will be able to present a similar training package for the teachers of the target schools with a targeted supervision of the TOT trainers.



24 MoE trainers were fully trained
and **80%** of them demonstrated
increased competence after the ToT

320 teachers were trained and
80% of them demonstrated
increased skills



PROJECT

DES

FROM EMERGENCY TO DEVELOPMENT - INFRASTRUCTURAL AND EDUCATIONAL SUPPORT FOR SOCIAL AND CULTURAL INTEGRATION IN JORDAN

IMPLEMENTING PARTNER

AVSI JORDAN

DES project had the overall objective of contributing to cultural and social integration and improvement of the living conditions of refugees and host communities, in Jordan.

Specifically, the project aimed to improve access to and the quality of basic educational services for the weakest sections of the Syrian refugee population and Jordanian host communities.



SDG 1 *End poverty in all its forms everywhere.*



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*



SDG 15 *Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 13 months

Start of activities: 3 October 2016

End of activities: 31 October 2017

Intervention areas: Jerash and Zarqa governorates

Budget: € 446,731.00 (€ 439,981.00 funded by AICS)

OBJECTIVE

Support cultural and social integration and improve the living conditions of refugees and host communities in Jordan.

SPECIFIC OBJECTIVE

Improve access and the quality of basic educational services for the weakest sections of the Syrian refugee population and host communities.

The intervention consisted of the renovation of school buildings (2 in Russaifa and 1 in Jerash), which proved to be among the most in need of maintenance, structural work and the purchase of scholastic furniture (mainly desks and chairs), following the signature of a MoU between AVSI and the Ministry of Education, assessments and on-site visits.

As part of the restoration and maintenance interventions, the supply of new furniture was assigned to the carpentry of the Jerash-Gaza refugee camp, which was previously renovated and equipped through a project funded by the Italian Cooperation, and other services were provided by partners in the area of Zarqa.

The project also included training activities for staff of the Ministry on specific tools and topics related to the inclusion of vulnerable students (both refugees and from the host community) and on the provision of quality educational services. The second step was for the trained staff to pass on the knowledge received to the school and non-school staff of the selected schools, so that they could use it in their daily work with students from vulnerable categories.

In the framework of the trainings activities, 4 training manuals in the English language were developed (Education for Human Development; The Value of the Person and Psychosocial Support; My Child's Best School; Improving Student Motivation - A Guide for Teachers). The Ministry of Education has then granted approval to translate the manuals into Arabic and to include them in the Jordanian school-educational programmes.



RESULT 1.

The possibilities for access to public education in project areas in Jordan are being expanded through the rehabilitation of school buildings.

ACTIVITIES

Stipulation of agreements with the Ministry, hiring of construction managers and selection of the economic operator in charge of the works

A Memorandum of Understanding was agreed and signed between AVSI and the Ministry of Education (MoE) concerning the project's activities and interventions. In the meantime, the project staff selected a supervisor for the renovation works, through invitations to calls for consultancy. The works were assigned to the most suitable building companies, based on the specifications prepared by the supervisor in collaboration with the engineers of the respective education directorates (Russaifa and Jerash).

Carrying out renovation and rehabilitation works of the Russaifa and Jerash schools

In the 3 selected schools (2 in Russaifa and 1 in Jerash) the renovation works (such as changing the floor tiles, painting the external and internal walls) and maintenance (bathrooms, doors and windows) were carried out. Weekly and monthly reports were used to monitor the correct progress of the work. At the end of the works, an inauguration ceremony was held in a school in Jerash (Al-Fadel Bin Abbas) at the presence of the Ambassador of Italy in Amman and the Head of AICS Amman office.



Repair and purchase of school furniture

Following the request of the Ministry of Education to provide as much as possible a complete overhaul of the structures involved in the intervention, in order to facilitate and improve access to education, and considering the deterioration of many school furnishings in the 3 schools object of the intervention, repair activities were carried out on some desks of the Jerash school. A total of 182 double benches (bench with table) and 30 chairs with table were renovated based on a project approved by the ministry itself.



3 schools were renovated
in Russeifa and Jerash: 57 classrooms for
students; 12 classrooms for staff;
5 kitchens, 10 classrooms with bathrooms;
3 classrooms for vocational training;
10 laboratories; 2 libraries; 2 warehouses;
1 nursery; 1 theatre and 4 playgrounds

182 double benches and 30 chairs
with table were renovated

31 Syrian workers were employed by
construction enterprise involved in the
intervention

RESULT 2.

The skills of the teaching and non-teaching staff and the staff of the Jordanian ministry of education in ensuring quality educational services in the context of the Syrian crisis have improved.

ACTIVITIES

Initial assessment by the trainer to analyse the skills of teachers, school staff and ministerial staff

The first negotiation process with the training department of the Ministry of Education led to some changes in the methodology for implementing the training programme. Instead, it was requested to organize a two-day focus group discussion between some managers of the Ministry and the international consultant selected by AVSI.

After selecting the Luigi Giussani Institute for Higher Education (LGIHE) as a training consultant - approved by the MoE following the presentation of curriculum, certificates and experience - a visit was organized to the schools by the consultant, in addition to a two-day meeting between the consultant and the leaders of the Ministry.

Identification of strengths and weaknesses

The previous meeting facilitated by the project staff was particularly fruitful for outlining the frame work and contents of innovative training manuals for the Ministry itself, and for adapting the training experience of AVSI and LGIHE to the local context. Taking into consideration the presence of a training programme already activated by the Ministry on some of the proposed topics, the contents have been revised and greater attention has been paid to priority issues for the Ministry. The minutes of the meeting therefore report the description of the contents discussed and the decisions taken for the creation of the 4 manuals.

Identification of tools (curricula) for the training of trainers and for the training of teachers, non-teaching school staff and ministerial staff

The outcome of the meeting between LGIHE, AVSI and the representatives of the MoE was the creation of 4 training manuals by the LGIHE consultant in English according to the indications of the Ministry. Maintaining the 4 themes envisaged in the project proposal as a basis, the contents were remodelled and adapted and the following manuals were developed: Education for Human Development, The Value of the Person and Psychosocial Support, My Child's Best School, Improving Student Motivation - A Guide for Teachers. AVSI has also signed an agreement with some heads of the training department of the Ministry of Education for the translation of the manuals from English to Arabic and the validation of the same by the Ministry. The 4 manuals were then translated into Arabic and finalized and accredited by the Ministry supervisors.

Identification of trainers among school staff and ministerial staff

The 6 heads of the Ministry of Education who participated in the focus group discussion and who dealt with the translation and validation of the manuals were appointed by the Ministry itself. The training department subsequently communicated to AVSI the names of the trainers and supervisors to be trained on the 4 topics identified through the 4 manuals produced. On the basis of what was indicated in the MoU with the MoE and as discussed with the heads of the ministry, 12 trainers were therefore appointed among the supervisors and trainers responsible at ministerial level for the 3 schools involved in the intervention.

Training of trainers (ToT) on the issues of (1) Education in emergencies approach, with an introduction to the INEE minimum standard and toolkit (2) CVE (Countering Violent Extremism) - PVE (Preventing Violent Extremism) and "Peace and Reconciliation" (3) PSS and (4) "My Child's Best School"

The trainers benefited from a total of about 50 hours of training, in which sessions led by the international consultant were held on all 4 modules: (1) "Education for Human Development, (2) The Value of the person and the psychosocial support, (3) "Improving students" motivation" and (4) "My child's best school". The training course was also an opportunity for the detailed review of the manuals developed and in particular to refine the difficult job of translating from English to Arabic. The various suggestions and observations that emerged during the 12 days of training by the participants were collected by the project staff and, with the collaboration of a translator, a refinement and adjustment work was carried out on the Arabic version of the 4 manuals in order to be later used for teacher training. During the training course, informative and educational material was prepared, printed and distributed for the participants (including copies of the 4 manuals and USB sticks on which the material

used by the trainer was loaded in electronic format and made available to the facilitators), who were also able to take advantage of the coffee break and lunch service prepared by the hotel where the course took place.

Training for teachers, non-teaching school staff and ministerial staff, with coaching, on the issues of Children Rights, PSS, Protection and Education in emergencies, through specific modules on (1) Education in emergencies approach, with an introduction to the INEE minimum standard and toolkit (2) CVE (Countering Violent Extremism) - PVE (Preventing Violent Extremism) and "Peace and Reconciliation" (3) PSS and (4) "My Child's Best School"

The training of teachers and non-teaching staff of the 3 schools took place over a total of 8 days. A total of 104 people including teachers and non-teaching staff were trained in the presence of the staff of the Directorates of Jerash and Russeifa on the 4 modules developed in collaboration with the Ministry. Participants received a total of 40 hours of training each and it was conducted by 9 facilitators (3 per school) coordinated by 3 supervisors (1 per school); these 12 people are the same ones formed by the LGIHE trainer. As required by the project and by the agreement entered into with the Ministry, facilitators were granted a contribution for the work done paid on the basis of the hours of facilitation conducted. Participants were given a certificate of participation at the end of the course.

Collection of feedback and follow up

The consultant carried out a follow-up mission during the teacher training phase in order to receive feedback from the trainers-facilitators on the conduct of training courses in schools. The mission allowed the consultant to support trainers in facilitating and have a full view of the impact of the intervention, the content of which was collected in a final report.

Final report elaboration with methodological indications / guidelines for training on project themes that is contextualized in the "Arab world"

No specific activity was carried out for the preparation of a final report since the conclusions and indications regarding the training methodology emerged from the various reports prepared by the international consultant (LGIHE) during the training courses for trainers and follow-ups. up of courses for teachers.



12 heads of the Ministry of Education and 104 teachers and non-teaching staff received training

4 educational manuals were produced in English and translated into Arabic, validated and adopted by the Ministry of Education





AGENZIA ITALIANA
PER LA COOPERAZIONE
ALLO SVILUPPO

Maxley
83
WILDEST
DISCOVERY

Maxley
International Travel
Agency Group

Miss
Darcen
Miss
Darcen
Miss
Darcen



PROGRAMME

SCHOOL FOR ALL: ENHANCING EQUITABLE ACCESS TO QUALITY EDUCATION OPPORTUNITIES FOR SCHOOL-AGED CHILDREN VICTIM OF THE SYRIA CRISIS IN LEBANON AND JORDAN

IMPLEMENTING PARTNERS

ARCS/COOPI, ICU/INTERSOS, FONDAZIONE TERRE DES HOMMES ITALIA ONLUS/AVSI JORDAN, UN PONTE PER..., VENTO DI TERRA

The initiative aimed to support the right to education for the school-aged population affected by the Syria crisis residing in Lebanon and Jordan.

Interventions focused on improving access to quality educational services, and equal opportunities, for the most vulnerable sections of the refugee population and the host communities, in safe and protected environments.

Budget: € 2 M
(Jordan component)

In 2017, the Education sector was identified among the priority areas of intervention related to the Syria crisis by the Regional Refugee and Resilience Plan (3RP 2016-2017) and by National Crisis Response Plans, in Jordan (JRP 2016-2018) and Lebanon (LCRP 2015-2016). The 3RP introduced a paradigm shift from previous regional response plans, inspired by the principles of: a) integration of humanitarian assistance and resilience; b) alignment of action with national development plans and strengthening the sense of ownership of host countries; c) strengthening of local institutions, especially municipalities; d) multi-annual programming to improve financial planning capabilities. In line with these priorities, the programme supported the right to education of vulnerable school-aged children from both the refugee and host communities affected by the Syria crisis, by enhancing the access to quality formal and non-formal learning opportunities.

To ensure equal access to quality school services in safe and protected environments, the action focused on the rehabilitation of school facilities and outreach activities addressing the local communities, in order to achieve increased demand and reduced barriers to entry or re-entry into formal educational pathways.

The interventions resulted in 19 improved school infrastructures, which were also provided with new equipment, as well as improved learning environment, through capacity development of teaching and non-teaching staff on issues such as psychosocial support, inclusive education, countering violence and discrimination in school. School attendance of children vulnerable to dropout was also increased through provision of transportation, school kits, homework support, and outreach initiatives. Quality of services, including extracurricular activities, was also achieved.

Direct beneficiaries of the interventions were 5,781 children, their families and 352 school staff of the rehabilitated facilities, in the governorates of Aqaba, Balqa, Irbid, Jerash, Karak, Ma'an, Madaba, Mafraq. Also the refugee and host communities, as well as the municipalities and the Ministry of Education, indirectly benefited from the initiative.



4

PROGRAMME

SCHOOL FOR ALL: ENHANCING EQUITABLE ACCESS TO QUALITY EDUCATION OPPORTUNITIES FOR SCHOOL-AGED CHILDREN VICTIM OF THE SYRIA CRISIS IN LEBANON AND JORDAN

PROJECT

RIGHT TO SCHOOL
PROMOTION OF THE RIGHT TO EDUCATION THROUGH THE IMPROVEMENT OF EDUCATIONAL SPACES AND EDUCATIONAL ACTIVITIES FOR CHILDREN OF SCHOOL AGE IN LEBANON AND JORDAN

IMPLEMENTING PARTNER*

ISTITUTO PER LA COOPERAZIONE UNIVERSITARIA (ICU),
INTERSOS

The initiative aimed to enhance educational opportunities for the most vulnerable groups among the refugees and host communities, in Lebanon and Jordan.

Activities to improve access to quality school services included school rehabilitation, equipment supply and reduction of barriers to accessing formal education.

In Jordan, in addition to rehabilitation of school facilities, awareness activities were carried out along with music therapy and sport workshops, teacher training and hygiene promotion.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 12 months

Start of activities: 19/06/2017

End of activities: 18/06/2018

Intervention areas: Karak, Ma'an, Madaba governorates

Budget: € 1,067,776.20 (€ 997,322.20 funded by AICS)



* Local Partners: Partner schools; Union of Municipalities of Hasbaya; International Excellence Academy; Ministry of Education (MoE).

OBJECTIVE

Contribute to improving access opportunities for the most vulnerable sections of the refugee population and host communities to quality school services through rehabilitation and school re-equipment and the reduction of barriers to access to formal education in Lebanon and Jordan.

SPECIFIC OBJECTIVE

Improve the quality of school facilities and training offers and encourage the reduction of barriers to school access in Lebanon and Jordan.

The huge arrival of Syrian refugees in Lebanon has put a strain on the country's economy and in particular on the education sector, with 47% of Syrians registered by UNHCR at school age (about 470,000). This situation has had a negative impact on school facilities, which are inadequate to meet demand, and on the quality of educational provision. Similarly, in Jordan, where overcrowding is serious and high in the overnorates with Syrian refugees (about 1,26 million).

The objective of the Consortium is to fill this gap by promoting human development with particular reference to education. The intervention focused on the protection of refugees and the protection of the most vulnerable groups such as minors, people with disabilities and their families, providing the necessary support for their reintegration into school.

The project highlighted and subsequently contrasted the lack of adequate facilities to accommodate a large number of students, the costs related to transport and school materials, the inadequacy of the curricula adopted for Syrian children compared to those in the country of origin, the lack of opportunities for pre/post school activities for more needy students as remedial activities, the choice and need of many families to send their children to work to contribute to family support by sacrificing study, and discriminatory attitudes to the point of physical violence against Syrian children that discourages school attendance.

In Jordan, the project is consistent with the Jordanian Government's support through the Jordan Response Plan (2016-2018) and the Regional Refugees Response Plan (3RP), focusing on the target areas of Karak, Ma'an and Madaba, where 13% of Jordanian students and Syrian refugees attend overcrowded classes.



RESULT 3. (JORDAN COMPONENT)

The quality of the learning spaces of the 4 Jordanian public schools of Al Khantsa, Ahmad Assaqaf, Al Amira Rahma and Bi'ar Abu Danneh is improved.

ACTIVITIES

Rehabilitation of four Jordanian public educational establishments in the governorates of Karak, Ma'an and Madaba

Renovation works in Ahmad Assaqaf school, ICU:

- Replacement/maintenance of sanitary ware; replacement/repair of pipes and non-functioning parts in toilets; discharge test for both buildings; plastering in the bathrooms; replacement/repair of doors and windows; maintenance of electrical system and lighting systems; creation of an asphalt playground with an extension of about 300 m² that can be used for group sports or activities related to athletics; construction of a covered passage for the external bathroom of the Ahmad Assaqaf school; building of a covered walkway of about 50 m² leading to the external bathroom.

school spaces were made compliant with the criteria of MoE in all target areas

10 vulnerable workers benefitted from up to 48 working days created through labour-intensive interventions

708 students were provided a safe and healthy space in accordance with the standards of MoE



Renovation works in Al Khantsa school, ICU:

- Replacement/maintenance of sanitary ware; replacement/repair of pipes and non-functioning parts in toilets; discharge test for both buildings; plastering in the bathrooms; Replacement / repair of doors and windows; maintenance of electrical system and lighting systems; creation of an asphalt playground with an extension of about 300 m² that can be used for group sports or activities related to athletics;
- Development of the children playground at Al Khantsa kindergarten. ICU redesigned the plan of the playground to make it brighter and more functional, in addition to the purchase of new games and entertainment equipment; repainting of the internal walls of the Al Khantsa institute. In addition, the abovementioned works have been an opportunity to develop a civic sense: the repainting has represented a recreational activity for students who were an active part of it and developed a sense of ownership and care for the school spaces. Approximately 1 km² of internal walls was repainted.

Renovation works in Bier Abo Danneh school (Ma'an), INTERSOS:

- Rehabilitation of the recreational area. In the school there was no area where students could play during recess, previously an area adjacent to the classrooms was used, causing disturbance to the lessons still in progress. This space did not even have the minimum safety conditions: for these reasons it was decided to design the recreation area in an unused area far from the classrooms and large enough to allow children to play safely. An area of 300 m² was therefore created: the works began with excavations that allowed to level the land; a base was placed and after having properly compacted the area itself, it was covered with layers of MC, before proceeding to the final covering.



Major leveling work was also required in the area adjacent to the aforementioned one as it was bumpy and steep and therefore dangerous for children who had to access to it.

- Construction of two latrine boxes. The previous situation, presented a box of latrines in poor condition and an unusable one at risk of collapse located in an area of passage between one wing of the school and the other. It was therefore decided to build a new one. The excavation work began in February, in the meantime the Ministry of Education asked for the construction of an additional box of latrines for teachers as there was not a sufficient number of latrines for them. Each box is 4x4 m. They contain three latrines each and in between sinks. The building has been designed in such a way that its ventilation allows for a clean environment. In the building dedicated to children, there are also external washbasins with drinking water.

Renovation works in Karak school (Karak), INTERSOS:

- Construction of latrine boxes. Construction work started on 8 February 2018. As the construction area was not very large, the site was prepared and a fence placed in order not to create problems and interfere with normal school activities by creating accidents. The dimensions of the box are 8.2x4.2 m. This box, contains six latrines and four sinks and it will be used as bathrooms for school children. The presence of an engineer from the Ministry of Education was ensured in order to follow the implementation of the works step by step. The box was built following the technical specifications and drawings provided to the construction company. The tests were also carried out methodically. After having finished the structural works, work began on the electrical system, the dean of the school chose the color of the box.



4 school facilities were
rehabilitated

4 schools were equipped with sport
and school supplies, fire extinguishers
and first aid kits

- Rehabilitation of the bathrooms inside the school and drainage system on the first floor. In the area of 13m² there are two bathrooms and a sink, used by teachers. During the first phase of the works it was necessary to prepare the affected area, then the rehabilitation works began and it was necessary to finish the works on the electrical systems and painting of the walls. A water drainage system was also needed on the first floor, which was finalized with the approval of the engineer of the Ministry of Education and the principal herself.
- Outdoor recreational area. In the affected area of 11x9 m, steps were arranged so that the children can sit and a metal roof has been built in order to shelter the children from the sun while they play.

Equipment supply

ICU has provided sports equipment in Ahmad Assaqaf and Al Khantsa schools, purchasing and distributing balls, ropes, volleyball nets etc. Sport was introduced as an element of education in a collaborative manner, also in the context of extra-curricular activities and dedicated events. In addition, also school supplies such as chairs for teachers were purchased. The specifications of the material were identified by the project team in cooperation with the school directors during the first months of implementation. INTERSOS equipped the other two schools with fire extinguishers and first aid kits.

RESULT 4.

Improved psychosocial well-being, increased demand for education and reduced barriers to access formal schooling in the target areas in Jordan.

ACTIVITIES

Awareness-raising on issues of self-esteem, self-awareness and the importance of continuing the cycle of studies in the Al Khantsa and Ahmad Alssaqaq schools

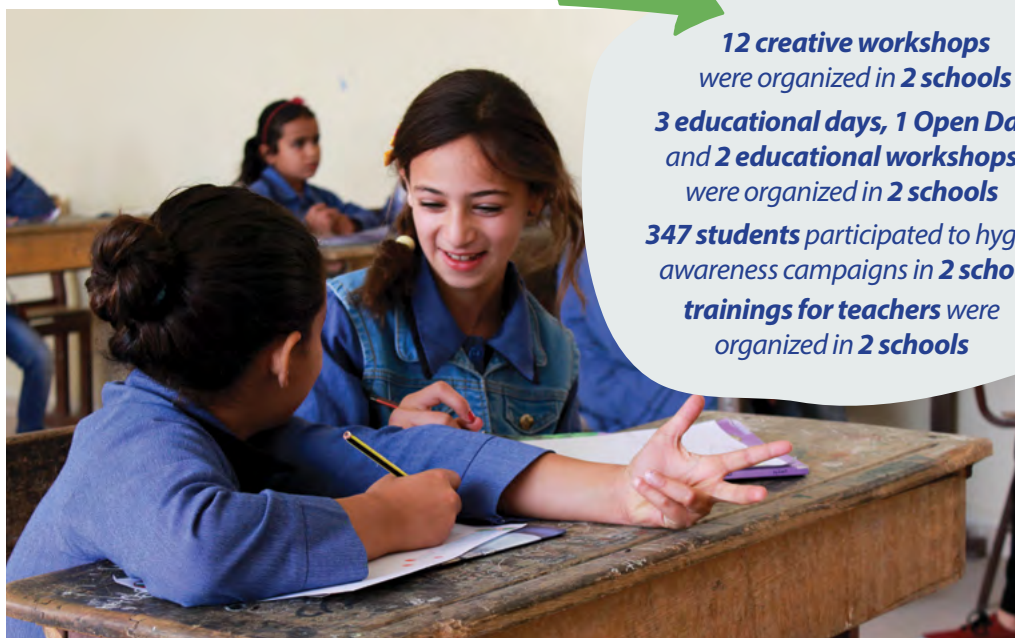
ICU implemented an educational-recreational path that involved pupils, families, teaching and non-teaching staff at various levels: in particular 12 creative workshops dedicated to the students of Al Khantsa and Ahmad Alssaqaq schools, as follow:

- Free drawing workshop aimed at the kindergarten children of the Al Khantsa school: it aimed at developing drawing, manipulative and pictorial attitudes by stimulating inventiveness through targeted thematic and technical choices. The child is supported in order to actively develop his ability to imagine and to know himself through the discovery of his own signs.
- Creative writing workshop for children aged 8 to 13 from Al Khantsa and Ahmad schools Alssaqaq: it aimed at highlighting the importance of using methods and strategies for drafting narrative tests through the expressive development of ideas. The activity's objective is to make every student aware of their writing, improving it in terms of accuracy, clarity and depth of expression; to develop children's ability to observe the reality and to invent a story; to increase children's ability to get involved, listen and compare with others.

- Music therapy workshop for children and adolescents between 8 and 16 years of age in the schools of Al Khantsa and Ahmad Alssaqaq: the objective was to improve the ability of socialization; increase self-esteem through sonic creativity; increase psychomotor development and positive body acceptance.
- Sports workshop: for children and adolescents between 8 and 16 years of the Al Khantsa and Ahmad Alssaqaq schools: it aimed at stimulating the interest and participation of all members, to allow a good integration within the group, focusing on collaboration and cooperation.
- 3 educational days to raise awareness among 13 and 18 year old youth from Al Khantsa and Ahmad Alssaqaq schools, on two themes:
 - a) increase self-esteem and self-knowledge.
 - b) understand the importance of education to increase job opportunities: young Jordanian men and women were invited to share their experience on starting a professional career because of not dropping their studies. The activity aimed at providing students with educational models o understand the importance of not abandoning their studies.

A pedagogical coordinator guided these sessions of interaction between the students and the invited guests.

- Open Day at the 2 rehabilitated school facilities with the participation of families and the community: the days included a sports competition between classes, a creative writing competition and an exhibition of the drawings created during the workshops.
- 2 workshops on socio-affective education, educational relationship and communication for teaching and non-teaching staff of the Al Khantsa and Ahmad Alssaqaq schools. A psychologist with specific skills on these issues helped school staff learn skills and relational skills of empathy with the individual and management of the class group.



12 creative workshops
were organized in **2 schools**

3 educational days, 1 Open Day
and **2 educational workshops**
were organized in **2 schools**

347 students participated to hygiene
awareness campaigns in **2 schools**

trainings for teachers were
organized in **2 schools**

Awareness campaigns for hygiene promotion in Karak and Ma'an schools

INTERSOS conducted hygiene awareness campaigns for students, teachers and parents in the schools of Ma'an and Karak. The total number of students who participated in the promotion campaigns in Karak school were 202, 96 girls and 106 boys aged between six and eleven years (most of them aged between 6 and 7, about 90%). 25 teachers (all women) participated in the awareness campaigns on 28/29 March. In the Ma'an school, awareness sessions were attended by 145 students, including 95 girls and 50 boys aged between 5 and 15 years, from kindergarten to 10th grade. The sessions for the boys were held on 14/15/17/18/21 May. 20 adults, all women, participated in the awareness sessions.

During the awareness sessions, the hygiene promoters constantly monitored the students and teachers, noting that 100% demonstrated increased knowledge of hygiene practices.

Implementation of training for teachers in the schools of Ma'an and Karak

After having signed a MoU with the Jordanian Ministry of Education, shared the materials and the agenda of the same and having reviewed them with the different departments within the Ministry of Education, during the months of March and April, trainings were conducted in the schools of Ma'an and Karak on:

- Protection of minors (Child Protection);
- Education in emergency;
- Psychosocial Support (Psychosocial Support).

97 adults were reached in the Karak school (68 women and 29 men), in addition to 92 teachers and 19 parents in the Ma'an school.

In the Karak school, out of a total of 39 teachers, 25 teachers participated in the child protection training, 28 for emergency education, 20 for psychosocial support. A total of 22 teachers participated in the Ma'an school, respectively for child protection, emergency education and psychosocial support: 16, 22 teachers and 20.

The results of the pre and post assessments for the psychosocial support component show that 100% of the participants increased their knowledge on the subject. The results were more than satisfactory and allowed us to exceed the target value which was 70%.

As for the protection component, in the Ma'an school 100% of the beneficiaries showed an increased knowledge, while in the Karak school 93% of the beneficiaries increased their knowledge on the topics covered.

Distribution of school material in the schools of Ma'an and Karak

The kits, consisting of a backpack and materials necessary for the school such as notebooks (Arabic and English), pencils, colored pencils, sharpener, ruler, sketchbook, eraser, diary, were distributed to all students of both schools of Karak and Ma'an.

In particular, 1,000 kits were ordered, 4 were provided in-kind as samples by the supplier, one was left to the Ministry of Education, the remaining 1,003 were distributed in schools:

- 156 in the Ma'an school;
- 640 in the Karak school;
- Two days of "catch up" were made for students who were not present at school with a house-by-house distribution for a total of 207 children.
- The total sum is 1,003 children reached in the schools of Karak and Ma'an.





5

PROGRAMME

SCHOOL FOR ALL: ENHANCING EQUITABLE ACCESS TO QUALITY EDUCATION OPPORTUNITIES FOR SCHOOL-AGED CHILDREN VICTIM OF THE SYRIA CRISIS IN LEBANON AND JORDAN

PROJECT

**SCEGLI
SCHOOLS AND EDUCATION IN JORDAN AND LEBANON**

IMPLEMENTING PARTNER

ARCS - ARCI CULTURE SOLIDALI APS

Between 2017 and 2018 ARCS implemented a regional emergency project in the intervention sector of Education and Protection, coordinated by the NGO COOPI. In addition to providing school furniture and distributing school kits, in Jordan ARCS coordinated awareness and protection initiatives in the public schools of Balqa. The project involved: restoring 4 Jordanian schools in Balqa; providing furniture for 5 schools; distributing school kits to 1200 students; training of Trainers (ToT) for 91 Jordanian teachers; protection activities for the most vulnerable children and families.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 12 months

Start of activities: 5/6/2017

End of activities: 4/6/2018

Intervention areas: Balqa Governorate

Budget: € 999,978.00 (Jordan and Lebanon)



OBJECTIVE

Contribute to improve the access to opportunities of quality school services and child friendly educational environment to the most vulnerable refugee population and host communities in Lebanon and Jordan.

SPECIFIC OBJECTIVE

Improve schools' structures and services supporting education of most vulnerable Syrian and Jordanian pupils in Tripoli, Hermel in Lebanon and Balqa areas in Jordan.

ARCS concluded in 2018 this regional emergency project coordinated by COOPI NGO, which intended to protect the right to education of the most vulnerable sections of the refugee population and host communities, promoting opportunities for access to public school services. In addition to the provision of school furniture and the distribution of school kits to pupils, ARCS was responsible in Jordan for the coordination of awareness-raising and protection activities in public schools in Balqa both through the professional training of 91 Jordanian teachers and through the implementation of actions to prevent and combat bullying and school violence, in favour of an educational approach focused on rights. The project included: the renovation of 9 Lebanese and Jordanian schools; the supply of furniture in 2 Jordanian schools; the distribution of school kits to 280 pupils; the payment of school transport for 240 pupils; the professional updating of 91 Jordanian teachers; the protection of children and families more vulnerable. Museum days, open days and awareness sessions were some of the activities carried out within the project. The children were able to visit the Children's Museum, that was designed and conceived just for them, with areas dedicated to various topics (such as history, science, music) with games and interactive sections that aimed not only to explain but also to involve the guests who visit the facility.

A total of 25 awareness sessions were carried out at 5 schools on topics such as bullying, early marriage, children's rights, gender-based violence, discrimination within the family. Some of these sessions were conducted in collaboration with local NGOs such as the Jordanian Women's Union, the Institute for Family Health and the Zaha Centre.



RESULT 1.

Schools infrastructures' availability and quality is increased and the education programmes to most vulnerable Syrian, Lebanese and Jordanian students are improved.

ACTIVITIES

Rehabilitation of schools and distribution of school furnitures

In the first phase of the project school directors were contacted to introduce the project. School directors were involved during the whole process and implementation of the project and were actively part of the coordination and implementation of the activities.

After the first phase, the competitive tender procedure was launched and published in a local newspaper, and the identification of the companies for the execution of the rehabilitation was carried out. Following the evaluation of the offers, an evaluation panel of three people selected the winning company, which carries out the rehabilitation works of the schools during the summer break.

All school facilities were renewed according to the needs analysis conducted during the preliminary visits. Needs were identified starting from the lists distributed by the Ministries of Education both in Lebanon and Jordan. ARCS and COOPI conducted the supervision of the works on a daily basis together with the directors of the schools.

4 schools renewed

distribution of furniture:

*181 chairs and desks for students,
125 chairs and 7 desks for teachers,
3 meeting tables, 37 closets,
20 laboratory chairs and 5 laboratory
tables, 64 blackboards, 6 school
director's office furniture*



Implementation of a professional training and upgrade path for teachers

School teachers were trained and they took part in a training of trainers' cycle. The training focused on an intensive professional updates pathway with the objective to provide them with the necessary technical tools and competencies to support social inclusion and the psychosocial aspect of the most vulnerable children. The training allowed teachers to gain the right tools to work with children who went through traumas such as war and eradication from their own homeland. The goal of the training was to support teachers in focusing on the students' growth, particularly in terms of being part of the community.

*a total of
106 teachers
trained*

RESULT 2.

Access barriers to a curricular path are decreased and access to supporting services to vulnerable families is increased.

ACTIVITIES

Distribution of school kits

School kits were distributed to students in 5 targeted schools. Each child received a school backpack containing all the necessary tools (6 pencils, 6 pens, 6 markers, 4 notebooks, 1 ruler, 24 colored pencils, 1 pencil sharpener, 1 rubber, 1 scissor, 1 highlighter), while kindergarten's children received a kit with color pencils, 1 notebook to draw and play-doh.

*a total of
1,200 school kits were
distributed in 5 schools*



Organization of awareness sessions, focus groups and recreational activities for students and their families

In Jordan, in collaboration with local NGOs and the Family Protection Department with the approval of the Ministry of Education, awareness sessions were organized on different topics such as: early marriage, child labour, school drop-out, children's rights, domestic violence and safe school environment. In addition, five focus groups (3 with mothers and 2 with children) were organized to monitor and to receive feedback on the schools situation and the issues they have to face on a daily basis.

Additional recreational activities were organized: 130 students visited the Children Museum, offering recreational activities ideal for children of different ages, scientific laboratories and a space to play. Other 140 children visited the Zaha Centre, which organizes various activities for children. 2 open days were organized in Al Modari and Um Juwza mixed schools. Those activities were designed to provide PSS for students who face difficulties on a social-economic level, as there is a lack of spaces dedicated for children in the area, and the educators of the centre have a sound experience with vulnerable children.



5 focus groups organized
(3 with mothers and 2 with children)

40 awareness sessions organized,
involving 822 children and 42 mothers

270 students involved in recreational
activities

2 open days organized



Certificate

Vento di Terra NGO in collaboration with the Jordanian Ministry of Education certifies that

Farhan Salman Al-Mashagba

has successfully completed the training on "Activation of Parent Teacher Associations" 8 March 2018 as part of the project "AL Najah: The school makes the difference"

تشهد جمعية رايح الأرض والتعليم مع وزارة التربية والتعليم الأردنية بأن

فرحان سلمان المشاقبة

قد شارك بنجاح في دورة تفعيل مجالس أولياء الأمور والمعلمين

في 8 آذار 2018

كجزء من المشروع "النجاح: المدرسة تصنع الفرق"

الذي يهدف إلى تدريب مدربي المدارس في مديرية البادية الشمالية الشرقية من السوريين والأردنيين للتعليم والتحد من التسرب المدرسي

PROJECT**AL NAJAH**

THE SCHOOL MAKES THE DIFFERENCE. ENHANCEMENT OF THREE SCHOOLS IN THE DIRECTORATE OF AL BADIA AL SHEMMALIA AL GHARBE TO PROMOTE THE INCLUSION OF SYRIAN AND JORDANIAN MINORS, IMPROVE THE QUALITY OF EDUCATION AND SUBSTANTIALLY REDUCE SCHOOL DROPOUT

IMPLEMENTING PARTNER**VENTO DI TERRA**

The project was implemented in Mafraq governorate and aimed to improve access to education for refugee and Jordanian minors, included children with disabilities.

In collaboration with the Ministry of Education, the project focused on the enhancement of school buildings, training of the teachers, extra-curricular activities and an active engagement of families.

4 QUALITY EDUCATION

SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*

Duration: 12 months

Start of activities: 20/6/2017

End of activities: 30/6/2018

Intervention areas: Mafraq governorate

Budget: € 327,974.94



OBJECTIVE

Safeguard the right to education for the most vulnerable categories of the refugee population and host community in Jordan.

SPECIFIC OBJECTIVE

Improve access to school services for the most vulnerable categories of the refugee population and host community in the al Badia Al Shemmalia Al Gharbieh Directorate (governorate of Mafraq).

The project targeted three schools within the governorate of Mafraq: Hay Al Karama Secondary School for Girls, Al Mabrouka Secondary School for Boys and Al Zaatari Secondary School for boys.

RESULT 1.

Improved the quality of the learning environment and related services for three schools, to increase the capacity of the school and include students with disabilities.

ACTIVITIES

Rehabilitation works

The priorities for the rehabilitation were identified in agreement with the Ministry of Education and the Directorate of Mafraq. The Bill of Quantities was defined taking into consideration: the need to improve safety, the quality of sanitation and the availability of drinking water, protection from the heat and cold, and the guarantee of minimum accessibility standards for people with disabilities. The schools have undergone renovation in the internal and external spaces.

In the outdoor spaces, the areas dedicated to sport and recreational activities have been rehabilitated and enhanced, through the installation of umbrellas, the increase in height of external walls to ensure increased protection, restoration of football and basketball fields (including the purchase of supplies), restoration of damaged pavement and sidewalks, and cleaning of spaces and removal of junk.

The maintenance of sanitation and water systems aimed to reduce waste of water, and allowed children to use toilets, which were generally out of service. In addition to the rehabilitation of sanitary facilities and the purchase of sanitary ware, the following items were subjected to maintenance: drainage system, septic tanks, cisterns for the supply of water, manhole covers for sewage system, water system, roof drainage and insulation system.

The enhancement of the structural elements included the repair of cracked walls, the removal of dangerous cables and unstable structure, painting of the walls, replacement of tiles in the floors, the tiling of walls and the replacement and maintenance of the windows. In particular, the windows have been subject to maintenance and have been equipped with safety nets and grates where necessary. The waterproofing layer has been built or restored on the roofs. The electrical systems have been subjected to repair, maintenance and efficiency, eliminating the main sources of danger related to the obsolescence of the systems and the absence of adequate coverage and safety measures. The rehabilitation of the electrical systems and of uncovered electrical pipes will produce a reduction in waste. Furthermore, walls were rehabilitated through plasters and painting.

To ensure access to school buildings for children with disabilities, the internal and external access ramps have been restored, if existing, and built, if not available. The existing bathrooms were also adapted to ensure wheelchair access.

Finally, furniture and accessories were purchased for the 3 schools, in particular chairs and seats for indoor and outdoor spaces, blackboards, desks, lockers and cisterns.



3 schools were rehabilitated
3 schools received equipment (chairs,
blackboards, lockers, cisterns, etc.)

RESULT 2.

Improved quality of education, including extracurricular activities and the school relational environment.

ACTIVITIES

Training activities

In parallel with the rehabilitation of school facilities, training activities were carried out for the teaching staff and the families. The school staff participated in a training programme on cross-cutting issues such as gender identity, violence, bullying and participatory processes in the school environment. In each school the training involved between 15 and 18 beneficiaries, for a duration of 3 days. The topics were dealt with through activities that required the active participation of the teachers involved, group discussions, the use of videos, photos and role-playing. The training, through the active participation of teachers, provided important food for thought in particular in consideration of the rural context in which the interventions took place; thanks to the contribution of the Jordan Media Institute, the previously described issues were addressed using an interesting lens close to the beneficiaries involved: social media. The training involved a total of 50 members of the school staff.

In parallel, teachers and families were involved in the training 'Activation and follow up of Parent Teachers Association (PTA)', with the aim of stimulating positive community participation and the involvement of families in the school through the PTA. A total of 87 beneficiaries were involved. The training, held by specialized trainers of the Ministry of Education, dealt with the following issues: child and student rights, legislation on the PTA, functioning and role of the PTA, coordination mechanisms between teachers and families. The training achieved the goal of encouraging a comparison between parents who are members of the PTA and the teaching staff, encouraging the debate on the need for greater coordination in the definition of educational objectives, on the methods of dealing with conflicts and tensions, and issues related students' learning and behaviour.

In addition, extracurricular activities open to non-enrolled minors residing in the reference areas of the schools were also carried out. A football tournament was organized at the two boys' schools, which were attended by 112 Jordanian students enrolled in the target schools and 112 Syrian children from the surrounding areas, but not attending. The activity had the objective of stimulating social cohesion between Syrian refugees and the host community and of bringing Syrian children who do not participate in any educational activity to the school closer, raising the awareness of children and families on the importance of education. Teachers and school management were involved, to raise awareness on the need to develop and foster a cooperative and pleasant climate, and encourage the inclusion of Syrian children in schools, emphasizing the difficulties caused by bullying and violence. The families were also involved in an awareness raising activity on the school inclusion of disabled minors, carried out by the outreach staff in collaboration with the CBOs of the area. Meetings were held with representatives of the communities, individual visits to families with minors with disabilities, and widespread awareness raising through the approach of the main places of interaction and social exchange (markets, mosques, cafés and restaurants).



3-day trainings were organized
in 3 schools and attended by a
total of **50 school staff**

87 beneficiaries attended a training
on community participation

112 Jordanian students and **112
Syrian children** participated to a
football tournament



PROJECT**MISS**

IMPROVING SCHOOL INFRASTRUCTURE AND DEVELOPING EDUCATIONAL OPPORTUNITIES FOR VULNERABLE CHILDREN IN LEBANON AND JORDAN

IMPLEMENTING PARTNER

AVSI JORDAN, FONDAZIONE TERRE DES HOMMES ITALIA ONLUS

The MISS project aimed to achieve enhanced access to quality school services for the most vulnerable among the refugee population and host communities in Lebanon and Jordan, as part of the national/international response strategy to the education emergency in the two Countries.



SDG 1 *End poverty in all its forms everywhere.*



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*



SDG 15 *Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 12 months

Start of activities: 01/02/2017

End of activities: 31/01/2018

Intervention areas: Aqaba, Jerash governorates

Budget: € 1,049,768.00 (€ 999,768.00 funded by AICS)

OBJECTIVE

Improve the opportunities for the access to quality school services for the most vulnerable among the refugee population and host communities in Lebanon and Jordan.

SPECIFIC OBJECTIVES

Contribute to improving the opportunities for access to education for the most vulnerable groups among the refugee population and host communities in Lebanon and Jordan.
Ensure support through activities aimed at reducing and preventing early school leaving.

As reported by the Ministries in Lebanon and Jordan, schools in Jordan and Lebanon are generally lacking equipment and presenting structural problems. Schools' infrastructure cannot operate at their maximum capacity, and safely. The intervention aimed to increase the reception capacities of school facilities in order to ensure access to education for the most vulnerable groups of the population, in particular children, in line with the priorities defined by the Regional Refugee and Resilience Plan (3RP) and by Reaching of All Children with Education (RACE II), and the specific objectives of the Jordan Response Plan 2016-2018 (JRP) Education Strategy.

The project also provided for synergies with the project presented by AVSI and Oxfam in both countries as part of the "From vulnerability to resilience: actions to improve the living conditions of the Syrian refugees and the host population in Lebanon and Jordan" initiative, which focused on vocational training and job placement, on the one hand for the common attention towards people with disabilities, on the other hand, through work orientation activities and vocational training for young people in the same areas of intervention of this project proposal.

The young people themselves, their social context and their respective communities, could benefit from the opportunities for professional training and job placement provided by the above mentioned initiative. In this way, the project wanted to favour a coordinated response to the economic, social and cultural effects of the Syria crisis on the MENA region, which could not be addressed in a particular way but, instead, needed an approach that took into consideration all the elements of the emergency response and the thrust development: education, training, work.

The following activities took place within the the project in Jordan:

- Jerash governorate (Khadija Baint Khuaillet Primary Mixed School, in Nahle, and Wadi Alhadadeh Secondary School for Boys, Haddadeh);
- Aqaba governorate (Al-Shami, northern suburbs of Aqaba, and Al-Rabiah Primary School for Boys).

The main institutional and local partners were the Ministry of Education (MoE), the Women Programme Centre (WPC) and the Jerash Sports Club (JSC).

RESULT 1.

Strengthen the access to public schools through the rehabilitation of their facilities.

ACTIVITIES

Selection of project manager, publication of tender and contractor selection

In Jordan, following the approval of the project by the competent authorities (MoPIC), a MoU was signed with the Ministry of Education to regulate the implementation of the activities envisaged in the two areas of intervention and in particular for the restructuring of the selected schools. In Jordan, a construction manager and supervisor and a technical assistant were selected to supervise the work at the school in Aqaba. In addition, AVSI and TDH together with the construction manager prepared tenders, in coordination with the Ministry of Education and selected construction companies for carrying out the works in the areas of intervention.

Static consolidation works and remediation of identified structures, rehabilitation of water systems and sanitation, safety works and systems

- Verification of the state of affairs at the beginning of the project for possible updating of the cost estimates and preparation of detailed specifications. Possible replacement of schools in the manner previously indicated;
- Defining agreements with the competent authorities and schools about the methods of carrying out the work, the timing, the possible use of alternative spaces for carrying out educational activities while carrying out the rehabilitation work;
- Start of works according to a schedule agreed with the school managers;
- Periodic check by the engineer: the director and supervisor of the works coordinated with the engineers of the local directorates of Jerash and Aqaba to ensure the implementation of the interventions in compliance with local conditions, current law and school activities in progress.



*4 schools were
rehabilitated*

RESULT 2.

Ensure the support to vulnerable children and their families through activities aimed at reducing access barriers.

ACTIVITIES

Identification, selection and follow-up of the beneficiaries

The beneficiaries were identified within the schools and communities close to the schools selected for rehabilitation, in order to promote, through these activities, the inclusion of the most vulnerable children in the school system, in particular girls and children and children with disabilities.

Implementation of meetings/workshops and information/awareness campaigns for parents and families on the issues "importance of education", "disability", "integration")

In order to reduce the drop-out rates for vulnerable children, meetings and awareness campaigns aimed at parents and local communities were organized to increase adults' awareness on the importance of education. Meetings for each selected school in both Lebanon and Jordan, were organized for the families of the most vulnerable students attending the schools and of the surrounding communities with children who do not attend school. The meetings focused on the importance of education, integration between students (with a particular focus on refugees and children with disabilities not yet integrated in schools in both Lebanon and Jordan), as well as the care and maintenance of school infrastructures with a view to sharing between school staff, local authorities, students and families to encourage ownership by the community.



Catch up classes for vulnerable students in Jerash and Aqaba in Jordan

Target of this activity were children aged between 15 and 18 years old. The beneficiaries participated in school recovery and study support activities for at least 2 hours a day 2 times a week, for a total period of at least 5 months. The study support days were not concentrated right before the exams, but rather distributed during the school year in order to guarantee systematic accompaniment to the children. Educators had proven professional experiences in teaching, but also guaranteed human and social accompaniment by coordinating, if necessary, with social workers, in order to ensure a complete intervention to address the causes of social exclusion or other specific psychosocial problems.

Orientation activities for vocational training and work for young people between 15 and 18 years old in Jerash and Aqaba

Assistance and job orientation services were made available with the aim of analyzing the social, educational and working situation of the young person, accompanying him to the conclusion of compulsory studies and/or possibly directing him towards technical professional paths.



*workshop were
organized in the **4 schools**
5 months long **catch up classes**
and **orientation activities**
were organized in **4 schools***

RESULT 3.

Ensured support to vulnerable minors and their families through psychosocial and extra-curricular support activities.

ACTIVITIES

Organization of a pilot artistic educational activity in a Jordanian school for children and teachers

In situations of social hardship and in particular for children with disabilities and psychosocial trauma resulting from wars and/or natural disasters, the educational and therapeutic value that artistic expression can assume in the person's educational process and in increasing his resilience in the situation he lives is universally recognized. These activities promote a growth process that enhances the skills and possibilities that are within each person and foster integration between different cultures and nationalities.

Implementation of cultural, recreational and sports activities for vulnerable students

To promote school participation and integration between cultures and nationalities, paying particular attention to the integration of disabled children, cultural, recreational and sports activities were organized (5 months) with the support of volunteers identified among local partners to encourage the involvement of young people and families.



1 pilot artistic educational activity was organized in 1 school

5 months long cultural, recreational and sports activities were organized in 1 school





PROJECT

MADRASATI AHLA (MY SCHOOL IS MORE BEAUTIFUL) INITIATIVE TO SUPPORT THE EDUCATION AND PROTECTION SECTORS FOR VULNERABLE CHILDREN FROM REFUGEE AND HOST COMMUNITIES IN JORDAN

IMPLEMENTING PARTNER

UN PONTE PER...

The project (2017-2018) was conceived with the aim of contributing to the improvement of the education sector of the Irbid Governorate, through: renovation works and the cultural valorisation of 3 schools; the organization of Training of Trainers (ToT) for teachers on the topics of mental health, violence reduction in schools and the inclusion of children with disabilities; non-formal education activities; psychosocial support for school students; and awareness-raising activities on the risks associated with early school leaving addressed to the inhabitants of the Governorate.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*

Duration: 11 months

Start of activities: 01/08/2017

End of activities: 30/05/2018

Intervention areas: Irbid governorate

Budget: 339,897.00 (€ 324,604.00 funded by AICS)



OBJECTIVE

Contribute to the improvement of access opportunities to public school services (curricular and extracurricular) for Jordanian and Syrian minors.

SPECIFIC OBJECTIVES

Contribute to the improvement of safety, health and hygiene conditions and accessibility for persons with disabilities and the preparation of the teaching staff of the school facilities in the Irbid area.

Contribute to the improvement of school, extra-curricular and psychosocial educational provision for Jordanian and Syrian students residing in the governorate of Irbid.

Through the school assessment carried out in collaboration with a consultant engineer, UPP highlighted the difficulties of particularly vulnerable beneficiaries to access the formal school system, in particular those of boys and girls with physical disabilities.

The main needs in terms of specific training for school staff were identified by UPP mental health and psychosocial support (MHPSS) consultant, who for years collaborated with the Jordanian Ministry of Education and Ministry of Health, and the World Health Organization (WHO). For these bodies, in 2016, she analysed the main knowledge and training gaps of the teaching staff on children mental health and psychosocial support. One of the most worrying issues has been identified in the incidence of school violence, both among children and between teachers and children.

Furthermore, among the major obstacles to the participation of persons with disabilities in Jordanian society identified together with the partner Our Step, there is strong stigma by society. Acting on the way in which children and adults with physical disabilities and mental disorders are seen and treated since primary education can consistently reduce marginalization and increase their chances of continuing their studies.

UPP's previous experience of collaboration with She Fighter in the Irbid area and a preventive assessment conducted by UPP staff in the village of Ain Jalout, have enabled the identification of the demand for free physical and psychological empowerment activities for women and girls in the area. The enthusiasm with which both the Jordanian and Syrian communities residing in the governorate of Irbid reacted in 2016 to the self-defence activities with the SheFighter method organized for girls and mothers by UPP, confirmed how this discipline can become a tool for psychosocial empowerment, as well as a means by which to introduce issues such as gender equality and the prevention and protection from gender-based violence. The SheFighter method had already been tested in several schools in Jordan, but not yet in the Irbid governorate for logistical and economic reasons.

RESULT 1.

Improved safety and sanitation conditions of the infrastructures of the 3 institutes of the Directorates of Wasatieh and Taybeh (Irbid governorate), removed architectural barriers and valorised cultural spaces.

ACTIVITIES

Rehabilitation of 3 school buildings in the governorate of Irbid aimed at improving safety, sanitation and cultural spaces; removal of architectural barriers to facilitate access for persons with disabilities

A memorandum of understanding was signed with the Ministry of Education for the renovation works in the schools of Qom, Kufr Assad, and Ain Jalout. To carry out the works, the company Shayyar Co. was selected through a tender in compliance with the UPP procedures. In coordination with the Directorates and the principals of the three selected schools, rehabilitation and safety works and the removal of architectural barriers, has allowed the removal of architectural obstacles that limited and/or prevented access to school and the use of toilets to persons with disabilities, guaranteeing the latter equal access and treatment.

In detail, the Qom boys' school has been rehabilitated through interventions on the toilets, 10 classes (fixtures, walls and floors), painting of the walls, the removal of architectural barriers, and the creation and set up of a library. The Kufr Assad boys' school has been rehabilitated through the creation of new toilets, one of which for students with special needs, the removal of architectural barriers, the renovation of the courtyard, and safety works for the entrance. Finally, the Ain Jalout girls' school was rehabilitated through interventions on the toilets, the removal of architectural barriers and the valorisation of the library.



*improved safety and sanitation condition of **3 schools** (Qom, Kufr Assad, and Ain Jalout) following the renovation works*

*access to the **2 libraries** of the schools of Qom and Ain Jalout has **increased by 100% and 40%** respectively*

Two libraries have been set up and equipped in the schools of Qom and Ain Jalout. Through the direct involvement of the directors and teachers, these previously unused spaces have been valorised and have substantially increased children's access to library services. The creation of libraries provided an incentive for pupils to read more, as well as for teachers to make lessons more interactive by including more the use of books and of the multipurpose space of the library. Among the material supplied to the two schools there are books, agreed together with the teaching staff of the schools, audiobooks and educational videos.

UPP consultant engineer has been delegated to the technical supervision of the renovation works for their entire duration. It ensured the adherence of the quality of the works, compliance with the construction times and safety during execution through weekly site visits. At the end of the works, the consultant engineer and the institutional counterparty proceeded to test all the works carried out.

RESULT 2.

Improved quality of teaching and the specific training of school staff on the issues of disability, psychosocial support, and the reduction of violence in schools.

ACTIVITIES

Specific training of teaching staff on Mental Health and Violence Reduction in schools

A total of 9 trainers previously trained during the IBTISAM education project trained 71 members of the school staff of the 3 schools in the Directorates of Wasatieh and Taybeh on the topics of mental health and the reduction of violence in schools.

Capacity building (TOT) for 15 teachers from Ain Jalout mixed school on the self-defense method for women and girls organized by the partner SheFighter

20 teachers from the Ain Jalout school participated in a training for new trainers on self-defence and empowerment techniques for women and girls conducted by a trainer from the partner organization She Fighter, after which a practical and theoretical test was conducted. The training trained the teachers not only on the techniques but also on the teaching and motivation methodologies, on the best practices to be adopted in case of detection of an accident, and on the identification of cases that need a referral to competent bodies. A certificate was issued to those who successfully passed the final test. The new trainers of the SheFighter method have become ready to teach the techniques and concepts acquired to the girls of the schools where they taught, at other centres or to other trainers, ensuring a multiplier effect of the training.

Training courses for 30 teachers of the selected schools on the mental health pathologies of children and on the correct inclusion of individuals with physical or mental disabilities

Five training courses were organized for 107 teachers and members of civil society from the areas of Qom, Kufr Assad, and Ain Jalout. The training aimed to train participants on the methods and best practices for the inclusion of individuals with mental disorders in schools, both as students and as collaborators. The training on the integration and respect

of persons with physical or mental disabilities was conducted by the partner organization Our Step, which specializes in raising awareness on mental health issues and the integration of persons with mental disorders in different areas of society, from public offices to schools, from hospitals to ministries.

The training package on “Mental Health in Schools” used in this training was prepared by WHO and was edited to be more suitable for the context of the schools in the governorate of Irbid, which saw a large number of Syrian students and therefore children with psychological trauma due to war and forced transfer to a new country. Through the support of WHO and the Jordanian Ministry of Health, it was possible to have the Jordanian Ministry of Education to approve and sign the entire training package. The enthusiasm with which this training was welcomed, both by the Ministry of Education and by the teachers trained, went beyond initial expectations and paved the way for subsequent mental health interventions in schools.



71 teachers trained on violence reduction in schools, mental health and psychosocial support

20 teachers trained on empowerment techniques for women and girls through self-defence according to the SheFighter method

107 teachers and members of civil society trained on mental health in schools and on inclusion techniques for students with mental disorders and physical disabilities

RESULT 3.

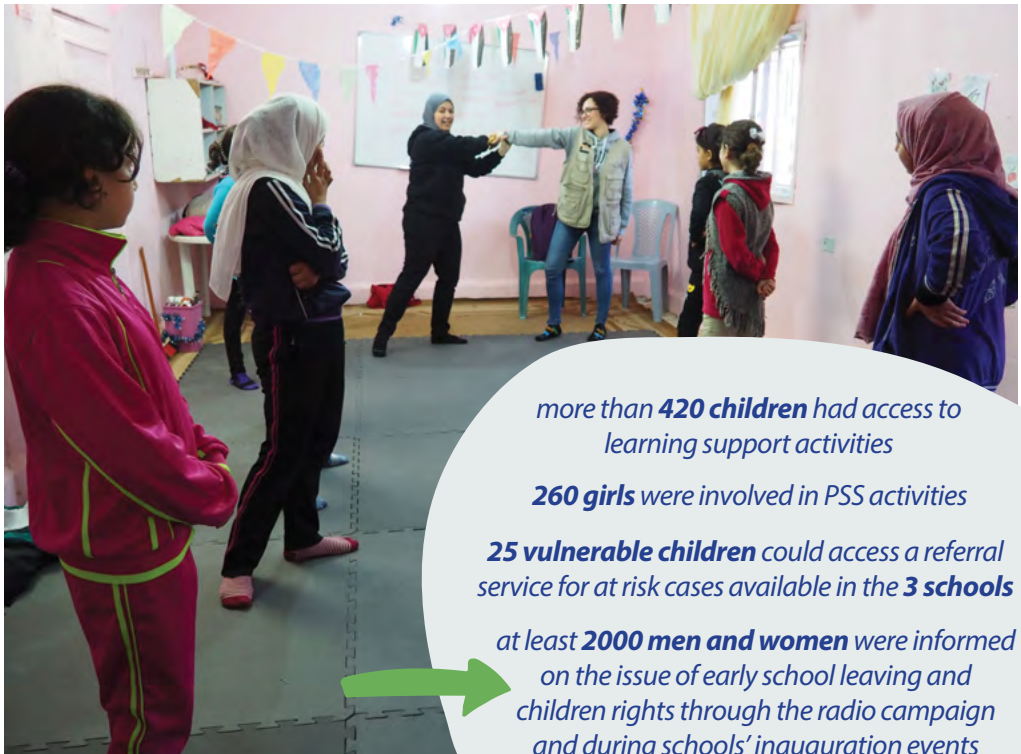
Increased support for children of the selected schools through the expansion of non-formal education and recreational activities and psychosocial support.

ACTIVITIES

Creation of 3 non-formal education courses (Homework support and Remedial classes)

3 non-formal education courses focused on homework support and remedial classes for a period of 7 months were started 3 CBOs (Dir Essè'neh, Qom, Kufr Assad) for a total of six hours per week. The courses were divided into 6 levels and in each level the most treated subjects were mathematics, English and Arabic. The lessons have been adapted to the needs of the pupils by addressing the topics covered at school and deepening some aspects through alternative activities designed to stimulate the student such as watching movies, team games, and using digital applications.

The approach followed has combined play, study and social cohesion activities. Parallel to the school support activities, recreational activities have been implemented such as chess, DIY, drawing, watercolour painting, and acting, dance, singing and poetry competitions; and sports activities such as football, baseball, volleyball, cross-country running, cricket and self-defence. In addition, nutrition and personal hygiene courses were held in order to raise



awareness among children on issues such as the importance of a healthy diet low in sugars and fats, and the basic rules of personal hygiene in crowded contexts such as schools.

Psychosocial support for girls from the Ain Jalout school through self-defense course according to the SheFighter method

260 girls were involved in a psychosocial support programme (PSS) through structured recreational activities, under the supervision of expert and certified She Fighter trainers, in order to improve the psychosocial wellbeing of the minors, allowing them to create links with their peers in a safe environment free from bullying or violence, but also to find a safe space to open up with the trainers and expose fears, problems, insecurities, and episodes of violence suffered. In addition to having an immediate effect of psychological empowerment, She Fighter's lessons, by energizing the participants, improving their self-esteem and the relationship with their body, also act on the long term making the participants feel safer and stronger psychologically, and more inclined to seek help and report cases of assault, violence or danger.

Radio Yarmuk, which covers the entire Irbid governorate and is listened to by both the refugee and the Jordanian host communities, was used for the creation of 4 episodes to raise awareness among the community on the importance of formal education, the risks related to early school leaving, and the relationship between gender-based violence and early school leaving.







PROGRAMME

FROM VULNERABILITY TO RESILIENCE: ACTIONS TO IMPROVE THE LIVING CONDITIONS OF THE SYRIAN REFUGEES AND THE HOST POPULATION IN LEBANON AND JORDAN

IMPLEMENTING PARTNERS

UN PONTE PER..., VENTO DI TERRA, ARCS, AVSI JORDAN,
FONDAZIONE TERRE DES HOMMES ITALY ONLUS

In Lebanon and Jordan, the increase in the workforce due to the influx of Syrian refugees and the decrease in employment opportunities (linked to the slowdown in economic growth) have reduced employment opportunities and caused deterioration of the living conditions of the local population and refugees from Syria.

This initiative had the objective of improving the living conditions of vulnerable groups of Syrian refugees and the local population in the two Countries, by strengthening their employment capacities.

Budget: € 2 M
(Jordan component)

The initiative envisaged the implementation of training courses aimed to develop professional skills and create apprenticeship or paid internship opportunities, within private companies and public administrations.

The training courses were carried out at training centres and other suitable spaces available in the areas of implementation. The programmes were identified based on the analysis of the labour market in the intervention areas and the analysis of main skills required in the future reconstruction process in Syria. Activities were carried out on a community basis and involved local administrations and private economic actors operating in the intervention areas.

Theoretical training and apprenticeship or paid internship experiences were aimed at encouraging the integration of beneficiaries into the labour market.

As the Syria crisis contributed to the increase in unemployment and the resulting increase in the number of people living below the poverty line, the programme focuses on improving access to sustainable livelihood, with a particular focus on women, youth and people with disabilities.

To help mitigate this destabilizing effects of the Syria crisis, the programme aims to improve the living conditions of the Syrian refugees and of the most vulnerable Jordanians by strengthening their employability.

The 18 months programme benefitted nearly 835 people in the governorates of Ajloun, Amman, Aqaba, Irbid, Jerash, and Zarqa in strengthening their skills through market oriented vocational training and on-the-job training. The interventions also helped sustain local cooperatives through provision of equipment and technical assistance in order for them to be able to create new job opportunities, and supported self-employment of the beneficiaries whose access to the job market was impeded (e.g. women and people with disabilities) through the provision of technical assistance and productive assets. Through the projects, local employment centres were supported and access to social services responding to the requirements of people with specific needs were also improved.



PROJECT

INITIATIVE TO IMPROVE THE LIVING CONDITIONS OF SYRIAN REFUGEES AND MOST VULNERABLE LEBANESE AND JORDANIAN HOST POPULATION, AIMED AT DEVELOPING THE TECHNICAL AND PROFESSIONAL SKILLS AND CREATING EMPLOYMENT POSSIBILITIES IN THE GOVERNORATES OF BEKAA IN LEBANON AND IN THE GOVERNORATE OF AMMAN IN JORDAN

IMPLEMENTING PARTNER

FONDAZIONE TERRE DES HOMMES ITALIA ONLUS

The project intended to contribute to the improvement of the living conditions of Syrian refugees and the Lebanese and Jordanian population, through the strengthening of professional skills and by facilitating access to employment opportunities in the Governorates of Bekka (Lebanon) and of Amman (Jordan).

The project aimed to increase employment potentiality of 470 men, women and young people and to improve the capacity of the private sector (Micro and SMEs) to create and/or maintain job placements through hiring or new individual enterprises.



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*

Duration: 14.5 months

Start of activities: 15/09/2017

End of activities: 30/11/2018

Intervention areas: Amman governorate

Budget: € 912,314 .00 (€ 840,000.00 funded by AICS)



OBJECTIVE

Contribute to mitigate the negative social and economic consequences of the Syrian crisis on the most vulnerable groups, especially young people and women, by improving their access to income and employment in Lebanon and ensuring decent and sustainable livelihoods and creating economic opportunities for Syrian refugees and host communities in Jordan.

SPECIFIC OBJECTIVE

Improve the local economy of employment opportunities through the stimulation that meet standards of decent employment and protection through specialized vocational training, financial education and granting of loans, for the most vulnerable segments of the Syrian refugee population and the resident population, with a focus on women, young people and people with disabilities.

The project intended to contribute to mitigate the negative social and economic consequences of the Syrian crisis on the most vulnerable groups, especially young people and women, by improving their access to income and employment in Lebanon and ensuring decent and sustainable livelihoods and creating economic opportunities for Syrian refugees and host communities in Jordan.

The project aimed to improve the local economy by promoting decent employment opportunities and protection through specialized vocational training, financial education and granting of loans, for 470 men, women and young people among the most vulnerable segments of the Syrian refugee population and the resident population. The project focused on women, young people and people with disabilities. The project also benefited 2750 indirect beneficiaries. The project in Jordan has been implemented in collaboration with the local partner Atlanta Garment Ltd., a leading clothing manufacturing company in Jordan.



RESULT 1.

Increased employment potentiality of men, women and youth through support to employment with active and inclusive job market.

ACTIVITIES

Municipality of Sahab

Identification and assessment of beneficiaries who participated in the programmes of theoretical – practical training

In October 2017-January 2018, the outreach workers team administered the questionnaire to 297 families, to select potential beneficiaries for the technical-vocational training proposed based on the vulnerability criteria identified by the VAF. On 08/02/2018 TDH IT proceeded to register 91 project beneficiaries (3 men and 88 women), who on 18/02/2018 started the theoretical training in the cultural centre of the Municipality of Sahab.

In the second training cycle, 178 assessments with 117 potential beneficiaries were carried out through a new assessment mechanism (aimed at assessing both the vulnerability criteria of the beneficiary's skills, experience and knowledge). The second theoretical training cycle for beneficiaries was held in early July 2019.

Starting from 16 Aug. 2018, the most vulnerable HHs was administered in-depth individual assessment, for a member of the family, potential beneficiary of the project. TDH has registered 88 project beneficiaries (88 women, 0 men) who started the theoretical training course on 28/08/2018.

During the three training cycles, 33 drop-out cases were recorded (32 women, 1 man; 24 Jordanians, 9 Syrians). In the follow up of the cases, about 50% reported family restrictions regarding the willingness of the women to spend time outside the HH, to attend the practical training in an environment characterized by the presence of men and in some cases to accept the job offer. For these reasons, tailored awareness-raising activities were organised in order to improve the impact of the project and collect information for future interventions, at the local Community Association "Estimanda" throughout the month of December.

602 people participated in the assessment of the target population

268 beneficiaries participated in the theoretical training courses

222 unemployed men and women attended at least 80% of the course hours and internship



Implementation of attitudinal preparation and theoretical training aimed at reinforcing the competitiveness in the job market

The courses were held in the cultural center of the Municipality of Sahab, in 3 cycles from February to September 2018:

1. From 18/02/2018: 91 beneficiaries (3 men and 88 women, including 44 Jordanian, 44 Syrian refugees, 2 Palestinian and 1 Egyptian) who also participated in 3 awareness events organized by TDH IT and the Jordanian Ministry of Labour on occupational safety, workers' rights, legislation and protections. Since many beneficiaries, mostly Syrian refugee women, experienced problems related to the care of their children during training hours, TDH IT and the Municipality of Sahab organized a free day-care service for the training hours.
2. From 03/07/2018 to 05/08/2018: 88 beneficiaries (3 men and 85 women, 51 Syrian refugees and 37 Jordanian) who from 19 to 22/07/2018 also participated in training course carried out by the Ministry of Labor where the following topics were covered: workers' rights; information on work permits for Syrian refugees; safety in the workplace. The beneficiaries of the theoretical training received an economic subsidy of 7 Jordanian dinars for each day of training, for a maximum of 15 days of training and 37 days of practical training, which is calculated on the basis of the number attendance of the beneficiary to the theoretical training course.
3. From 08/28/2018 to 09/20/2018: 88 beneficiaries (88 women, 0 men, 46 Jordanians and 42 Syrian refugees, with an average age of 30 years).

Moreover, three awareness days were held on 05/08/2018, 10/10/2018 and 15/11/2018, where issues such as social cohesion and the inclusion of women in social and economic community were addressed. On the last day, the mayor of Sahab delivered 75 certificates of attendance (38 for Syrian beneficiaries, 37 for Jordanian beneficiaries) to the training course.



RESULT 2.

Improved capacity of the private sector (Micro and SMEs) to creating and/or maintaining job placements through hiring or new individual enterprises.

ACTIVITIES

Municipality of Sahab

Realization of technical-professional training in the selected sector and monitoring of the hiring process of beneficiaries

The three training cycles took place from March to November 2018:

1. From 18 March to 23 May 2018: out of the 91 beneficiaries who started the course 18 dropped out of training, 67 beneficiaries completed the course. Due to the general reluctance of the first cycle's beneficiaries to work for the company, the problems of social cohesion and cultural resistance, only 2 of the 67 beneficiaries have signed the employment contract. In light of this, in August, it was deemed appropriate to organize awareness sessions as an opportunity to strengthen social cohesion.
2. From 24 July to 20 September 2018: 80 of the 88 beneficiaries completed the course. Taking into account both the theoretical training course and the traineeship, a total of 10 beneficiaries (10 women, 0 men) dropped out of the training. During the traineeship only 1 beneficiary left beforehand; the reasons were owed to problems that arose within the family, in particular to negative reactions of the beneficiaries' husband. At the end of the training course 11 beneficiaries signed the job offer of the partner company Atlanta Garment Ltd.
3. From 23 September 2018 to 12 November 2018: 75 beneficiaries (75 women, 38 Syrian refugees, 37 Jordanians) of the 89 who had started the course (89 women, 43 Syrians, 46 Jordanians) have completed the course. 7 drop-out cases were reported during the third training cycle; a follow-up was carried out for each of them and based on the information collected, a database was created for all cases of training dropout for the three cycles.

At the end of the training course 26 beneficiaries of the 75 who completed the training course signed with the partner company Atlanta Garment Ltd.



222 unemployed men and women
(age 18-47, 5 men, 217 women,
119 Syrians, 101 Jordanians,
2 other nationalities) participated
in the theoretical training and
the related internship



PROJECT

AMAL
FROM VULNERABILITY JORDAN TO RESILIENCE:
INTERVENTIONS TO IMPROVE THE LIVING CONDITIONS
OF REFUGEES AND THE HOST COMMUNITY IN LEBANON
AND JORDAN

IMPLEMENTING PARTNER

AVSI JORDAN

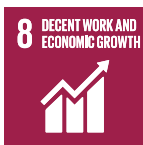
AMAL project, implemented in collaboration with OXFAM, aimed at contributing to the improvement of the living conditions of vulnerable groups of refugees, in particular Syrians and Palestinians, and the local population in Lebanon and Jordan by strengthening their on-the-job skills.



SDG 1 *End poverty in all its forms everywhere.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*



SDG 10 *Reduce inequality within and among countries.*



SDG 15 *Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 12 months

Start of activities: January 2017

End of activities: January 2018

Intervention areas: Amman, Aqaba, Jerash governorates

Budget: € 1,059,378.13 (€ 998.078,13 funded by AICS)

OBJECTIVE

Contribute to the improvement of the living conditions of vulnerable groups of refugees, in particular Syrians and Palestinians, and the local population in Lebanon and Jordan by strengthening their on-the-job skills.

SPECIFIC OBJECTIVES

Improve the job skills of young people and women belonging to vulnerable groups of Syrian refugees, Palestinians and the local population and contribute to their social inclusion.
Improve the capacities of public and private sectors to train and absorb the workforce.

The needs assessments conducted in the two Countries have highlighted: the need to support the access to income-generating activities for refugees and the most vulnerable groups of the Lebanese and Jordanian population; the need to develop skills that are required by the market demand; livelihood-related difficulties for refugees; the need for vulnerable young people (both refugees and the host population) to be supported in their employment research, in particular for matching real job opportunities.

Therefore, the initiative aimed to develop skills and realize positive actions that allowed the beneficiaries to earn an income, in order to support the action of the Lebanese and Jordanian Government and the various Municipalities in their local management of the territory and in their efforts to ensure an integrated local economic and social development. The project aimed to create benefits at various levels: personal (training, mentorship, job opportunities), family (reduction of negative survival mechanisms), community (social cohesion), private sector (skilled workforce), municipality (promotion of the local economy with a strong impact on social cohesion). Thanks to the project it was possible to improve the capacities of the public and private sectors to train and absorb workforce.

RESULT 1.

Improved quality of the trainings delivered by the VTCs' technical staff to young apprentices.

ACTIVITIES

Analysis of the skills and identification of the gaps of the VTCs technical staff (trainers and educators), in particular for what concerns personal growth and social integration of the trainees and the general framework of rights and protection

A gap analysis was carried out to analyze the skills required by the market towards those offered by training centres. The study also had a component looking at the skills of the technical staff of the VTCs on issues related to personal growth, social integration, framework, rights and protection, in order to play an effective role of "mentor".

Selection of trainers and mentors

The trainers were identified by the 3 territorial offices of the VTC on the basis of technical skills, according to the courses selected and the needs identified. AVSI also interviewed the trainers proposed by the VTC to assess the skills and availability of the technical staff to play the important role of mentor/tutor who accompanies the young beneficiaries in their job placement and social integration path.

Training/refresher meetings for technical staff on the history of the geographical area involved, on the different cultures that inhabit it and on issues related to personal growth and social integration, according to their educational role

Training/refresher meetings for technical staff, including on the history of the geographic area involved, on the different cultures that inhabit it and on issues related to personal growth and social integration, according to their role as "mentor". LAMA Agency, which currently operates in Lebanon but not yet in Jordan for similar activities, carried out classroom training for the technical staff (who will become mentors) with the aim of filling the identified gaps, in particular on issues related to personal growth, development of soft skills and accompaniment in social inclusion processes. LAMA Agency was involved in the training part of the technical staff training the students, so that the staff could acquire educational skills towards young people. The training were geared towards providing mentors with a set of tools and methods to be applied immediately in their role with groups of young people and women in training. And in particular:

- activities with which to highlight the "dowry" of soft skills of each, as a starting point on which to leverage to build the others;
- activities that increase the participants' skills in terms of autonomy, problem solving, adaptability, ability to work in groups, verbal and non-verbal communication, suitability for the role, resourcefulness, assertiveness, precision, creativity, sense of reality, emotionality, negotiation, innovation;

Tutoring by experienced staff of staff trained for the role of educators

The main objectives of the training were: understanding the limits of the specific context; training of mentors on soft skills considered essential for carrying out this role; provide mentors with all the tools and explain to them the approaches that would help them in carrying out this task. One of the main points of the training was to develop listening skills of the participants so that they could become proper guides/mentors and positive examples for their mentees.



298 beneficiaries were involved in a professional course (43% Lebanese, 51% Syrian, 6% Palestinian, with 62% of the participants being women)

RESULT 2.

Strengthened technical and professional skills of young people and women belonging to vulnerable groups of Syrian refugees, Palestinians and the local population.

ACTIVITIES

Search and selection of beneficiaries

AVSI and Oxfam collaborated with UNHCR, local offices of the MoSD (Ministry of Social Development), local partners, VTCs and Employment Offices of the Ministry of Labor for the identification and selection of young beneficiaries who participated in training and job placement activities.

Preparation of training modules

The main working sectors have been identified and consequently the main courses to be carried out in the 3 areas of intervention (Jerash: welding, carpentry, crafts; Aqaba: hotel, beauty salons, textile manufacturing, safety & security; Amman: welding, turning, hotel, manufacturing-tailoring). The training modules were prepared by the technical staff of the VTCs taking into account the results collected by updating the market analysis in order to adapt the duration and content to the needs that have emerged.

Identification of spaces for theoretical training and internships, in the areas where the young people / women involved live

The technical-theoretical courses took place at the territorial centers of the VTCs of Jerash, Sahab and Aqaba (male center and female center). AVSI bore the cost of participating in the course for each beneficiary, which also included any didactic and technical material for carrying out the course.

Technical training (sub-sectors related to construction, agriculture, food processing)

The beneficiaries of the project (selected on the basis of vulnerability criteria) were involved in different types of technical/professional training of about 40 hours (of which 70% theoretical training and 30% practical): the courses were mainly focused on food processing and security (e.g. hygiene standards); agriculture (e.g. animal production and beekeeping); floral design; safety in the use and sale of pesticides; pastry; waiter; shop assistant; hotel/hospitality; electrician; hydraulic; welding; manufacturing/textile and oriental cuisine.

Internship of 3-5 months in private companies and public institutions

180 companies were registered in a database, based on their relevance for the internships. Before the end of the training courses, the staff formalized the collaboration with each company by presenting a detailed programme and the profiles of the people who had followed the technical / professional training courses and who would have carried out the internship. Internships were assigned considering the involvement and commitment of the trainees, the specific needs of the employees, and the proximity of the companies to the beneficiaries. The duration of the internships was 180 hours, in some cases divided into 60 days of work (20 days/3 months), in other cases less, depending on the type of internship conducted and the type of work required.

151 beneficiaries
completed their
professional training
course, **122** of which were
involved in internships
in companies and public
institutions



RESULT 3.

Increased abilities and soft skills aimed at promoting the social inclusion of young people and women from the vulnerable groups of Syrian refugees and the local population.

ACTIVITIES

Social and cultural analysis and identification of the main reasons for conflict and the strengths of coexistence between people with different origins

The activity represents an analysis of the social and cultural context and identification of the main problems and strengths of coexistence between people of different origins. Together with the analyses already conducted and the market analysis and skill gap analysis, attention was paid, both by the proposing bodies and by the consultants, to identifying the strengths and weaknesses of the cultural dynamics and for the social inclusion of beneficiaries. In particular, the study highlighted the work points for the training/updating activities of the trainers of the VTC centres.

Preparation of mentorship modules

Mentorship activities by trained personnel (1 mentor every 12 young people)

The trainers who led the professional training courses also played a role of accompaniment and mentorship for each young beneficiary. In fact, outside the technical-theoretical

training sessions, social and discussion moments were planned with each young person to tackle important issues such as integration and socialization problems, difficulties at work, practical advice on workers' rights. In addition, during the internship period, the trainers carried out at least one weekly visit to each trainee to assess the progress of the internship and accompany the young person on the way to work placement.



49 private companies, associations and municipalities signed agreements to provide traineeship to the beneficiaries of the project

Awareness raising/involvement activities of local communities living in the areas where the young people involved live to facilitate social inclusion/integration

During the project, awareness-raising and involvement campaigns of local communities in the intervention areas were carried out. The campaigns had the purpose of promoting coexistence between people of different origins thanks to the presence of the project beneficiaries (young women and their families), who were able to tell their experience and the social and cultural value of each individual, regardless of their origin.

RESULT 4.

Improved involvement of private companies and public institutions in the organization of internships and job offers.

ACTIVITIES

Meetings with private companies and public institutions for the promotion of internships and employment of young people from the vulnerable groups of Syrian refugees and local population

The project staff (in particular the private sector coordinator and coordinator of the training activities), with the project partners, the training centres and the employment offices of the Ministry of Labour, organized meetings with individual companies and trade associations to incentivize internships, facilitating the matching of labour supply and demand and promoting the integration of young people, particularly refugees, among the workforce.

Signing of agreements with local institutions and private companies for internships and employment of the young people involved.

Creation and support of a job counseling office in Bcharee (pilot activity)

A pilot job-counselling activity was finally implemented. Specifically, a work or job counselling group was set up in Bcharee. In fact, together with the Municipality, the need was identified to create a unit that had the function of connecting (i) the demand for work by private companies and public institutions, (ii) the interest in professional training and (iii) the job offers by unemployed people.

RESULT 5.

Increased ability of VTCs' technical staff in providing educational support (mentorship).

ACTIVITIES

Follow-up of mentorship activities, during the project and 3 months after the end of the project

Follow-up of the mentorship activities, during the project and 3 months after the end of the project. The AVSI staff in charge, together with LAMA Agency, was responsible for monitoring and verifying the success of the trainers' training activity.

Participation of trained tutors in meetings with private companies and public institutions for the promotion of internships and employment of young people from vulnerable groups of Syrian refugees and local population

Participation of tutors trained in meetings with private companies and public institutions for the promotion of internships and employment of young people from the vulnerable groups of Syrian refugees and local population: the participation of the technical staff trained by the project will indicate an interest in the objectives of the project, including supporting the employment of young people involved in companies or public institutions. The participation of the tutors made it possible to bring the results and contents of the project to the knowledge of the companies, through the voice of those who participated in it and of those involved locally.





ITALIAN AGENCY
FOR DEVELOPMENT
COOPERATION



We Are Future

Vocational training and
socio-economic
inclusion of young people
women and people
with disabilities
in Lebanon and Jordan



PROJECT

WE ARE FUTURE

PROFESSIONAL TRAINING AND SOCIO-ECONOMIC
INCLUSION OF YOUNG PEOPLE, WOMEN AND PEOPLE
WITH DISABILITIES IN LEBANON AND JORDAN

IMPLEMENTING PARTNER

ARCS - ARCI CULTURE SOLIDALI APS

In 2017, ARCS Arci Culture Solidali APS in partnership with Ricerca e Cooperazione, AIDOS e the local NGOs Mada Community & Environment, Lebanese Physical Handicapped Union in Lebanon and Noor al Hussein Foundation in Jordan, implemented the "We are future" project in Lebanon and Jordan in support of vulnerable Syrian refugees and the local population of the two countries. The initiative aimed to improve the living conditions of vulnerable groups of Syrian refugees and the local population in Lebanon and Jordan by strengthening their ability to work. The project provided vocational training programmes for Syrian refugees and Lebanese and Jordanian citizens living in the areas most affected by the economic fallout of the Syrian crisis.



SDG 1 End poverty in all its forms everywhere.



SDG 5 Achieve gender equality and empower all women and girls.



SDG 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Duration: 16 months

Start of activities: 02/05/2017

End of activities: 30/9/2018

Intervention areas: Ajloun, Irbid governorates

Budget: € 1,032,800.00 (€ 998,000.00 funded by AICS)



OBJECTIVE

Improve the life conditions of vulnerable Syrian refugees and the local population in Lebanon and Jordan by strengthening their ability to work.

SPECIFIC OBJECTIVES

Stimulate local economic development by strengthening the capacity of vulnerable Lebanese, Jordanian and Syrian people to work in Lebanon and Jordan.

The project involves professional training programmes for Syrian refugees and Lebanese and Jordanian citizens residing in Akkar and Bekaa in Lebanon and Ajlun and Irbid in Jordan. The beneficiaries have been selected according to their economic vulnerability. 628 young people have been selected, including women and PwDs and they participated at professional training followed by an internship. The internship included both the private and public sector. In Jordan, the beneficiaries had access to 12 trainings and 1 internship, spending a total of 150 hours all together.



RESULT 1.

The skills of Lebanese, Jordanians and Syrians are improved through vocational training courses.

ACTIVITIES

Organization of theoretical training courses in agriculture, construction, textiles and environment for young people, women and people with disabilities

The Noor al Hussein Foundation (NHF) conducted visits and meetings with local stakeholders in both the Governorates and started the preparation of the activities in the incubators in Irbid and Ajloun. After that, the selection of beneficiaries started and the identification of the training . 218 beneficiaries participated at the training activities. The beneficiaries have been selected respecting the criteria showcased in the project proposal and in line with the professional figures requested by the local labor market, foreseeing already from the selection process their inclusion in the labor market through an apprenticeship. The areas identified by NHF with higher potential and on which the training focused are the following:

- Construction, maintenance work (2 cycles),
- Education (care of juveniles, education services for schools and kindergarten),
- Secretary, data management and archive (2 cycles),
- Esthetics, tailoring and textile (4 cycles),
- Production and food processing (2 cycles),
- Engineering and design (1 cycle).

Following the procedures shared by ILO/AICS regarding the training offer, the participants have been involved in 45 hours of theoretical training (15 days and 3 hours per day). All the beneficiaries handed out a final essay at the end of the training that helped them to improve their soft-skills (writing a CV and cover letter, preparation to an interview and awareness raising on decent work and worker's rights) and improved technical skills. 12 training took place, 6 in Irbid governorate and 6 in Ajloun governorate in the selected sectors being more sustainable, as showed from previous consultancies done by NHF with local stakeholders, business owners and in agreement with the interests of the participants. 197 beneficiaries participated, from whom 150 women (76%) and 48 men (24%), 115 Jordanians (59%) and 82 Syrians (41%).



RESULT 2.

CSOs, SMEs and local authorities strengthened their ability to include Lebanese, Jordanian and Syrian trained in employment paths.

ACTIVITIES

Implementation of apprenticeships in Jordan, in companies, cooperatives and Municipalities

In order to speed up the process of the placement for the participants at the training, NHF involved from the first stage of selection of the beneficiaries, small and medium local businesses, municipalities to assure a constant sustainable activity for job placement after the completion of the training.

Specifically, in the municipality of Irbid and in the municipality of Bani Kenanah and Nord Mazar have been identified the SMEs of public offices where participants did their internship already in the stage of prior consultation.

In Jordan, the internship duration was 35 days (for a total of 105 hours, 3 or 4 hours per day) and they agreed on a daily allowance of 9,5 euros and 100 euros reimbursed for the transportation costs and the activation of a cumulative assurance for all the participants.



Capacity building of CSOs, SMEs, VCs and local authorities in the field of business development in emergency contexts, gender approach and social inclusion of disabled people

Two training days and two counseling days with AIDOS's expert were organized in the two targeted locations involving local entrepreneurs on topics such as gender inclusion in the labour market and on female entrepreneurship as a whole. The training days planned also the participation of NHF's staff, participants of the initiative and representative of the small and medium businesses involved in the project.



2 training days
and **2 counseling days**
were organized

31 people participated to the
training and counseling days



بناء جسور

مبادرة لدعم العيش وحماية اللاجئين
المجتمعات المضيفة، بالتركيز بشكل خاص
على ذوي الإعاقة في المجتمع الأردني

Bina' Jusur

"Iniziativa di sostenere il settore livelihood e
di protezione delle rifugiate e ospitanti, con
particolare focus su disabili in Giordania"

Progetto finanziato da UNHCR e UN Women
Sviluppo - 2017/2018



PROJECT

BINA' JUSUR

INITIATIVE TO SUPPORT LIVELIHOOD AND PROTECTION
SECTORS FOR THE REFUGEE AND HOST COMMUNITIES
WITH A PARTICULAR FOCUS ON THE COMMUNITY OF
PERSONS WITH DISABILITIES, IN JORDAN

IMPLEMENTING PARTNER

UN PONTE PER...

The project was implemented with the aim to enhance decent and sustainable job opportunities for vulnerable communities.

The project addressed people marginalized in the labour market, having as main target persons with motor, sensory and psychosocial disabilities and mental disorders of the refugee and host communities in the governorates of Amman e Zarqa, with a particular focus on the city of Amman and the municipality of Russaifeh.

8 DECENT WORK AND ECONOMIC GROWTH



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*

Duration: 15 months

Start of activities: 01/09/2017

End of activities: 31/01/2019

Intervention areas: Amman and Zarqa governorates

Budget: € 481,489.00 (€ 445,587.00 funded by AICS)



OBJECTIVE

Contribute to creation of dignified and sustainable job opportunities in Jordan, in particular for the most marginalized individuals in the society.

SPECIFIC OBJECTIVE

Facilitate access to professional training and involvement in income-generating activities for the most vulnerable and marginalized individuals, in particular for persons with physical disabilities and mental issues.

A market analysis conducted in the governorates of Amman and Zarqa identified the most marginalized people in the labour market that are excluded from sustainable, decent and formal employment opportunities: men and women with physical-motor disabilities; men and women with psychosocial disabilities and mental disorders; non-Syrian refugees; and women residing in so-called poverty pockets areas, such as Russaifeh in Zarqa governorate. The market analysis also identified solutions to enhance access to regularly paid formal jobs: self-entrepreneurship; support to cooperatives that actively support and hire marginalized persons and persons with disabilities; and specific training in niche and/or emerging and not yet saturated sectors of the market such as the production of mobility aids; part of the agri-food sector; and some specific professions in the humanitarian field.

The needs analysis of the community of persons with disabilities was conducted in collaboration with partner organizations (Field Ready and Al Hussein Society Centre for Training and Inclusion (AHS) in Amman). The assessment revealed the lack of products to improve the quality of life of people in wheelchairs, not available in Jordan due to prohibitive import costs, namely: (1) lifter for persons with disabilities and elderly people, (2) side bags for wheelchairs, (3) portable wheelchair ramps, (4) mobile floor for wheelchairs, (5) mobile table with glass holder for wheelchairs, (6) umbrella stand for wheelchairs.

The primary need to create greater employability for persons with disabilities, mainly excluded from the workforce due to the social stigma that accompanies their condition, was identified through the needs analysis of persons with mental disorders within the Russaifeh community, conducted in collaboration with the Our Step cooperative. Access to employment is hampered both by discrimination by employers and colleagues, and by the impossibility in some cases of being able to guarantee constancy in work due to the need for frequent medical visits or temporary hospitalizations, hence the need to find employment in inclusive environments with flexible working hours.

Finally, non-Syrian refugee communities, such as the Iraqi community, were identified as suffering from marginalization, due both to the concentration of Iraqi families in a peripheral area of Amman where integration with the community and the outreach of humanitarian assistance is more difficult, and to the fact that the community represents a religious minority.

RESULT 1.

Provision of specific professional training and paid traineeships in emerging sectors of the Jordanian job market.

ACTIVITIES

Production of innovative mobility aids and paid internship opportunities

During the project implementation phase, Field Ready's engineers team standardized the production and started the production of the 6 products for wheelchair users at the AHS laboratory. The engineers' team has produced guidelines and best practices in order to ensure the sustainability and quality of production over time. During the production standardization phase, AHS technicians and staff were consulted as well as the future beneficiaries of these objects, in order to obtain really useful and practical products.

20 beneficiaries (8 Jordanians and 12 refugees) 70% of whom with motor, sensorial and psychosocial disabilities, participated in a professional course on the standardized production of innovative mobility aids at AHS. The beneficiaries participated both in a theoretical course held by Field Ready and in a paid traineeship at the laboratory for the production of mobility aids of the AHS centre. During the traineeship, the beneficiaries had the opportunity to put into practice and refine the skills learned during the theoretical training. The trainer, supported by an occupational therapist, created personalized training courses and supported the training needs of each individual. A certificate of participation was issued at the end of the traineeship.

Humanitarian work: internship opportunities in local and international NGOs

39 young men and women (23 Jordanians and 17 refugees) participated in a 5-month paid traineeship programme in various international and national humanitarian organizations. At the end of the traineeship period, 19 beneficiaries obtained an employment contract with the NGOs involved in this activity.



81 people were trained through professional courses and paid traineeships

90% of the participants in the 3 professional trainings obtained a certificate of completion and demonstrated improved knowledge of the theoretical and practical content of the courses

Pizza to cut: theoretical and practical vocational training with internship opportunities

20 beneficiaries (Jordanians and refugees) participated in a theoretical and practical professional training course for pizza makers, at the cooperative of the Latin church of Saint Joseph in Jabal Amman. The course was held by an Italian pizza chef. The project subsequently selected the 10 best participants in the course to continue learning the profession of pizza maker by carrying out a 4-month paid internship period in the small kitchen of the cooperative managed by two Iraqi refugee cooks, located within the church of Saint Joseph. During the internship, the most successful participants were also selected to manage the pizzeria at the end of the project and the redundant pizzas were shared with families in vulnerable situations in the neighbourhood to promote social cohesion and support the communities to which it was not yet granted the right to work, like the Somali and Sudanese communities.

RESULT 2.

Support to the services of three cooperatives, two of which dedicated to supporting persons with disabilities and one Iraqi refugees, through the provision of technical assistance and equipment to increase employment capacity.

ACTIVITIES

Technical laboratory equipment for mobility aids for Al Hussein Society for the production of six new products for wheelchair and wheelchair users

The technical laboratory for mobility aids of AHS was equipped for the production of the six new products for wheelchair users, with the machinery necessary to increase production and consequently expand the laboratory's hiring capacity.

***3 cooperatives** involved in the project activities have managed to diversify and improve their production and ability to hire staff*



Technical support and equipment for the cooperative Our Step for recruiting 6 people with psychosocial disabilities (psychiatric patients) through a start-up Cafeteria

Technical support and equipment were provided to the Our Step cooperative, in order to support at least 5 people with mental disorders by starting a new business. It was decided to open a cafeteria to give people with mental disorders the opportunity to work in an inclusive environment that satisfied their need for flexible working hours. UPP staff conducted practical and theoretical trainings on coffee preparation, customer relations, management of the cafeteria cash desk and purchase and negotiation for the necessary supplies, and has taken care of the psychosocial accompaniment of the beneficiaries. In terms of equipment, UPP's donation to Our Step included: all the renovation works of the cafeteria including plastering and painting, electrical and hydraulic systems; stocks of raw materials for the cafeteria for several months; uniforms, signs and other visibility materials; and machinery such as the slush machine, the cotton candy machine, the refrigerator, the mixers and others.

Initially 5 Jordanian men between 18 and 55 years of age with mental disorders such as personality disorders, depression, obsessive-compulsive disorder (OCD) and attention deficit disorder (ADD) have benefited from this activity, and later many others. The Our Step Buffet cafeteria in Russaifeh is still open and continues to have the dual function of supporting people with mental disorders and Our Step itself, as the proceeds from the cafeteria cover some of the organization's expenses.

Mar Youssef's Pizza: Technical support and equipment of a pizzeria workshop at the cooperative of Saint Joseph church in Jabal Amman

Through a co-funding of the Apostolic Nunciature in Jordan, the catering operation within the cooperative of the Saint Joseph church in Jabal Amman has been expanded with the construction of a pizzeria. The professional training course for pizza makers and the equipment of the pizzeria laboratory gave extremely positive results, with a significant increase in staff. The Mar Youssef's Pizza restaurant was born from this initiative, and is to date one of the most popular and successful in Amman.



RESULT 3.

Increased capacity of Jordanian and refugee women and men, excluded from the labour market, to develop sustainable self-entrepreneurial activities (also in the form of cooperatives), oriented to the needs of the market in the selected areas and in compliance with the laws in force in Jordan.

ACTIVITIES

General Training on Financial Literacy, Self-entrepreneurship, Legal Areas for Homebased business and micro-business registration in Jordan for 70 men and women in the areas of Zarqa and Amman at the Our Step Center

Training for supporting the most marginalized individuals in the Russeifeh area who have difficulty in finding work due to their disability (physical or psychosocial) or due to the domestic responsibilities or clinical situations of their family members (especially in the case of women). The beneficiaries were selected by the partner Our Step (and partly of other CBOs in the municipality of Russeifeh), including in particular those who have already started informally of small home-base businesses without regularizing and registering them due to lack of knowledge the legal procedures to follow, due to lack of funds and/or lack of knowledge and technical support on self-entrepreneurship. The support of a specialized local legal consultant allowed the beneficiaries on each particular case and indicated the correct procedures to regularize their situation, as well as to start a micro-business from scratch in full compliance with the laws of Country.

Support to the preparation of business plan for creation of micro-businesses or formalization of existing but informal home-based businesses for the beneficiaries of the previous activity. Follow up and mentoring of the beneficiaries

After the theoretical training the beneficiaries were supported by the trainer to prepare and present their specific business plan, including market analysis, analysis costs-earnings, feasibility and legality of the business project they would like to implement or expand. The creation of micro cooperatives with 2 or more beneficiaries was favoured in order to amortize costs. A committee composed of the local trainer, the legal advisor and the field coordinator of Our Step was in charge of reviewing all the proposals, interviewing the beneficiaries and selecting those more feasible and that would have a greater impact.

163 beneficiaries attended a training on financial literacy and self-entrepreneurship

136 business plans have been presented and **43 beneficiaries** have decided to work in partnership



RESULT 4.

Facilitated involvement in income-generating activities for the most vulnerable beneficiaries of R1 and R3 results through financial support.

ACTIVITIES

Identification of at least 100 vulnerable beneficiaries of the previous activities who need initial financial support (seed-fund) to facilitate their involvement in income-generating activities

Selection of individuals and families for receiving financial assistance, to be used as a support for the start-up of income-generating activities or for formalization of an already existing but informal activity.

Distribution of cash assistance and seed-fund to the beneficiaries identified

The beneficiaries selected in the previous activity received up to 1,000 euros each of economic aid in two separate tranches.



100 beneficiaries (73 projects)
were selected to receive seed funds

97 beneficiaries (72 projects)
were funded up to a value of
1,000 euros per beneficiary

Dolce Futuro

Italian Gelato

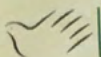


- FLAVO
the
- ♦ STRAW
 - ♦ KIWI
 - ♦ LEMON
 - ♦ PISTACHIO
 - ♦ STRACCA
 - ♦ MYSTIC

Dolce Futuro

Italian Gelato

جيلاتو إيطالية تجمعنا
GELATERIA Sociale



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COOPERATION



VENTO
DI TERRA



مؤسسة الأميرية للتدريب والتطوير
Princess Taghrid Institute
Development & Training

13

PROGRAMME

FROM VULNERABILITY TO RESILIENCE:
ACTIONS TO IMPROVE THE LIVING CONDITIONS
OF THE SYRIAN REFUGEES AND THE HOST POPULATION
IN LEBANON AND JORDAN

PROJECT

PRODUCE A SWEET FUTURE
DEVELOPING RESILIENCE STRATEGIES FOR VULNERABLE
JORDANIAN WOMEN AND SYRIAN FEMALE REFUGEES IN
THE FOOD INDUSTRY

IMPLEMENTING PARTNER

VENTO DI TERRA

The project was implemented with the aim of contributing to improved living conditions of Syrian and Jordanian vulnerable population in Jordan.

Activities were carried out to provide support for sustainable livelihoods through the empowerment of local CBOs, training activities, internships and legal support for vulnerable women in the areas of Amman, Jerash and Ajloun.



SDG 5 *Achieve gender equality and empower all women and girls.*

Duration: 13 months

Start of activities: 17/10/2017

End of activities: 23/11/2018

Intervention areas: Amman, Jerash and Ajloun

Budget: € 403,863.00



OBJECTIVE

Improve the living conditions of vulnerable Syrian and Jordanian women by supporting sustainable livelihoods.

SPECIFIC OBJECTIVE

Increase access to income, employment opportunities and social services for vulnerable Syrian and Jordanian women situations by upgrading and strengthening the capacity of a local NGO and CBOs.

The project was implemented in collaboration with the local partner PTI (Princess Taghrid Institute) based in Amman, and the two CBOs 'Ahl Al Mawadda Charitable Association' of Jerash and 'Jameiat Al-Mubdiat' of Ajloun. During the project, the premises of the local CBOs have been rehabilitated and provided with the required equipment for the production of ice cream (Amman), dairy products (Jerash) and processing of fruit (Ajloun). Target beneficiaries of the project were 80 vulnerable women aged between 18 and 40 from the governorates of Amman (30), Ajloun (25) and Jerash (25), of which 40 Syrians and 40 Jordanians. The beneficiaries received trainings and participated in internships, received financial support throughout project activities and had the opportunity to access a network of social protection services. 5 beneficiaries with mild mental disabilities were involved in the training and internship activities.

The trainings have been developed with the aim of ensuring a comprehensive capacity building in order to be able to find an occupation and eventually starting small businesses; it was therefore comprehensive empowerment, and the beneficiaries, at the end of the project, reported a clear improvement in well-being, an increase in self-confidence and the intention to improve their situation overcoming the limits imposed by society and traditional roles.

The local partner PTI guaranteed the sustainability of the project at the end of the activities, ensuring the continuation of the ice cream production and providing support to individual projects and start-ups of the beneficiaries, capitalizing on PTI's network of commercial relationships with hotels, supermarkets and hotels. In addition, the products of the local CBOs of Jerash and Ajloun have been included in the catalogue of the "Ne'eme" brand, which distributes artisan products within the Country.



RESULT 1.

The management skills and the technical and know-how equipment of a local NGO and 2 local CBOs able to guarantee vocational training and job placement for vulnerable Syrian and Jordanian women have been strengthened and innovated.

ACTIVITIES

Set up of premises

A kitchen was set up at the premises of the local partner PTI for trainings and ice-cream production, through the rehabilitation of the spaces and the purchase of machinery and accessories. At the premises of the two local CBOs in Ajloun and Jerash, the electrical and plumbing systems were rehabilitated to ensure the basic hygiene and safety standards, and the machinery and tools for production of fruit derivatives and dairy products was purchased. PTI was provided with a refrigerated van for the transportation of raw materials and final products and 6 mobile ice cream carts, together with a decorative wooden structure, to be used for selling ice cream in public spaces or at private events.

These interventions were designed to set up and organize the premises as to be suitable for trainings and internships and for future sustainable livelihood projects with the involvement of the beneficiaries. From the earliest stages of the project, strong emphasis was placed on the development of a production chain, so that the fruit products from Ajloun and dairy products from Jerash could be used as raw materials for the ice-cream production in Amman.

RESULT 2.

Improved the theoretical and practical skills and increased access to work opportunities for 80 Syrian and Jordanian women trained in food production.

ACTIVITIES

Organization of trainings

During the first months of the project, 80 beneficiaries undertook training cycles. The content of the training has been differentiated by location according to the agricultural production and livestock available in the area.



80 beneficiaries
undertook training
cycles

The trainings proposed to the beneficiaries were:

- **Technical skill for utilization and maintenance of the ice-cream production machinery:** the training duration was 80 hours, partially theoretical lessons and practical exercises to enable beneficiaries to use the machinery and understand the process. The training was held by 2 international trainers and 1 local trainer; 30 beneficiaries from Amman, where the ice-cream laboratory is located, attended the training,. During the training the beneficiaries learned the recipes to prepare different ice-cream flavors and ice cream

cakes. The idea of social enterprise for ice-cream production and the skills required to build a self-sustainable business were introduced, including how to introduce ethical sales strategies, how to set fair prices based on the availability and cost of raw materials, market competitiveness and fair prices for the different communities.

- **Food processing:** consisting of 3 sessions, each one for 12 days, realized in the 3 locations and dedicated to the 80 target beneficiaries. The training provided the beneficiaries with knowledge on food processing, hygiene and safety standards and quality control, including HACCP. At Ajloun CBO, the training focused on fruit processing (dried fruit and fruit concentrates) while in Jerash it focused on milk and dairy products. The content of the training was defined taking into consideration the agricultural productions and livestock available in the two areas.
- **Marketing and sales strategies:** for a total of 8 days for each location. All 80 beneficiaries attended the training, focused on marketing techniques, the use of social media, business planning and business development, market analysis, entrepreneurial skills.
- **Soft skills:** for a total of 6 days for location. All 80 project beneficiaries attended the training. Through the training, focused on self-management and professional development techniques, team work and individual work, problem solving and time management.

RESULT 3.

Increased job placement opportunities for 79 beneficiaries through training internships.

ACTIVITIES

Organization of internships

After the training, the beneficiaries had the opportunity to undertake internships. In Amman, 14 beneficiaries worked within the ice cream production unit at PTI headquarters, while 15 at private companies active in food processing sector or at hotels and restaurant chains. In



63 beneficiaries
started an internship


Jerash, 6 beneficiaries worked at the local CBO and 19 interned for a company specialized in yogurt and lebneh production. In Ajloun, 9 beneficiaries worked at the local CBO while 16 interned for private companies or local CBOs. The companies were selected according to safety standard, working conditions, and prospective employment opportunities at the end of the project.

The employment of the beneficiaries during the internship at PTI ice cream laboratory and the 2 local CBOs gave the opportunity to start production and create the conditions for economic and financial sustainability of the production chain, ensuring the coverage of the costs for the production after the end of the project through the revenues of the sales. During the internships, through the support of the tutors and local partner, the project staff worked in the direction of setting up a management system for sustainability. Products from Ajloun CBO (fruit processing) and Jerash CBO (dairy products) were integrated in the selling points and channels of PTI, both in the Governorates and in Amman. For ice-cream production in Amman, the brand "Dolce Futuro: Italian Gelato" was created, together with the label "Gelateria Sociale: Italian ice cream unites us (in Arabic)" which recalls the links with sustainable and social ice cream productions of VdT in Cairo, Milan and Gaza. During the internships, the beneficiaries employed at PTI participated in various social and cultural events using the wooden carts for ice cream sales; in addition, the carts were placed for two weeks in the 3 major shopping centers in Amman. The revenues from the sales were then reinvested for purchasing raw materials to ensure sustainability of production at the end of the project.

All the beneficiaries also participated in job seeking workshops, held by project staff, to learn to develop their curriculum vitae and cover letter, prepare for job interviews and learn about active techniques of job seeking and available websites.

RESULT 4.

Acquired skills that are required for advocacy and to undertake the procedures to regularize women's civil and social status.



**286 women had
access to trainings**

ACTIVITIES

In collaboration with the organization 'Tamkeen - fields of Aid', 6 information and awareness sessions (2 for each Governorate) were organized on Jordanian labour law, workers' rights and procedures to obtain work permits for Syrian refugees. 2 information brochures were also produced on the same issues, distributed to project beneficiaries and communities through local CBOs. In addition, the beneficiaries had access to awareness sessions on women's rights and protection services by DRC and ICMC, through an MOU between VdT and the two INGOs. Case management services, legal support for civil documentation and regularization, and economic support were guaranteed. 10 beneficiaries also benefited from legal consultancy and support to obtain work permit. The awareness sessions focused on procedures to regularize the legal status of Syrian refugees, rights of refugees, gender violence and women's rights, and legal and civil documentation for Syrians to prevent the problem of 'statelessness'.

حب و صلوات

Peace
& Love





PROGRAMME

EMERGENCY INITIATIVE TO SUPPORT THE ACHIEVEMENT OF MINIMUM PROTECTION STANDARDS IN FAVOUR OF THE MOST VULNERABLE PEOPLE AMONG REFUGEES AND HOST COMMUNITIES IN JORDAN

IMPLEMENTING PARTNERS

AVSI JORDAN, INTERSOS, OXFAM ITALIA, VENTO DI TERRA

The programme aimed to promote the inclusion of people with specific vulnerabilities within a structured framework of social assistance and protection. Direct beneficiaries were families and particularly vulnerable individuals and victims of exploitation or violence - regardless of status and available documentation - for reasons related to extreme poverty, a sense of insecurity, the settlement area or conditions related to the household.

Budget: € 3,25 M

Approximately 20% of the over 655,000 Syrians registered with UNHCR in Jordan in 2017 were resident in temporary camps, while the vast majority lived in host communities. The initiative focused on protection of the most vulnerable among the refugee population residing outside the camps and Jordanian host communities, by promoting improved access to structured and integrated protection and response from violence and abuse.

In fact, despite the progress made from a legislative and programmatic point of view towards ensuring access to protection services for all, the quality of services, their distribution on the territory, the capacity to outreach and the financial availability were still insufficient to meet the needs of affected communities.

The intervention aimed at prevention, response and rehabilitation activities in favour of people at risk or victims of violence, exploitation and/or abuse, to achieve the following results: (i) improving access to protection and response services for SGBV victims and people at risk; (ii) improve the living conditions of children vulnerable to exploitation and/or abuse; (iii) decrease the sense of insecurity of the most vulnerable families.

The governorates of Amman, Irbid, Mafrqa and Zarqa, were identified as areas of intervention due to the high number of refugees hosted, but also for the characteristics of the settlement, for the extreme poverty that characterizes urban refugees and the frequency of episodes of exploitation and abuse reported.

Activities included: massive outreach campaigns, cash for protection (including cash for rent, cash for education, cash for winterization), psychosocial support activities, case management for beneficiaries identified as victims of violence and exploitation, activities to support integration in Jordan's formal education system - especially for refugees settled in geographical areas not covered by UNICEF's Hajati programme, provision of formal and non-formal education services and school remedial activities, dissemination of information on available services, referral activities, capacity development activities of the local and international institutions and organizations to which the beneficiaries were referred, coordination and advocacy activities on the issues of child labour and gender violence, especially in relation to the most delicate cases (e.g. men and boys and LGBTI victims of sexual and gender-based violence).



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Ministry of Foreign Affairs
and International Cooperation

HIMAYATI

"Integrated and inclusive
protection system for
vulnerable
areas
man"



PROJECT

HIMAYATI
COMPREHENSIVE AND INCLUSIVE SYSTEM OF PROTECTION FOR HIGHLY VULNERABLE POPULATION IN THE AREAS OF MAFRAQ AND AMMAN

IMPLEMENTING PARTNER

VENTO DI TERRA

Himayati project was implemented with the aim of providing an integrated protection system for highly vulnerable Jordanians and Syrian refugees, in particular women and minors at risk of GBV, child labour and school dropout in Amman and Mafraq, through the activation and strengthening of two centres dedicated to women and children, outreach activities and medical and legal referrals.



SDG 5 *Achieve gender equality and empower all women and girls.*

Duration: 22 months

Start of activities: 21/8/2018

End of activities: 20/6/2020

Intervention areas: Amman and Mafraq

Budget: € 764,620.36 (€ 759,410.36 funded by AICS)



OBJECTIVE

Strengthen the protection system for Syrian refugee families and highly vulnerable Jordanian families.

SPECIFIC OBJECTIVE

Promote the inclusion of individuals subject to specific vulnerabilities in a structured and comprehensive system of protection, response and rehabilitation, with particular focus on women and minors in the areas of Amman and Mafrq.

The project was implemented in collaboration with the two local partners JRO (Jordan Relief Organization), based in the city centre of Mafrq through which activities that reached the informal camps (ITSs - Informal Tented Settlements) were implemented, and FDA (Families Development Association), located in the neighbourhood of Hashemi al Shamali, East Amman. The spaces managed by local partners have been strengthened through the purchase of furniture, rehabilitation, and training of the staff, aiming to strengthen their role as reference points for the local community, with particular attention to adolescents and women at risk of early marriage, abuse and GBV.



RESULT 1.

Improved the access to protection and response services for adolescents and women at risk of early marriage, abuses and GBV.

ACTIVITIES

Psychosocial protection and support services

Integrated psychosocial protection and support services, offered mainly for women and children, were activated and/or strengthened in both locations. Through the outreach teams, the project staff engaged local communities in the activities, focusing on the most isolated cases within urban communities and remote communities in rural areas. The beneficiaries had the opportunity to access different services, in particular:

4 cycles of awareness sessions and 8 workshops were organized

2,148 women benefited from the protection services

- **Awareness sessions on SGBV, CP, reproductive health, human rights and women's rights**

A total of 4 cycles were organized, two for each area, each one consisting of 5 sessions on the 5 topics; 3 cycles were dedicated to women and 1 cycle, in Amman, dedicated to men. 344 women and 45 men (Syrians, Jordanians and other nationalities) participated in awareness activities.

- **Creative workshops for psychosocial support**

During the project, 8 cycles of creative workshops were organized, each one for a 3 months period; the laboratories focused on the use of creative activities to facilitate the emergence of trauma and encourage the women to share experiences and emotions. The workshops enable women to acquire new creative and manual skills and created a "protected setting" to enable the development and strengthening of interpersonal relationships between the beneficiaries. The beneficiaries were encouraged to share personal experiences, specific vulnerabilities and personal and family problems. Using manual and creative work as a tool of socialization, the workshops have favoured the creation of a comfortable and relaxed environment, where women felt free to express themselves and untie their "knots". The workshops enabled the women to acquire skills in the creation of handicraft, accessories and crochet products, clay modelling and 3D painting. At the end of the activities, the beneficiaries reported an improvement in the ability to interact and create social networks, time management and more generally reported an improvement in their well-being, a more positive attitude and greater productivity. In addition, the beneficiaries recognized an increased creativity in everyday life. 113 Syrian refugee and Jordanian adolescents and women participated in 8 cycles of creative psychosocial support workshops.

- **Psychosocial support services**

All the beneficiaries of the project activities and the members of the community were granted access to private PSS service, provided by the psychologist in collaboration with the social worker. During the activities, 2,148 Syrian and Jordanian women benefited from the protection services guaranteed by the two safe spaces.

RESULT 2.

Strengthened the protection measures adopted to safeguard the rights of school-age minors who are out of the schooling system and at risk of child labour.

ACTIVITIES

Protection services

Integrated protection services for minors were strengthened during the project within the two centres; educational and recreational activities were provided in parallel with individual psychosocial support and case management activities. Beneficiaries were granted access to:

- **Informal education services in Mafrq**

Informal education has been ongoing since 4 years at the premises of Jordan Relief Organization; during the project the service has been strengthened through the provision of integrated protection services for minors and their families. The minors were supported through educational activities in order to improve their skills and fill the gaps that hindered their ability to access the formal school system. Informal education has been designed to contrast school drop outs still widespread in Mafrq, where minors, forced to work, leave their studies at a very young age. The centre provided Arabic, maths, English, history and geography classes, accompanied by recreational activities led by PSS staff throughout the entire duration of the project. Additionally, education and PSS staff participated in a training on inclusive methods for education and PSS. 541 children from urban areas and ITSs benefited from informal education activities in Mafrq.

- **Creative workshops**

Workshop were delivered to address dealing with trauma, to encourage the emergence of problems, needs and desires, with the aim of giving back a full childhood to minors forced to become adults too early. The workshops, each for 3 months, provided different skills to the participants. On the one hand, they learned technical (acting, playing musical instruments,

541 children benefited from
informal education activities

872 minors participated in recreational
and educational activities

181 minors participated in 7 cycles
of creative workshops



painting) and manual (making musical instruments) skills, and had the opportunity to approach for the first time artistic and musical activities, generally very far from everyday life. Secondly, they were included in an environment favourable to develop relationships and friendships, that strengthened their sense of belonging to the community. The art and theatre workshops were implemented in collaboration with the Jordanian Ministry of Culture. 181 minors participated in 7 cycles of creative workshops.

- **Kindergarten and recreational activities for minors between the ages of 2 and 6.** Kindergarten service was provided at the premises of Families Development Association on a daily basis. In addition to the children regularly enrolled in the service, the children of the beneficiaries who participated in the creative workshops and awareness sessions were granted access to the kindergarten. In addition, mainly during summer, recreational days were organized in collaboration with the CBOs of the area. 872 minors between the ages of 2 and 6 participated in recreational and educational activities.

RESULT 3.

Guaranteed referral mechanisms for follow up, and case management for the most sensitive cases.

ACTIVITIES

Case management services

Case management services were active at both locations, through appointments and free access, mainly targeting women and minors, but also men, in situations of particular vulnerability, among those encountered by the psychologist and the social worker. For the most sensitive cases follow-up was provided by the psychologist and the social worker, facilitated by the tutor, to guarantee ongoing support through multiple individual meetings and access to project's services and activities. The services provided were:

- **Medical and health referral service**
To refer beneficiaries to secondary and tertiary health care and facilitate the process of collecting the required documentation. 154 medical-health referrals were made during the project.
- **Cash for health**
For the most vulnerable beneficiaries with difficulties in accessing medical care, a cash for health contribution was guaranteed. The CFH reached 460 Syrian beneficiaries.
- **Cash for document**
The service was implemented in collaboration with ARDD (Arab Renaissance for Democracy and Development). The most requested documents were the Ministry of the Interior card, the UNHCR document, the family booklet and birth certificates. 568 beneficiaries, coming from 271 families, received cash for document support.



454 beneficiaries
were supported by the case
management service in
2 centres

RESULT 4.

Increased the awareness on women's and minors' rights and on protection mechanisms in the target areas.

ACTIVITIES

Advocacy campaign

In order to encourage community engagement and increase awareness, an advocacy campaign was implemented, through the use of social media and the active role of the community through the identification and empowerment of change makers. 10 beneficiaries were identified, 5 for each area, Syrians and Jordanians, trained and activated as change makers in the target communities, in Mafraq and Amman. The change makers reached 1122 members of their communities through activities to improve awareness and stimulate positive behaviours. The change makers organized awareness raising events and contributed to the distribution of the project brochures on child labour, early marriage and reproductive health. Two informative videos on gender-based violence and child labour were also produced for the online awareness campaign. The online campaign, through the publication, 3 times a week, of updates on activities implemented in the field, post to share content regarding project thematic (official data, motivational posts and questions aimed at promoting public participation), reached a total of 429,695 views. Furthermore, starting from March, contents relating to the COVID-19 emergency and the prevention measures necessary to contain the epidemic were shared.

1,122 beneficiaries
were reached through
awareness activities
in Amman and Mafraq







SAFE

Protection and support for families at risk
among refugees and host communities in
Amman and Aqaba

A project funded by the Italian Agency
for Development Cooperation



PROJECT

SAFE

SUPPORT AND PROTECTION FOR FAMILIES AT RISK AMONG REFUGEES AND HOST COMMUNITIES IN AQABA AND AMMAN

IMPLEMENTING PARTNER

AVSI JORDAN

The project SAFE promoted education and social protection for the most vulnerable Jordanian and refugee families living in Jordan.

The project focused on ensuring access to qualitative social protection services and legal infrastructures in order to encourage the social inclusion of 739 families at risk (30% Jordanians, 70% Syrians, 6% Iraqis and 1% Palestinians) among refugees and the host communities of East Amman (438 individuals) and Aqaba (301 individuals).



SDG 1 *End poverty in all its forms everywhere.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 18 months

Start of activities: September 2018

End of activities: February 2020

Intervention areas: Amman and Aqaba governorates

Budget: € 797,11.00 (€ 759,814.00 funded by AICS)



OBJECTIVE

Increase the access to social protection services of victims and/or people at risk of SGBV and of vulnerable minors in the communities of Aqaba and Amman East.

SPECIFIC OBJECTIVE

Promote the social inclusion of vulnerable families among refugees and host communities in Jordan.

The activities of the project were particularly directed towards women and girls victims and/or at risk of abuses and violence and to working and out-of-school children.

In the capital Amman, even though basic services are generally available to the public, the number of refugees is remarkably high. This creates a lot of pressure on social infrastructures and services that are not able to meet the most fundamental needs of the population. Aqaba welcomes a more limited number of Syrian refugees compared to the other Governorates, but there is still a quantitative and qualitative lack of basic services and a dramatic situation of poverty for a consistent part of the local population. The living conditions of Syrians living in the area are extremely precarious if not at risk (the 80% of them lives below the poverty threshold with less than 68 Jordanian Dinars per capita/month).

Two cross-cutting topics emerged from the project. Gender equality is the first one. The households where women and single mothers are the only breadwinners were among the main beneficiaries of the intervention that took into consideration the extreme financial and psychological burden women have to bear, being the only responsible for their families' livelihood. Gender vulnerability and cultural norms that endorse silence and negligence towards violence against women were included in the project's workshops and awareness-raising sessions. All the sessions were carried out in a participative and innovative manner by expert operators of Young Women Christian Association (YWCA), a partner of SAFE. AVSI has selected and trained female community leaders who are expected to become focal persons on gender-related issues for their respective communities, in order to realize their empowerment and fight gender violence.

With the meaningful and fundamental collaboration of a local organisation that delivers ad hoc services for people with disabilities, Our Lady of Peace Center (OLOPC), AVSI could also include the transversal focus of the rights of people with disabilities in the project. The special needs of people with disabilities and their inclusion in society have been integrated in the various awareness sessions for beneficiaries and AVSI operators (such teachers of catch-up and remedial classes). In addition, OLOPC organized specific sessions for families with members with disabilities and it purchased and delivered sanitary products and inclusion-oriented instruments.

RESULT 1.

Eased and increased access to prevention and response protection services for women victims and/or at risk of SGBV and their families.

ACTIVITIES

Awareness sessions for women and youth on gender violence and social inclusion

To tackle social behaviours and norms that encourage victims to remain silent in case of violence and abuses, 3-day workshops for adults were organised with the support of YWCA. Expert facilitators used case-studies and role-playing games during the sessions on

- Women's rights;
- Causes and impact of gender-based violence (GBV) and the related social stigma
- National and international legal framework on the rights of women;
- Guide to local and national referral pathways for violence and abuses, focussing in particular on the available services, legal framework and economic empowerment programmes.

A different programme was realised for the youth participating in the sessions, focusing on:

- Rights of children and youth;
- Bullying;
- Early marriages;
- Risks and consequences of child labour
- Personal development (self-esteem, communication, respect for diversity, etc.).

Psychosocial support (PSS) for women and youth

Theatrical therapy and psychological counselling. Identification and creation of long-lasting and sustainable networks with community leaders.

Awareness raising activities, advocacy, guide for community leaders to the identification and referral for cases of violence and/or abuses

Capacity-building on referral pathways for local institutions and organisations

66% of women and girls
participating in the workshops raised
their awareness on SGBV

33 awareness raising sessions for the
communities' women took place in Amman

88% of the selected households
(739 individuals: 301 in Aqaba and 438 in
Amman) received a protection service



RESULT 2.

Ameliorated well-being of working and/or out-of-school children by guaranteeing the access to minimum standard protection and education services.

ACTIVITIES

Remedial classes

With the support of an Education Officer, AVSI organized two catch up classes per area of intervention, each being of a total duration of 4 months. In coordination with the entertainers and social workers, 8 educators were responsible for the didactics and the social and human accompaniment of children. Their duty was to follow and satisfy the needs of children with learning difficulties and psychological distress.

The intervention was designed and implemented by following a holistic method and approach. The entire families of the children participating in the classes was thought to benefit from the effects of the activities. In addition, the activity was integrated with the provision of cash assistance to vulnerable families ('Cash for Protection'). Financial aid allowed working children, who were generally unable to engage in alternative learning because they had to provide their family with livelihood, to participate in the classes. The aim of

59% of children participating in the activities went back to school

children ameliorated on average by **5%** (Arabic), **9%** (English) and **3%** (Maths) in Amman, and **15%** (Arabic), **25%** (English) and **10%** (Maths) in Aqaba

54% of the 111 children participating in the activities ameliorated its psychosocial wellbeing



this activity was to bring the children back to school and report the most critical cases to organisations which offered catch up classes.

Classes have been distributed in 32 days (3 hours per day) on a bi-weekly basis, for a total of 96 hours of lesson. Children and educators have been provided with transportation and healthy snacks. A total of 64 kids participated in the programme, of whom 28 registered a presence of 42% (11 girls, 17 boys; 25 Syrians and 3 Iraqis). In Amman, 40 children who participated in the remedial classes were engaged in recreational activities, while in Aqaba 58, of which 52 registered a 42% of class participation (13 girls, 40 boys; 44 Syrians, 6 Jordanians and 3 Palestinians). Children have been assigned to different classes according to their educational level and gender, also by considering their families' preferences. In Aqaba, three different levels were identified for the boys and one for the girls, while in Amman two for the boys and one for the girls.

Psychosocial support, recreational and educational activities for out-of-school children

In order to respond to the identified needs in a comprehensive and holistic way, specific activities were organized for 100 children participating in the remedial classes. Such activities were conducted by one entertainer in Aqaba and two in East Amman, included three hours per week of playful and recreational exercises that had to be integrated with the entire educational programme (remedial classes). The animators organised their activities in order to address the following issues:

- interpersonal communication
- problem solving, conflict resolution and decision making; teamwork
- future goals' setting
- develop relationships with peers and adults
- management of stress, feelings and emotions
- personal security
- awareness on children's rights and the risks of GBV, Child Protection and gender equality



These sessions helped to identify the most vulnerable cases in order to report them to the project's psychologists. In Aqaba, from June to September 2019, 15 recreational activities were organised (6 for the girls and 9 for the boys). In particular:

- Afternoon at the seaside: 30 boys and 10 girls could enjoy their right to play alone and with their peers, by sharing with the others the possibility to go out from their usual environment and experiment playing through sport (e.g. learning how to swim for children not yet able to);
- Cinema night: 28 boys and 12 girls were invited to the screening of a movie that stimulated their reactions and opened up their learning channels;
- Football match: 12 girls and 30 boys played two matches in which they could learn teamwork, roles' complementarity and to win/lose;
- Course of self-defence: 40 boys participated in a session in which they learned some useful concepts such as prevention and defence from potential abuses and/or violence.

RESULT 3.

Decreased sense of insecurity of families victims and/or at risk of protection violations.

ACTIVITIES

Delivery of inclusive sanitary material to families with members with disabilities (wheelchairs, glasses, hearing aids, etc.)

Cash for Protection: cash transfers for the most vulnerable families (Cash for Shelter and Cash for Education)

Financial aid has been granted for different periods of time - depending on the vulnerability level of each family (from 1 to 6 months) - to 460 families, in order to help them facing shelter and education's costs. Before processing the transfers, modalities and objectives of the assistance were explained in detail by project's operators to each group of beneficiaries and for each area of intervention (use of ATM cards/mobile wallets, what to do in case of impossibility to withdraw, conditions for transfers, etc).

The activity 'Cash for Protection' is deeply entrenched with case management. In fact, case workers are charged with identifying the most vulnerable families, accompanying them through the process, evaluate and prepare the intervention plan and, eventually, monitoring the impact of the intervention. According to the guidelines of Caritas Jordan (partner of this project) each household received around 200 JOD (245€/month). The distribution of cash has prioritised the families more at risk: having no documents to access to existent social services, where single mothers and women are the only breadwinners, with members at risk of GBV, working children (less than 14 years old) and/or out-of-school children.

Each activity has been realised with the precious contribution and partnership of the following institutional and local partners: Ministry of Social Development (MoSD) - Family Protection Unit; Caritas Jordan; YWCA; OLOPC; Tanaghom.

SAFE

Protection and support for families at risk
among refugees and host communities in
Amman and Aqaba

A project funded by the Italian Agency
for Development Cooperation



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PROGRAMME

EMERGENCY INITIATIVE TO SUPPORT THE ACHIEVEMENT OF MINIMUM PROTECTION STANDARDS IN FAVOUR OF THE MOST VULNERABLE PEOPLE AMONG REFUGEES AND HOST COMMUNITIES IN JORDAN

PROJECT

RIGHTS AND SOCIAL PROTECTION:
A RESPONSE TO GENDER-BASED VIOLENCE FOR
FAMILIES, CHILDREN AND LGBTI INDIVIDUALS

IMPLEMENTING PARTNER

INTERSOS

The project was implemented in six Jordanian governorates and focused on creating protection mechanisms for men, women, children and LGBTI affected by gender-based violence.

The project interventions intended to improve their living conditions by taking into consideration socio-economic aspects, as well as individual and community protection factors. Organized according to international standards and referrals to other organizations, the project guaranteed solid and qualified assistance, through Cash for Rent, awareness raising and community-based activities.



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 16 months

Start of activities: 27/08/2018

End of activities: 26/12/2019

Intervention areas: Amman, Irbid, Karak, Ma'an, Madaba and Tafilah governorates

Budget: € 759,299.00



OBJECTIVE

Improve the social protection of the most vulnerable groups affected by the Syrian crisis, in urban and rural areas of the Jordanian territory.

SPECIFIC OBJECTIVE

Promote the improvement of the living conditions of 300 men, women and LGBTI and 150 minors at risk or victims of gender-based violence.

The project operated on three main components: the economic stability of families, individual psychosocial well-being and the social inclusion of potentially discriminated individuals and families.

In particular, it focused on the following activities :

- Conditional Cash for Rent, aimed at men who have suffered sexual violence and are unable to work, LGBTI individuals and single women living in housing units or areas particularly at risk of gender-based violence and who have activated negative adaptation strategies.
- Awareness campaigns in order to encourage change both towards victims by making them aware of their rights; towards duty bearers in order to make them aware of their duties; toward communities, in order to create protection mechanisms at community level.
- Community-based committees, or committees composed of key community actors in the areas of intervention in order to deepen gender issues and trigger a long- term cultural change.

The project implemented activities in all 6 governorates covered by INTERSOS programme: Amman, Irbid, Karak, Madaba, Tafilah, Ma'an.

The project was divided into three different outcomes: the first aimed to increase the social and economic protection network of 300 men, women and LGBTIs at risk or victims of gender-based violence ; the second result aimed at improving psychosocial well-being for 150 Syrian and Jordanian minors at risk or victims of gender-based violence and their families.

RESULT 1.

Increased social and economic protection network of 300 men, women and LGBTIs at risk or victims of gender-based violence.

ACTIVITIES

Development of SOPs for cash distribution

The procedures for the cash for rent activity were jointly developed starting from December 2018 by the project manager, the protection expert and the legal expert.

Identification of 300 LGBTI individuals, single women and men at risk or victims of gender-based violence who live in housing units or areas particularly at risk and who have activated negative adaptation strategies

The identification took into consideration the main protection risks for individuals whose housing conditions did not guarantee safety and/or at risk of eviction, risks which included:

- Sexual violence, including rape
- Severe physical aggression
- Domestic violence
- Threat of death and emotional / psychological abuse
- Denial of resources that had an impact on the safety of the individual, such as the inability to access medical and / or legal services that involved relapses / exposure to further vulnerabilities.

Organization of information sessions for landlords and beneficiaries identified on the criteria and methodologies for providing assistance and on housing rights (HLP rights)

At the beginning of the cash for rent distribution activity, INTERSOS considered it more appropriate to separate the information sessions for the landlords and for the beneficiaries, in order to avoid protection problems linked to social stigma, especially given the nature of the vulnerability of some cases, such as LGBTIQ+ individuals and in any case in general for cases of gender-based violence, in line with international principles.

Signing of contracts between landlords, tenants and INTERSOS

The signing of contracts between INTERSOS and landlords (165 cases out of 200, or 82.5% of the total) and between INTERSOS and beneficiaries (35 out of 200, for a total of 17.5%) began in March 2019, when the internal tools were developed and the first cases were approved by the review committee. The activity continued during all the months of implementation, with a greater registration of signatures close to the receipt of the second installment in August.

Distribution of the Conditional Cash for Rent through ATM cards

For cash for rent, 22 top-ups were made, the first 10 of which were requested from the bank together with those for cash for child protection (CP) case management (CM), while from August onwards they were made exclusively for the activity in question.

Distribution monitoring using PDM

INTERSOS developed a survey for the landlord which was carried out mainly door to door

by the Monitoring, Evaluation, Accountability and Learning (MEAL) team. The survey was administered to 114 landlords. As for the cases in which assistance was given directly to the beneficiary, they were administered a Client Satisfaction Survey (CSS), a which was developed for case management clients and includes some of the classic Post Distribution Monitoring (PDM) questions related to the distribution of financial assistance. 79 cases that received cash for rent were referred to the CSS.

Awareness campaigns: raise awareness on significant issues including that of gender based violence

In total, 194 sessions were held between October 2018 and April 2019, involving a total of 3636 participants (for an average of 19 participants per session) with the following breakdown:

Gender:

- 2,194 women (of which 1,732 Syrian, 453 Jordanian and 9 of other nationality, for a total of 60%) and
- 1,442 men (of which 1,322 Syrians and 120 Jordanians, for a total of 40%)

Nationality:

- 3,054 Syrians (equal to 84%),
- 573 Jordanians (equal to 16%)
- 9 of another nationality (equal to 0%)

Identification of the problems and topics covered by the awareness sessions

The topics covered can be summarized as follows:

- difference between sex and gender;
- discussion on the different gender roles for men and women and their consequences on the family and the community;
- changes in these roles due to the conflict and / or change in the community;
- definition and concept of gender-based violence;
- sharing and discussion of causes and consequences of gender-based violence;
- role of the community with regard to gender-based violence: stigmatization and support to victims.

Identification of the beneficiaries of these sessions

The participants of this activity were identified through the following channels:

- INTERSOS database
- Through the work of the outreach team which, thanks to its roots in the territory for over 6 years, the team is able to mobilize groups of the population otherwise not easily accessible.
- Lists provided by Community Based Organizations (CBOs)
- Synergies with other INTERSOS programmes

Raise awareness and inform key actors

In total, 194 sessions were held involving a total number of 3,636 participants (for an average of 19 participants per session). In detail, the initial pilot phase saw the involvement of 193 individuals, of which:

- 151 women (of which 116 Syrian and 35 Jordanian)
- 42 men (all Syrians)

for a total of 8 sessions, of which 3 in Amman and 5 in Irbid. Subsequently, with the introduction of more specific sessions on gender-based violence, the awareness campaigns were organized by gender and initially involved a mainly female audience. In fact, between December 2018 and February 2019, 93 sessions took place for a total of 1,630 women. Since March 2019, campaigns aimed exclusively at men have begun (in parallel, again, with some for women), for a total (between March and April 2019) of 93 sessions and 1,813 individuals involved, of which 1,400 men and 413 women.

Influencing decision makers

These sessions helped to map the strengths and weaknesses present in the community and to create networks that could influence the key actors of the community.

Strengthening and development of Community based committees

The 3 community based protection committees envisaged by the project (one in Amman, one in Irbid and one in Karak) were set up between January and February and its members received two types of training during the month of March:

- on the one hand, technical training on protection
- on the other hand, training on how to create and conduct protection initiatives

The committees subsequently developed and shared event proposals, which were reviewed by the programme and protection staff. The initiatives were implemented between October and December 2019 depending on the governorates, involving a total of 89 people.



3636 men, women, and LGBTIs
participated in gender awareness activities

70% of participants demonstrated
increased knowledge of GBV topics

3 community-based protection
committees were created

Formation / Constitution of committees

The 3 committees envisaged by this project were created and formed between the months of January and February 2019. These were composed of 12 females and 18 males and 27 Jordanians and 3 Syrians, identified through the following channels:

- awareness campaigns in which the concept of community-based protection committees and their functioning was introduced;
- CBOs with which INTERSOS works to implement the various activities envisaged by the project, which have contacts with people within the community who may be interested in taking part in the committees;
- contacts of outreach teams within communities.

Develop terms of reference and code of conduct

All the committees signed the terms of reference within which the thematic areas and activities of interest of the committee's members were identified. They also signed the INTERSOS code of conduct, through which they undertake to respect the humanitarian principles and internal rules of INTERSOS.

Risk analysis, action plan and follow-up

During the development of technical protection training, the committees were trained on the concept of risk and identification. They analyzed the risks present in their areas of intervention and those related to the activities they intended to implement, together with possible mitigation measures. Subsequently, the committees began working on initiatives related to the protection of minors and on the prevention and response to gender-based violence that were identified as relevant to their communities.

RESULT 2.

Improved psychosocial well-being for 150 Syrian and Jordanian minors at risk or victims of gender-based violence and their families.

ACTIVITIES

Case management and emergency financial assistance

The implementation of this activity can be divided into two phases: the first dedicated to training the personnel involved in the case management process; the second focused on the actual implementation of case management cases and distribution of financial assistance. Throughout the project, according to data from the Case Management Database, a total of 479 cases were taken care of, of which 190 females (39%), 288 males (61%) and an individual identified as "other" (0%).

Development of SOPs on Child Protection Case Management in line with global standards

Both internal case management procedures, internal and external referral mechanisms and those relating to the distribution of financial assistance follow what is established in the SOPs developed by the protection unit and by the programmes, with the further support of the departments involved in certain activities.

Identification of 150 minors at risk or victims of gender-based violence

On the basis of the Case Management Database, the majority of cases were identified through self-referrals by the caregiver, a family member or a person close to the minor; this is followed by external referrals from other NGOs (international and local) and internal referrals from other INTERSOS programmes, as well as by minors identified through the INTERSOS internal database with the two assessments based on the Vulnerability Assessment Framework (VAF) criteria. Finally, albeit to a lesser extent, protection committees at community level have contributed to the identification of cases at risk.

Child protection case management

The case management activities for minors at risk or victims of violence, abuse and exploitation involved a total of 479 individuals.

In relation to the provision of financial assistance to child protection cases, the caregivers of 253 minors received the amount established by the case manager, of which 248 via prepaid cards and 5 via cash in hand. The average received per case amounts to 225 Jordanian dinars, equivalent to between 280 and 290 euros depending on the exchange rate. Of all these, 38% are female, while 62% are male. Compared to the country of origin, the majority are Syrians, followed by Jordanians and Sudanese.

PAM - Post activity monitoring

The tool used was the Client Satisfaction Survey, administered to a sample of 101 individuals who benefited from the cash for CP CM (between May and December 2019).

100% said they were treated with dignity by INTERSOS staff, 98% said they were satisfied with the assistance they received, as well as having improved their living conditions.

Identification of the topics covered by the awareness sessions for the identified target

The material for the sessions for minors was developed with the support of the protection unit taking into account the different ages of the participants. The topics covered and some of the activities planned are the following:

- Understanding violence: knowing its concept and its different types;
- "Raise your hand": raise awareness about gender stereotypes and break the stigma;
- "My safe space": helping children to identify spaces and people who can support them in the event of violence;
- I know my rights: explore children's rights.

Awareness sessions for minors on issues related to gender and juvenile rights

The first awareness campaigns for minors began in January, and then resumed in May, July and finally in December, for a total of 27 sessions and 1,529 minors involved.

These sessions were essential to convey key concepts to minors to help them understand their rights and identify potential risks.

253 cases were supported through emergency cash

1529 girls and boys participated in awareness-raising activities on gender and child rights issues

Care plan for 84% of child protection case management cases was developed



PROJECT

TOWARD A STRENGTHENED PROTECTION SYSTEM IN JORDAN, SPECIFICALLY FOCUSING ON SEXUAL AND GENDER BASED VIOLENCE (SGBV) FOR THE MOST VULNERABLE WOMEN AND GIRLS

IMPLEMENTING PARTNER

OXFAM ITALIA

This project was implemented with the aim to strengthen the protection system and decrease insecurity in Jordan, by supporting the most vulnerable women and girls at risk of SGBV.

Activities included direct assistance and referrals; improving the capacity of key stakeholders to prevent and respond to SGBV; and increasing public support for elimination of SGBV through media, campaigning, advocacy and awareness-raising.



SDG 5 *Achieve gender equality and empower all women and girls.*

Duration: 21 months

Start of activities: 15/11/2018

End of activities: 06/10/2020

Intervention areas: Amman, Irbid, Mafraq, Zarqa and Balqa governorates

Budget: € 842,350.00 (€ 759,741.00 funded by AICS)



OBJECTIVE

Contribute to strengthening the protection environment in Jordan through a more structured framework of protection and assistance for the most vulnerable groups (host communities and refugees).

SPECIFIC OBJECTIVE

Increase access to improved SGBV protection services and increase public awareness on issues of SGBV for vulnerable groups (including female-headed households and refugee women without documentation) in targeted locations.

The project was implemented with the local partners Jordanian Women's Union Association (JWU) and Justice Center for Legal Aid (JCLA) in the governorates of Amman, Irbid, Mafrqa, Zarqa and Balqa. The governorates were selected based on the level of need of the target groups, as these host the highest numbers of Syrian refugees in Jordan, and have the most severe vulnerabilities when it comes to education, livelihoods, shelter as outlined by the Jordan Response Plan for the Syria Crisis (2018-2020), which has a direct link to prevalence of protection concerns and SGBV.

The project activities aimed at covering needs identified in the SGBV Gap Analysis (UNHCR 2017), by increasing outreach through support centers located in the targeted areas, embedded clinics at local CBOs, public awareness raising sessions, referrals from other service providers, and through a mobile unit targeting remote and hard to reach areas. It also aimed at providing emergency financial support to survivors as part of their case management, as well as vocational trainings to encourage socio-economic rehabilitation as the first step towards recovery. Vulnerable women included female headed families (both refugees and Jordanians), and refugee women without the required documents to access services.



RESULT 1.

SGBV survivors and most vulnerable women and girls at risk are supported with direct assistance (legal, psychosocial and psychological services) and comprehensive referral mechanisms.

ACTIVITIES

SGBV service provision

215 women (out of which 80% aged between 19 and 35 years old) in most insecure conditions (vulnerable to violence, abuse and exploitation) were reached through the JWU emergency safe shelter. 86% of online survey respondents reported having received the needed services, or been referred to the appropriate service provider, and gave positive feedback on the much-needed support that they have consistently been provided with.

Referral Mechanism

Collaboration between the Ministry of Social Development and local CBOs was strengthened, particularly through increased external referrals by governmental entities such as the Family Protection Unit or the Criminal Investigation Unit. In the effort of facilitating referrals among service providers and coordination with the SGBV protection sector, Oxfam coordinated local partners' access to the launch of the new national SOPs, to a new mobile application (Amaali App) for referrals, as well as to ongoing legal discussions around the issue of mandatory reporting. In addition, in order to integrate protection work, Oxfam coordinated closely with the SGBV SWG to promote the dissemination of the mobile application for SGBV referral through the Gender website established (M3aki website - <http://www.m3aki.com/Default/En>) which includes information on SGBV prevention and response for beneficiaries.

Outreach expansion

Outreach was expanded, enhancing access to justice, to legal protection and to a range of emergency protection services for SGBV survivors.

Vocational trainings

Vocational trainings have been translated into jobs for some survivors, and home-based income generating activities for others.

Emergency cash assistance

The emergency cash-assistance component was a novelty in this project and considered to have been very helpful in contributing to solve some of the survivors' urgent problems. Post Distribution Monitoring findings confirm this. Among the positive effects reported by survivors who benefitted from the cash-assistance: 33% reported improved food security, 32% reported facing less verbal abuse and threats, and 15% facing less physical abuse.

COVID-19 contingency planning

Quick adjustment to COVID-19 situation included a shift to remote individual consultations. Both partners maintained timely provision of services and continued delivering consultations and providing psychosocial support through hotlines, and by answering requests and questions via social media apps.

RESULT 2.

The capacity of key stakeholders to identify, respond and prevent SGBV is improved.

ACTIVITIES

GBV awareness for key stakeholders

3 trainings were organized for key stakeholders to demonstrate key technical skills and awareness in line with key identified standards for a gender-sensitive, survivor-centered approach. The idea was to promote much-needed sensitization on SGBV issues, trauma-informed, survivor-centred approach (with its principles of Safety, Confidentiality, Respect of Dignity and Wishes of Survivors, and Non-Discrimination) by training institutional and local stakeholders: Public Security Directorate, Family Protection Unit, MoSD, CBOs, judges, lawyers, prosecutors. Such intervention targeting national front-line workers who deal with survivors is still critically needed as it has a great impact on survivors' sense of safety and dignity.

However, the majority of planned trainings were suspended due to COVID-19 and the inability to conduct public gatherings. Funds were adapted to other activities.

RESULT 3.

SGBV protection needs receive increased visibility on the public agenda and greater public awareness.

ACTIVITIES

Public events

5,708 individuals (65.31% women) were reached through participation in public events and sessions.

Advocacy messages

24 evidence-based advocacy messages were developed in the course of the project that received widespread media coverage. 128,282 people were reached through these messages. COVID-19 restrictions resulted in the suspension of many of the activities under this result area, including key lobbying events. However, considerable efforts were directed towards identifying vulnerable women and girls impacted by COVID-19, such as women unable to receive alimony payments due to negligence, restrictions in movement and depositing cash or a genuine lack of income as a result of the lockdown.

Policy papers

JCLA produced a policy paper *Access to Child Support & Alimony Payments During the COVID-19* of which the recommendations were enforced by a judicial committee nationwide.

Another policy paper produced by JCLA, Protection for Witnesses on cases of Domestic Violence, advocating for a bylaw that would allow more people to challenge issues of GBV within their communities and enhance social responsibility, has been endorsed by the National Council for Family Affairs.

Social media campaigns

The project contributed in its capacity to getting peoples' stories out and reaching international audiences, such as by releasing articles describing life under COVID-19 lockdown through the lens of partners' field workers pulling efforts to support SGBV survivors.

Social Media campaigns generated many online interactions that allowed to learn more on people's perceptions and better customize awareness messages and materials.

Theatre play

Interactive awareness on Child marriage and SGBV issues through theatre play where women talk about their experiences was effective in channeling messages that challenge norms and people's biases.



215 women benefitted
from SGBV service provision

3 trainings were organized
on GBV awareness

5708 individuals were reached
through participation in public
events and sessions



Promoting access to income
employment for vulnerab
Governorates of Karak, Ta
through the increa
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PROGRAMME

LLRD INITIATIVE TO SUPPORT LIVELIHOODS FOR SYRIAN REFUGEES AND VULNERABLE JORDANIANS THROUGH THE STRENGTHENING OF SOCIAL STABILITY IN SOUTHERN JORDAN

IMPLEMENTING PARTNERS

ASSOCIAZIONE ITALIANA DONNE PER LO SVILUPPO ONLUS
- AIDOS/ARCS, AVSI JORDAN, INSTITUTE FOR UNIVERSITY COOPERATION (ICU)

The initiative took place in the governorates of Karak, Tafilah, Aqaba, and Ma'an, to support access to the labour market by both the local and refugee population, and help local communities cope with the negative impact caused by the consequences of the Syria crisis - on the Country and on the living conditions.

Budget: € 1,5 M

The intervention aimed to increase the income generation capacity of the most vulnerable sections of the population in Jordan, through actions aimed at mitigating obstacles to access to the labour market on the demand side.

Funded initiatives focused on activities - depending on the area of intervention and the selected target groups - such as: (i) professional training aimed at acquiring skills required by the labour market, (ii) protection aimed at obtaining a work permit, (iii) support activities for female heads of household so to help them engage in a professional activity.

Project proposals were required to take into consideration one or both of the following:

1. Decreased barriers to access the formal local labour market by Syrian refugees and unemployed Jordanians, through activities such as:

- Protection activities that include support to obtain complete documentation in order to access public services and work permits;
- Organization of Rapid Employment Schemes (RES) for target beneficiaries, to help them increase disposable income through short-term employment, and improve their experience and basic skills, in agreement with the relevant Municipalities;
- Training and/or specialized courses provided by certified institutions both in the manufacturing and services sectors, to encourage entrepreneurial activities, such as cooperatives, family companies, micro-enterprises.

2. Improved local capacity to employ the workforce and professionals in the area, through:

- Support to local micro-enterprises, through tutoring, coaching, financial literacy, and training, aimed at bridging the gaps identified in terms of knowledge and skills;
- Skills mapping of target beneficiary groups;
- Creation and strengthening of job orientation services, and involvement of the private sector operating in the areas of intervention;
- Capacity building of the Civil Society Organizations and Community Based Organizations, so that they could offer adequate quality assistance and protection services and thus become trainers and employers.



على تقديره
متميزة ذات جودة
تألق عالمه وتجميعه
تتبع مع زوايا التعليم
التدريس بتفكيره ما يبدل
مع الروايات العبادية
أحدث العالمين والانس
تأثيره السليم على
والوفاة مبررا

PROJECT

INTEGRATED ACTIONS TO HELP SYRIAN REFUGEES AND VULNERABLE JORDANIANS ENTER THE JOB MARKET IN THE TAFILAH AND AQABA GOVERNORATES

IMPLEMENTING PARTNER

ASSOCIAZIONE ITALIANA DONNE PER LO SVILUPPO ONLUS
- AIDOS, ARCS

The project aimed to improve the socio-economic conditions of Syrian refugees and vulnerable Jordanians, in the Governorates of southern Jordan, through the creation of new job opportunities and the creation/strengthening of micro-enterprises.

The project was implemented by AIDOS in ATS with ARCS, responsible for the Cash for Work activity in Tafilah governorate, and with the local partner Noor al Hussein Foundation (NHF).

8 DECENT WORK AND ECONOMIC GROWTH



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*

Duration: 13 months

Start of activities: 08/07/2019

End of activities: 09/10/2020

Intervention areas: Tafilah and Aqaba governorates

Budget: € 538,324.00 (€ 464,937.00 funded by AICS)



OBJECTIVE

Offer integrated services to facilitate the access of Syrian refugees and vulnerable Jordanian to the labour market through the creation of new job opportunities and the creation/strengthening of micro-enterprises in the governorates of Tafilah and Aqaba, in southern Jordan, to improve the socio-economic conditions of the project's target communities.

SPECIFIC OBJECTIVE

Improve the health of Syrian refugees and Jordanians with disabilities in the governorates of Tafilah and Aqaba governorates.

The project aimed to offer integrated services for the participation of female and male Syrian refugees and vulnerable Jordanians to employment opportunities and the creation and strengthening of micro-enterprises in the governorates of Aqaba and Tafileh. The services have been offered by 2 virtual business incubators and information windows of the Noor Al Hussein Foundation and the municipalities of Tafileh and Busera. The project strengthened the technical skills of local operators offering protection services.



RESULT 1.

Syrian refugees and vulnerable Jordanian improved their expertise and ability to open or reinforce entrepreneurship activities.

ACTIVITIES

Organization of a laboratory on micro entrepreneurship

The laboratory on micro entrepreneurship and its importance for the financial development of families, communities and the country itself, lead to a rise in awareness and knowledge for beneficiaries on the following topics: 1. Evaluate your ability as an intrapreneur; 2. Introduction of basic notions on micro entrepreneurship; 3. The importance of micro business. 20 workshops have been done and 710 beneficiaries participated who wanted to launch or improve their business. 10 workshops have been done in Tafleleh, followed by 373 participants, whereas 10 workshops have been done in Aqaba followed by 337 participants.

Organization of workshops

10 workshops on *"How to start your own business"* were organized in Aqaba and Tafleleh. 177 beneficiaries participated. The workshops focused on three main topics: marketing, technical study of the business and financial study of the business.

Kit distribution

50 kits have been distributed. The kits were needed for the financial training on Colour Accounting. 10 participants have been formed and they, in turn, lead 5 training courses on Colour Accounting.

1 laboratory on micro-
entrepreneurship, **10 workshops**
and **5 trainings** were organized

50 kits for financial training
were distributed



Organization of trainings

5 training on *"How to improve your own business"* were organized for 86 participants. The most important topics covered included: marketing and sales, prices, profits, calculation of cashflow, procurement, preparation of the financial record and how to use them to determine the successfulness of the enterprise.

Follow-up visits

During this period, the project team conducted visits and follow-ups of the existing activities, to monitor the general progress of the beneficiaries and if they have launched their business. During the visits, the entrepreneurs have been supported especially for business and financial management but also for technical support. The team was in charge to do follow-up visits to 60 participants.

RESULT 2.

Syrian refugees and vulnerable Jordanians improve their capabilities to actively look for a job and access to work opportunities in the targeted areas through NHF information desks.

ACTIVITIES

Organization of workshops

9 workshops on objectives and modalities to look for a job were conducted. The most important topics covered were the following: methodology to look for a job and how to be informed about the needs of the job market, personal development, communication skills and negotiation, time management and its importance, how to write a cover letter and CV and how to get prepared for an interview. 146 participated at the workshop.

3 workshops were conducted on *"Information and awareness on the legal and legislative context on the local job market"*, and 77 Jordanians participated. The workshops were also useful as were informative for the beneficiaries regarding the issues related to the labor law in Jordan, social security, work contracts, tax law.



RESULT 3.

Syrian refugees and vulnerable Jordanians in the municipality of Tafilah and El-Busera increase their income through community service works for the wellbeing of the whole community.

ACTIVITIES

Training of trainers

28 teachers have been trained and they took part in a training of trainers' cycle. The training focused on an intensive professional updates pathway with the objective to provide them with the necessary technical tools and competencies to support social inclusion and the psychosocial aspect of the most vulnerable children. The training allowed teachers to gain the right tools to work with children who went through war trauma, eradication from their own homeland. The goal of the training was to form teachers in order to let them focus on the students' growth particularly in terms of being part of the community. The training of trainers formed 106 teachers in total.

Cash for Work

The Cash for Work activity was implemented by ARCS. During the preparatory phase of the activities, two informative meetings took place in the two cities of Tafilah and Busera to present to the citizens the activity of the project and its objectives. In the same days, has been possible for participants to fill up the application form. 350 people participated. 75 beneficiaries have been selected. During the implementation of the project, two cycles of work lasting 3 months each in the two targeted areas were organized.

Under the supervision of the focal point of the municipality of Tafleah and ARCS, workers of the Cash for Work have successfully concluded the following tasks:

- Cleaning a painting the sidewalks with the aim to improve the main road entering the city and specifically improve the road security, especially at night.
- Rehabilitation of the local cimitero through debris removal and cleaning the streets to facilitate the access into the cimitero.
- Support to secretary work in the municipality.
- Cleaning green spaces in parks not far from the municipality, pruning the trees, safeguarding the green spaces of schools.
- Construction of a bearing wall as a safety measure to sustain a rock wall.
- Cleaning and rehabilitation of 3 public schools: external spaces have been cleaned in order to be used by the children, externally also walls have been painted. Internally some classroom walls have been painted.
- Construction and renewal of external walls of schools
- Secretary support in the municipality.

Under the supervision of the focal point of the municipality of Busera and ARCS, workers of the Cash for Work have successfully concluded the following tasks:

- Creation of new drains canals along the streets at risk of landslides, cleaning the existing canals to limit the floods when rains in the winter.
- Remaking the asphalt of a 100 meters street close to a dangerous curve.
- Rehabilitation of the local cimiterly through debris removal and cleaning the streets to facilitate the access into the cimiterly, preparation of 10 graves for the cimiterly.
- Cleaning parks, green public areas from rubbish, debris and weeds.
- Painting of 2 km sidewalk.
- Digitalisation of documents in the municipality's archive.
- Paintings of bus stops: 4 bus stops have been done.
- Cleaning green areas, spaces of the municipality, drains canals: different spaces in the municipalities have been cleaned also in preparation to the winter.
- Trees planting: 150 trees have been planted in two different areas of the city.
- Cleaning offices, administrative work and logistics in a local CBO.

At the beginning of each cycle, a training of 4 hours each (1 training per location) has been organized on the topic of safety measures while working. The training conducted by and expert in security on the work place focused the training on the following topics:

- Presentation of the security kit of emergency the functionality of each items.
- How to get protected from the different weather conditions.
- How to behave properly on the work place if suffering of allergies, high blood pressure, diabetes.
- How to behave in case of injury or animal bites.

Moreover, some simulations have been done of different kind of accidents in order to get prepared in case any colleague have an accident on the work place.



28 teachers were trained

35 beneficiaries were selected for Cash for Work activities

RESULT 4.

The incubators personnel of the local NHF and OSC straighten their capabilities in providing services of micro entrepreneurship and of access to the labor market mainly addressing vulnerable people.

ACTIVITIES

Organization of trainings

An AIDOS expert held the course *"How to work with vulnerable people: Communication, relationship and training techniques"*, during the course topics such as: characteristics and reactions of survivors to trauma and SGBV; communication and training techniques adapted to the characteristics of vulnerable people to improve their resilience and stress management techniques and approach with particularly vulnerable beneficiaries were touched upon.

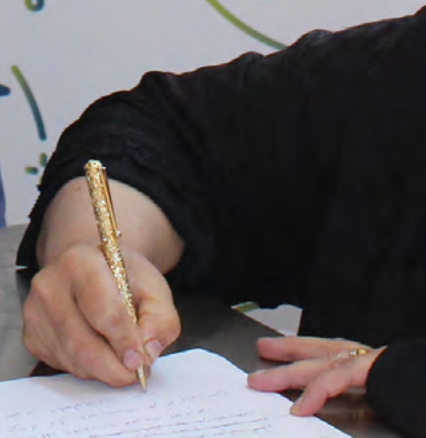
A training course for trainers on the *"Color accounting"* method was also held. The course, conducted by Cate Bronstein and Peter Frampton, consultants accredited by Accounting Comes Alive Inc, was attended by 10 participants: 6 operators from the civil society organisations of the Aqaba and Tafilah governorates and 4 representatives of the NHF. The aim of the course was to train operators to become accredited trainers. Color Accounting, a method of teaching business fundamentals and accounting that abandons the traditional logical-mathematical approach to make use of a highly intuitive visual color-based graphic method.



F.A.R.O

Promoting access to income and employment for vulnerable population in the Governorates of Karak, Tafilah, Ma'an and Aqaba through the increase of employment opportunities and the improvement of the vocational training offer.

9
وصول لفرص العمل وزيادة الدخل للفئات
من سكان محافظات الكرك والتفيلح والما'ان
والعقبة من خلال زيادة إمكانيات
وتحسين فرص التدريب المهني



PROJECT

F.A.R.O.

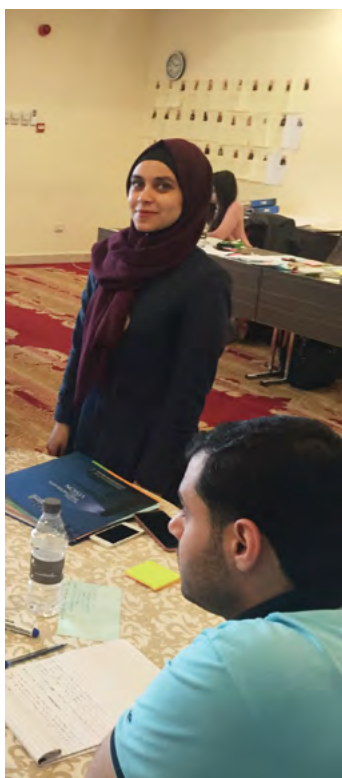
PROMOTING ACCESS TO INCOME AND EMPLOYMENT FOR VULNERABLE POPULATION IN THE GOVERNORATES OF KARAK, TAFILAH, MA'AN AND AQABA THROUGH THE INCREASE OF EMPLOYMENT OPPORTUNITIES AND THE IMPROVEMENT OF THE VOCATIONAL TRAINING OFFER

IMPLEMENTING PARTNER

ISTITUTO PER LA COOPERAZIONE UNIVERSITARIA (ICU)

The programme aims to reduce the economic and social impact of the Syrian crisis in Jordan, by creating sustainable livelihoods for refugees and host communities.

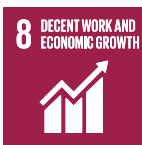
Activities included assessment of key skills required in the labour market, professional training and job matching activities.



SDG 1 *End poverty in all its forms everywhere.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*



SDG 10 *Reduce inequality within and among countries.*



SDG 17 *Revitalize the global partnership for sustainable development.*

Duration: 12 months

Start of activities: 21/08/2018

End of activities: 31/08/2019

Intervention areas: Karak, Tafleleh, Ma'an and Aqaba governorates

Budget: € 472,651.00 (€ 463.351,00 funded by AICS)

OBJECTIVE

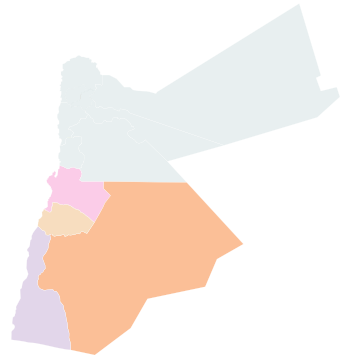
Help foster access to the labour market for refugees and the host community in southern Jordan.

SPECIFIC OBJECTIVE

Improve the skills of the most vulnerable population and the ability of Community Based Organizations (CBO) to provide training and services in the governorates of Karak, Tafleleh, Ma'an and Aqaba.

F.A.R.O. project was implemented by ICU with local partner BDC (Business Development Center), in the 4 governorates of Karak, Tafleleh, Ma'an and Aqaba.

The aim of the project was to bridge the gap between the skills needed in the labour market and those offered by the workforce. The key skills required in the private sector were identified following a market analysis that highlighted a lack of initiatives by the responsible bodies (such as Chambers of Commerce): Communication; Hospitality; Diversification of food production; Experience in solar/ photovoltaic system maintenance.



As part of the second area of intervention, i.e. support for endogenous, inclusive and sustainable development of the private sector, the aim is to improve the skills and means available to the target CBOs to enable them to provide services needed by the community. Although the target CBOs already provided their services to about 60.000 people, the CBOs themselves did not have the needed tools to offer job orientation, staff training or minimal IT support, despite an increased demand for these services in the area.



RESULT 1.

Increased employment opportunities for the most vulnerable groups of refugees and Jordanian host communities in Karak, Tafleeh, Ma'an and Aqaba governorates.

ACTIVITIES

Skills mapping of beneficiaries

29 people (of which 12 women) were distributed as data collectors in the various areas for a total of 1.500 interviews conducted, reaching the expected percentages (50% women, 30% Syrian and 7% people with disabilities). The data collection was key to verify skills, experience and needs, so as to get a complete picture of needs and workforce situation.

Implementation of a job matching workshop in Amman

The workshop involved Syrian refugees, represented by local CBOs, public institutions and industry experts of the Syrian Refugee Committee, on the challenges in finding work after the Syrian crisis. The Job Matching Workshop was attended by 95 participants: all stakeholders involved had the chance to express their opinions and propose solutions to address the challenges. All beneficiaries participated actively in the workshop.

Professional training in the sectors of food, energy, audiovisual and hospitality

- **hospitality:** held in Aqaba, it included 3 months of practical lessons, followed by an internship in the major facilities of the area, with the participation of 100 beneficiaries. Out of these, 43 found work and are currently employed in the sector;
- **audiovisual:** held in Ma'an and Tafleeh, it included 27 participants that learned how to structure an integrated communication for the promotion of the CBOs' activities and for the project visibility;
- **food:** 31 women (3 Syrians) participated to the training in Karak, Tafleeh, and Ma'an. Participants were able to learn from a chef of the Royal Academy of Culinary Arts (RACA) the basic rules of hygiene and safety for the preservation of certain foods. This knowledge was then strengthened by a Food Marketing course that allowed the beneficiaries to learn how to sell their products and increase revenue;
- **energy:** 4 workshops, held in the CBOs, involved 100 beneficiaries of which more than half were women. Beneficiaries gained knowledge on the maintenance of solar panels and thermosolar systems through a training provided by a specialized local company (Hanania). All participants obtained a certificate of participation and received assistance from Hanania to improve their CV in order to present it to companies in the energy sector;

Online English course in the governorates, later complemented by lessons in presence

The online course was provided by Paper Airplanes, a company specialized in providing English online courses to vulnerable groups. There were challenges in the online English course, mainly due to cultural barriers because online teaching in some contexts was not well perceived. It was therefore decided to complement the online modules with in classroom teaching, to respect the local context and allow all beneficiaries to benefit from it.

Professional training on self-entrepreneurship for 30 Solution Seekers in the 4 Governorates

The course was designed specifically for people with business ideas and aptitudes, to train them and provide them with the necessary knowledge to develop their projects. The topics addressed (according to the EU SwitchMed model) were related to fundraising, management, marketing, design of a business plan. This course was particularly well perceived: among 28 participants who developed different business ideas, 11 managed to succeed and open their own business.

91% of the skills required in the private sector have been made available in the territory

80% of the trainers who provided the training courses were satisfied with the skills obtained by the candidates that represent the workforce in the area



RESULT 2.

Improved services offered by Community Based Organizations (CBO) for the population of Karak, Tafleleh, Ma'an and Aqaba governorates.

ACTIVITIES

Skills mapping of beneficiaries

Data collection activities were carried out by 29 people (including 12 women) in all the areas for a total of 1,500 interviews conducted, reaching the expected percentages (50% women, 30% Syrian, and 7% people with disabilities). The data collection was key to verify skills, experience and needs, so as to get a complete picture of needs and workforce situation.

Purchase of equipment for the improvement of services provided by CBOs:

- 30 tablets for the Skill Mapping. After completion of the Skills Mapping, the tablets were donated to the CBOs to allow them to conduct possible future mapping activities for other government institutions or NGOs;
- 15 computers to support the audio and video training course (along with 5 cameras) and the English course;
- kitchen equipment to support the training activity in the food sector, and other material to equip the CBOs;
- equipment for the energy sector course (sets of tools used during the trainings, afterwards assigned to the CBOs in order to continue with future training);
- setup for packaging, labelling and displaying of food products for each CBO.

Creation/strengthening of job orientation services for 5 CBOs


The activity contributed to the training of 25 people so that they can help job seekers drafting their resumes, with career counseling and dealing with job interviews, including those planned at the job fairs.

ToT (Training of trainers)

Training of the staff of 5 CBO in the 4 areas, in order to provide general administrative skills to future trainers, and ensure the sustainability of the action. The beneficiaries of this activity subsequently volunteered to provide further training courses. There was a total of 71 participants, including 45 women and 11 Syrians.

Realization of 5 Job Fairs in the Governorates and final event in Amman

Each Job Fair, organized after the conclusion of the training courses, has been adapted to the type of training course carried out in each governorate (i.e. hospitality in Aqaba). The total number of participants at the fairs was 246 people and 33 companies/possible employers.



5 training services provided, increasing the average training services provided by the CBOs

100% of the CBO staff trained, increasing the percentage of CBO staff trained

246 people participated to 5 job fairs



PROJECT

FURSA

SUPPORT TO EMPLOYMENT FOR SYRIAN REFUGEES AND EXTREMELY VULNERABLE JORDANIANS IN THE GOVERNORATES OF AQABA AND MA'AN

IMPLEMENTING PARTNER

AVSI JORDAN

The project aimed to promote access to livelihood and employment opportunities for vulnerable groups among Syrian refugees and the host communities, through training and support for the creation of new social enterprises, and focusing in particular on the needs of women, youth and people with disabilities.



SDG 1 *End poverty in all its forms everywhere.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*



SDG 10 *Reduce inequality within and among countries.*



SDG 11 *Make cities and human settlements inclusive, safe, resilient and sustainable.*



SDG 13 *Take urgent action to combat climate change and its impacts.*

Duration: 12 months

Start of activities: September 2018

End of activities: August 2019

Intervention areas: Aqaba, Ma'an governorates

Budget: € 478,821.00 (€ 464,671.00 funded by AICS)

OBJECTIVE

Promote the access to livelihood and employment for vulnerable groups among Syrian refugees and host communities, particularly women, youth and people with disabilities.

SPECIFIC OBJECTIVES

Improve the employment prospects of Syrian refugees and vulnerable Jordanians in the districts of Aqaba, Quweira and Shobak.

Strengthen the employment market in the districts of Aqaba, Quweira and Shobak.

The project was implemented in Aqaba governorate (Aqaba city and Quweira) and in Ma'an governorate (Shobak and Mansoura) with 2 local partners (Creativity for Development & Training, and Zubeyryieh for Social Development), and it reached a total of 390 beneficiaries. Besides its main objective to promote access to livelihood and employment, the project intervened on a range of cross-cutting issues:

Gender

The project promoted women's employment and entrepreneurship capacity, with the aim to improve their household income but also to strengthen women's role within society. In Jordan, and particularly in the areas of intervention, women are indeed oftentimes marginalized. These somewhat endemic obstacles for women empowerment often exacerbate existing vulnerabilities, as well as minimizing the social and economic contribution of women for their households and for society at large. In response to this, the project contributed to reducing existing obstacles for women's empowerment, while respecting local culture and traditions so as to mitigate contrasts and guarantee the effectiveness of the action.

Vulnerable groups

The project included specific activities for people with disabilities (PWD).

In Quweira, AVSI implemented activities for the inclusion of PWD in the labour market in collaboration with the local partner, Creativity for Development & Training. More specifically, the project entailed both vocational training for PWD and support activities for private and public sector employers to facilitate the hiring of PWD within their workforce.

By the same token, in Aqaba AVSI implemented awareness sessions for employment centres and local companies, with the aims to promote the inclusion of PWD in the labour market.

Environment

During the project's design and implementation, particular attention was also paid to the environment. In effect, the activities related to the Rapid Employment Schemes (RES) included the promotion of recycled materials for the realization of landscaping, maintenance and reconstruction works. Moreover, maintenance works to be implemented within the project FURSA aim to promote the rehabilitation of green areas and the improvement of rehabilitation systems, which is particularly important in a desertic area such as that of intervention.

RESULT 1.

Improved capacities to enter the formal labor market of refugees and vulnerable Jordanians (individuals) in the districts of Aqaba, Quweira and Shobak.

ACTIVITIES

Identification and selection of beneficiaries and assessment for courses definition

At the start of the project the beneficiaries were identified in the 3 areas according to specific procedures and thanks to the outreach workers employed in each area. The outreach workers, coordinated by the field officers and technically supported by the training consultant, conducted an assessment to update the needs of the beneficiaries through focus group discussions and questionnaires, in order to define the details of the training courses to be organized in each location and at the same time to encourage the involvement of the beneficiaries in the project activities in order to guarantee full participation and commitment.

Training courses for 150 refugees and Jordanians to support employment and the creations of new social enterprises

Within the project FURSA, a training was offered to refugees and Jordanians, with the aim to promote their access to livelihood and employment as well as the creation of new social enterprises and cooperatives. The following training courses were provided, between the 20th of January and the 26th of August 2019, by the local provider Universe Path Academy Training & Consulting:

- **Training on “Soft skills, management, marketing & sales”**

The 100-hour training course was implemented in Qweira (15 female participants), Aqaba (50 participants, 30 of which women) and Shobak (20 female participants). The last training module was concerned with how to prepare a business plan, a fundamental business planning tool. Upon completion of the training, the trainees presented their business plans for evaluation from the consultant of the Universe Path Academy Training & Consulting.



- **Training on “Health and safety in the workplace”**

The 160-hour training course was implemented in Aqaba and involved 15 youngsters, 2 of which were Syrian. The training was implemented by 5 trainers from the Vocational Training Corporation (VTC), who were previously trained by a consultant of the Universe Path Academy Training & Consulting within the same project. The training included modules about general health and safety standards to be met in the workplace; in addition to that, the training included modules about specific health and safety standards in several sectors of interest (e.g. transportation). The training was concerned with the main causes and consequences of accidents in the workplace (with a specific module about fire hazards), as well as the main prevention and response measures to be adopted.

- **Training on “Data entry e administrative support”**

The 80-hour training was implemented in Qweira and it involved 10 PWD. During the training, assistance was provided to PWD from 10 volunteers of the local partner Creativity for Development & Training.

- **Training on “Safety, basics of food production and food hygiene for food handlers”**

The 40-hour course was implemented in Aqaba and it involved 30 female participants (the same who previously participated in the training on “Soft skills, management, marketing & sales” offered by AVSI within the project FURSA). Thanks to the training, participants increased their knowledge about the necessary safety and food hygiene standards to be met by a company operating in the sector of food production.



**6% of training
and RES beneficiaries**
*found employment thanks
to the project*

37 Syrian refugees obtained
annual work permits

3 new companies were
created and registered

Technical support for the creation of new social enterprises

Within the project FURSA, technical support for the creation of social enterprises or cooperatives was provided. The beneficiaries of this activity were selected among the women who participated in the training on “Soft skills, management, marketing & sales”, which was implemented within the same initiative. Selection was done by AVSI in close cooperation with a consultant of the Universe Path Academy Training & Consulting: primary selection criteria were based on the feasibility and sustainability of the business plan, while secondary selection criteria were based on the vulnerability of the individuals and their households.

Technical support consisted of the provision of equipment, material and machineries necessary for food production. In addition to that, technical support was provided by a legal expert who was responsible for the monitoring and facilitation of the bureaucratic procedures necessary to register the newly created social enterprises or cooperatives.

Realization of RES for Syrians and Jordanians in the districts of Quweira and Shobak

The project also entailed the implementation of RES, which involved 80 vulnerable people (Syrian and Jordanian) living in Qweira and Shobak districts. The RES were implemented through a Cash for Work (CfW) modality, and a participatory approach was adopted to choose the priority interventions for the rehabilitation and construction works to be implemented within the RES related activities.

As a matter of fact, priority interventions were decided by AVSI in collaboration with local authorities and communities, whose ideas and feedbacks were collected during several community involvement events (3 in Shobak and 2 in Qweira).



In Shobak, it was jointly decided to implement rehabilitation and construction works inside the Hisha forest; beneficiaries of the CfW activities included unskilled and skilled workers of both Syrian and Jordanian nationality.

Similarly, the CfW activities implemented in Qweira included unskilled and skilled workers of both Syrian and Jordanian nationality (respectively 52% and 48%).

More specifically, male cash workers were involved in rehabilitation and construction works aimed at improving irrigation systems in an area particularly subjected to flooding. On the other hand, female cash workers were involved in the realization of recycling bins and urban furniture with recycled materials.

RESULT 2.

Improved capacities of some of the most relevant local economic actors in the districts of Aqaba, Gweirah and Shobak in order to increase the possibility of employment of refugees and the local community.

ACTIVITIES

Identification and selection of beneficiaries and assessment for courses definition

At the start of the project, supported by outreach workers and by field officers, the Coordinator for the Private Sector identified local organizations, private companies, employment offices that were involved in project activities.

The coordinator had the task of defining the selection criteria and managing relationships with these companies or service providers and establish with the training consultant the methods for conducting a detailed assessment of the needs.

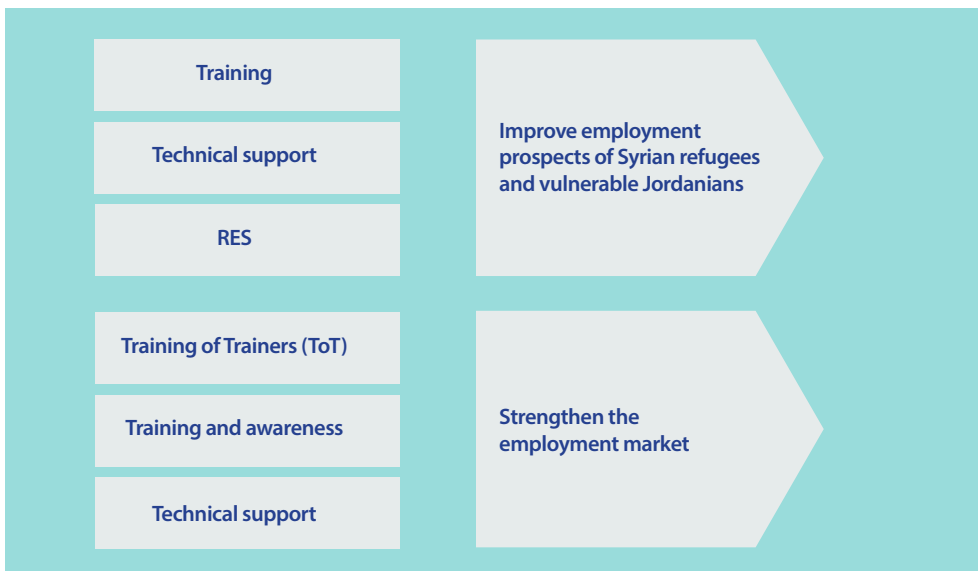
Training courses for VTC trainers, CBO staff, personnel of office of employment aimed at promoting the employment of vulnerable people

The following ToT were organized within the project FURSA.

In Aqaba:

- **Training on “Health and safety in the workplace”**

An 80-hour ToT was offered by a consultant of the Universe Path Academy Training & Consulting. Beneficiaries include 5 employees of Aqaba’s Vocational Training Corporation (VTC), who were in turn employed to offer a training to 15 unemployed youngsters within the framework of the same project.



Scheme of activities implemented related to the project's expected results.

- **Training on “Inclusion of PWDs in the workplace”**

An 80-hour ToT was offered to 2 employees of Aqaba’s employment center, 2 employees of the Ministry of Social Development and 1 manager of Our Lady of Peace Center in Aqaba. Within the same project, the 5 beneficiaries of the training were in turn employed to offer 6 training to PWD and private employers.

In Qweira:

- **Training on “Inclusion of PWDs in the workplace”**

10 volunteers of the local partner Creativity for Development & Training participated in the 60-hour training. Within the same project (FURSA), the beneficiaries of the training were in turn employed to offer 4 training to local private and public employers.

Training/sensitization and specialization courses for municipalities and enterprises

The project FURSA also entailed the organization of training and awareness sessions for companies and municipal actors, with the aim to promote employment.

- **Training on “Inclusion of PWDs in the workplace”**

In Aqaba, 6 awareness sessions were organized. Participants included 23 employers and employees from the private sector, 2 managers of the Ministry of Labour and 37 PWDs. In Qweira, 4 trainings were organized. Participants included local authorities, as well as representatives from the private sector and local associations. In addition to that, in both Aqaba and in Qweira AVSI created several databases to facilitate the matching between employees and employers: one database was related to existing companies and one database was related to PWDs in search of employment.

Technical support for existing organizations/companies

Lastly, the project FURSA entailed the provision of technical support to a local food production company (Al-Mansoura). Thanks to the technical support provided during the project, Al-Mansoura was able to increase the scale of its production and consequently hire 5 additional workers (all women).

100% of the local economic actors (CBOs, companies, employment centres) involved in the training showed an increased capacity to employ additional workforce

9 people were hired by local economic actors (CBOs, companies, employment centres) who participated in the training and awareness sessions





PROGRAMME

JORDAN: ASSISTANCE AND SUPPORT SERVICES FOR SYRIAN REFUGEES AND JORDANIAN PERSONS WITH DISABILITIES

IMPLEMENTING PARTNERS

ASSOCIAZIONE ITALIANA DONNE PER LO SVILUPPO ONLUS -
AIDOS, INTERSOS

This programme aimed to support people with disabilities, in line with the policies adopted at local level for the health and social care sectors, in order to create a more accessible environment through the provision of technical aids and through the improvement of services assistance provided by organizations of persons with disabilities, as well as CSOs and institutions.

Budget: € 900,000.00

The programme addressed the lack of supply for the provision of rehabilitation services, to improve the living conditions of people with disabilities, both refugees and vulnerable Jordanians, by enhancing the quality and accessibility of the available services. The programme was launched simultaneously with the implementation of the programme "Inclusion of people with disabilities in Jordan: de-institutionalization and mainstreaming of aid", providing technical assistance to the local government for the implementation of the law on disability promulgated in 2017 and the capacity development of humanitarian actors for the integration of services for disabled people in humanitarian assistance interventions.

Despite a rather advanced legislative framework regarding the inclusion of people with disabilities in public services – and therefore in the social and economic life – the attitude towards issues related to disability in Jordan still presents a charity and welfare approach. The programme was structured to overcome this orientation and help change such perspective towards a rights-based approach.

In accordance with the macro-areas of intervention mentioned by the High Council for the Rights of Persons with Disabilities (HCD) and the strategic plan drawn up by the Ministry of Education for the period 2018-2022 – which reaffirms the importance of creating special programmes for the education of refugees with disabilities that take into account the impact of the Syrian conflict on psychosocial stability – the programme aims to support people with disabilities through the provision of (i) technical aids and (ii) the improvement of services.

Implementing partners were requested to carry out activities such as:

- Selection and training of service providers according to the standards set by the new Disability Law;
- Selection of Syrian (30%) and Jordanian (70%) beneficiaries and formulation of personalized rehabilitation and/or assistance projects (70 per project proposal);
- Implementation of rehabilitation and/or assistance projects for Syrian and Jordanian beneficiaries and family members, including supply of aid devices, training of caregivers, architectural interventions;
- Establishment of peer-counselling services;
- Establishment of service providers;
- Awareness and community outreach;
- Establishment of a common space to support access and use of IT tools.



PROJECT

ABILITY_INCREASING THE AUTONOMY OF PEOPLE WITH
DISABILITIES IN AMMAN AND ZARQA

IMPLEMENTING PARTNER

ASSOCIAZIONE ITALIANA DONNE PER LO SVILUPPO ONLUS
- AIDOS

The project aimed to improve the quality of life of Syrian refugees and Jordanians with physical and/or mental disabilities.

In particular, the project activities focused on ensuring increased autonomy of people with disabilities, by improving their access to supporting services, through the provision of specialist services, training and awareness sessions.



SDG 3 *Ensure healthy lives and promote well-being for all at all age*

Duration: 12 months

Start of activities: 08/07/2019

End of activities: 09/10/2020

Intervention areas: Amman and Zarqa governorates

Budget: € 462,416.40 (€ 449.966,40 funded by AICS)



OBJECTIVE

Improve the quality of life of Syrian refugees and Jordanians with disabilities (physical and/or mental) in particular to increase the autonomy of people with disabilities by improving their access to supporting services.

SPECIFIC OBJECTIVES

Facilitate the participation of female and male Syrian refugees and vulnerable Jordanians to opportunities for employment, creation and strengthening of micro-enterprises in the governorates of Aqaba and Tafleeh.

Strengthen the capacities of existing CSOs to provide services for entrepreneurship and access to employment opportunities tailored to the specific needs of female and male Syrian refugees and vulnerable Jordanians.

The project aimed to improve the quality of life of Syrian refugees and Jordanians with disabilities (physical and/or mental), in partnership with with the local partner Institute for Family Health - Noor Al-Hussein Foundation (IFH). Activities focused on increasing the autonomy of people with disabilities by improving their access to support services, through the provision of specialist services, awareness sessions and training.



RESULT 1.

Improved access for Syrian refugees and Jordanians vulnerable with disabilities to specific assistance services.

ACTIVITIES

Provision of specialist services

The specialist services were regularly offered as per the project chronogram until the COVID-19 emergency. During the period of restrictions imposed by the Jordanian Government in response to the pandemic, only services that could be remotely delivered were guaranteed, data on access to services during the lockdown period are currently not available. Since the end of May, regular provision of specialist services has resumed.

In the period between October and February, a total of 249 people benefited from specialist services (special education, speech therapy, visual and hearing disorders) in the two clinics in Sweileh and Zarqa. As above, data on access to the specialist care services offered – including awareness-raising sessions – disaggregated by gender and target clinic of the project are available up to and including February.

In the period between October and February, a total of 33 people benefited from physiotherapy sessions in the two clinics in Sweileh and Zarqa. These included: survivors of cerebral palsy, patients with severe muscle spasms, patients who suffered limb amputation, patients with “genu valgum”, patients with Achilles tendon shortening, adhesive capsulite, limb weakness and various types of discopathies.

Awareness raising activities

A total of 4 awareness sessions were conducted for women and men in both clinics. During the sessions, the IFH specialist introduced the ABILITY project and the services that are provided with AICS funds. The benefits of each service and the fact that everyone, regardless of their age group, can be expected within the IFH centres were also analysed. The specialist finally defined what speech therapy, special education, physiotherapy, visual and auditory disorders and how they can be diagnosed and treated.



249 people benefited from specialist services (special education, speech therapy, visual and hearing disorders) in **2 clinics**

33 people benefited from physiotherapy sessions in **2 clinics**

4 awareness sessions were conducted in **2 clinics**

RESULT 2.

Improved the ability of caregivers of people with disabilities to cope with illness and stress, to relate to local services, to deal with first aid situations.

ACTIVITIES

Due to the measures imposed following the outbreak of the COVID-19 pandemic, and in view of the fact that these measures would remain in force for group activities presumably until the end of the project, in agreement with the local partner IFH it has been decided to suspend them and to use the remaining budget to cover some essential costs essential for the proper implementation of the project activities during the two-month extension granted by AICS Amman.

RESULT 3.

Improved the NHF staff skills (of the two Clinics), by offering integrated services to people with disabilities.

ACTIVITIES

Training on motor disabilities

In September 2019, an expert on motor disabilities from Doctors for Peace carried out a mission in Amman, Jordan. On the first day he visited with local specialists the clinics in Amman and Zarqa to ascertain the state of their facilities and equipment in terms of medical equipment and qualified personnel. On the basis of what emerged during the visits, a complete and updated (quantitative and qualitative) list of the equipment provided to the two clinics was drawn up. The last days were dedicated to frontal training, conducted in English with simultaneous translation into Arabic, which was attended by 11 IFH staff specialists from the clinics in Amman (Sweileh) and Zarqa. The methodology used was a mixture of theoretical and practical lessons, brainstorming in plenary, and case discussions. During the training days topics such as: prevention of metabolic and osteo-articular pathologies; shoulder rehabilitation; knee rehabilitation; indications for a correct scientific bibliographic research and sharing of international rehabilitation protocols on PUBMED and ASCM and development of targeted technical-specific rehabilitation protocols and training were discussed.

Training on SGBV and disability

In January 2010 an AIDOS gender expert held a 5-day training on Sexual and Gender-Based Violence (SGBV) and disability, aimed at therapists/experts of different types of disabilities in order to sensitize them and enable them to recognize possible victims of SGBV among their users and to be able to send them to the relevant services. The course was attended by 13 specialists from IFH clinics. The methodology of the course was participatory, alternating moments of frontal lessons with group work activities (then shared by the participants themselves in plenary); the programme itself was adapted and redesigned according to the needs of the participants and the critical issues encountered. The first day was dedicated to

the collection of the experiences and criticalities encountered by the participants present, which were then translated into group work. The main points of the 5 days were: definition of disability; specific violence towards disabled people; specific factors of fragility of SGBV in disability; group reading of the last Jordanian disability law and adequate and respectful terminology when talking about disability. Particular importance has been given to SGBV and in particular to terminology, as the terms SGBV, GBV, SV (Sexual Violence) and Violence against Women (VaW) are wrongly often used as synonyms. It was therefore considered necessary to go into further detail.

Finally, work was done in subgroups with respect to SGBV indicators (signs, symptoms and clues of SGBV) in different situations, especially with respect to particularly fragile groups, such as children or people with cognitive disabilities, and the most appropriate way to make submissions to existing SGBV services. A reflection was, in particular, dedicated to the physical, psychological and economic consequences of SGBV, introducing the need to consider SGBV as a public health problem and not as a private and family matter.

Training on motor disabilities
was conducted and attended
by **11 IFH staff**

**Training on Sexual and Gender-Based
Violence and disability** was conducted
and attended by **13 IFH staff**





INTERSS



ITALIAN AGENCY
FOR DEVELOPMENT
COOPERATION

IRON MAIDEN

PROJECT

PROTECTION AND RIGHTS: TACKLING THE NEGATIVE
IMPACT OF SOCIAL EXCLUSION AND THE LACK
OF ACCESS TO BASIC SERVICES FOR PEOPLE WITH
DISABILITIES IN JORDAN

IMPLEMENTING PARTNER

INTERSOS

The project aimed to improve the living conditions of disabled boys and girls and their families, by increasing individual and community social protection factors through artistic and cultural activities and the use of new technologies.

The intervention strategy was divided into responsive, remedial and environment building actions, aimed at supporting people with disabilities and caregivers, in the short/medium term. In addition, activities also aimed at involving communities to create a more inclusive society, in the long term.

5 GENDER
EQUALITY



SDG 5 *Achieve gender equality and empower all women and girls.*

10 REDUCED
INEQUALITIES



SDG 10 *Reduce inequality within and among countries.*

Duration: 14.5 months

Start of activities: 07/07/2019

End of activities: 06/09/2020

Intervention areas: Amman, Karak, Irbid Governorates

Budget: € 449,450.00



OBJECTIVE

Contribute to the improvement of the quality of life of Jordanians and Syrians with physical or mental disabilities in Jordan.

SPECIFIC OBJECTIVE

Strengthen the protection and social inclusion of 3000 women and men (including boys and girls with disabilities) in the three governorates of Karak, Amman and Irbid.

The project is divided into three different results: the first aims at restoring the psycho-social wellbeing of 500 children and young people with disabilities and their families; the second result aims to increase the ability of 500 caregivers and 250 people at risk to identify and overcome the barriers that prevent people with disabilities from accessing services in the governorates of Irbid, Karak and Amman; the third result aims to enhance access to technologies for people with disabilities in 3 CBOs (Amman, Irbid and Karak), and in the Mobile Library.

In particular, the intervention followed three directives:

- Increase social protection and cohesion for children with disabilities through group psychosocial support activities and identification of GBV and CP cases that require psychosocial support or assistive devices.
- Working with service providers and beneficiaries themselves to overcome the barriers that prevent people with disabilities from accessing services.
- Enhance access of disabled people to IT tools with the aim of making them as autonomous as possible.



RESULT 1.

Restored psycho- social wellbeing of 500 children and young people with disabilities and their families.

ACTIVITIES

Identification of beneficiaries (500 children and young people with disabilities in the governorates of Karak, Amman and Irbid)

The identification of the beneficiaries took place through:

- the INTERSOS database, in which cases of families with one or more disabled people have been recorded;
- the outreach team that will also reach cases living in the most remote areas of the country.

Courses and training for social workers and staff who will work in psychosocial support groups

INTERsos staff, together with the dedicated HCC staff, received ad hoc courses on how to manage the most difficult cases of disability, on the most suitable methods of communication with children with disabilities, and on how to manage groups of children and young people.

Group PSS activities (art, music, theatre)

PSS activities for children with disabilities were designed on three levels, as this type of support (PSS) represents the relationship between the psychological and social aspects of our life. It focused on artistic and creative activities with a strong component of training and education for families involved in the lives of children with disabilities.

The PSS focused on the following activities:

- Theatrical activities: where students can express themselves through role playing and acting.
- Gaming activities: aiming to present the beneficiaries with a particular challenge or exercise to be faced.
- Musical activities: involve the creation of music by students.
- Puppet activity: involves the use of puppets to encourage students to explore their thoughts and feelings.
- Relaxation activities: aimed at relaxing children and encourage a safe space through physical activity and guided meditation.
- Visual arts activities: drawing and painting for self and group expression.
- Target: 500 children with disabilities.

Referrals (internal referrals) for GBV and CP cases to the ECHO programme for individual psychosocial support (case management)

Thanks to INTERsos expertise in terms of case management of GBV and Child protection (CP) cases, in the event that qualified staff presented at the PSS sessions identified cases that needed particular attention, they reported these cases to INTERsos programmes, funded by ECHO and AICS, to provide peer to peer case management support.

Purchase of assistive tools for the most vulnerable beneficiaries

In the event that the most vulnerable beneficiaries followed by case management presented particular needs, INTERSOS, thanks to the case management itself, provided the assistive tools necessary for the beneficiaries.

Organization of final events / shows

At the end of the PSS activities, events were planned (27 events in total) so that children could perform in front of their relatives and the community. Thanks to these events, social cohesion was strengthened between Jordanians and Syrians, between people with and without disabilities and between their respective parents.

Use of a Mobile Library to raise awareness among young people and children on the issue of disability

The mobile unit was strengthened with targeted material and activities inclusive of young people and children with disabilities.

In particular, these activities were of three types: storytelling, crafts (Handcraft) and sport. The target groups were mixed in order to promote the social inclusion of children with disabilities in daily activities with their peers. Target: 216 children. Overachieved.



553 minors and children with disabilities
attended PSS sessions

94% of people with disabilities were satisfied
with the aid devices they received

RESULT 2.

Increased ability of 500 caregivers and 250 people at risk to identify and overcome the barriers that prevent people with disabilities from accessing services in the governorates of Irbid, Karak and Amman.

ACTIVITIES

Development of materials for group psychosocial training and support for adults

This activity refers to the development of ad hoc materials for psycho-social support sessions for parents and caregivers of children with disabilities. The materials guided the psychosocial support sessions and was essential to support parents in the daily management of children with disabilities.

Psychosocial support for parents of children with disabilities

In line with a holistic approach, INTERSOS also directly involved the parents of these children, providing them with psychosocial support. INTERSOS, through this activity, activated different types of groups, depending on the needs, such as:

- Emotional support groups
- Group PSS with activities such as sharing sessions, how to release accumulated stress, etc. Target: 500 parents/caregivers of children with disabilities.

Creation and training of 3 APDs, one for each intervention area

In each of the intervention areas, Amman, Irbid and Karak, INTERSOS established Associations of People with Disabilities – APD. INTERSOS will support the training of these APDs whose main objective is to break down cultural and material barriers, which constitute a source of discrimination for PWDs, through awareness-raising sessions, information dissemination and above all empowering of community members.

Each APD drew up its own terms of reference so as to define the objectives of the association, their activities, and related managers and other operating procedures.

Follow up on the activities carried out by the 3 APDs

During the initial period, INTERSOS staff were present to train the APDs on how to operate, the general principles of protection and how to refer the most complex disability cases to international organizations for assistance.

Development of materials for SRH awareness sessions for girls with disabilities

The material for the Sexual and Reproductive Health awareness sessions will be developed by the health expert and will be structured taking into account the cultural and religious characteristics of the different areas of intervention. The developed materials were tested during the first pilot awareness sessions conducted by the health expert with stakeholders, so as to be able to verify their relevance and effectiveness.

Development of materials for awareness sessions on social inclusion

INTERSOS staff developed the material for the awareness sessions about social inclusion. The material developed has the ultimate aim of raising awareness among caregivers and the

community on the barriers that prevent people with disabilities from accessing services in the 3 target Governorates, thus compromising the conduct of an independent life and full participation in social life.

SRH awareness sessions for girls with disabilities

These sessions focused on the issues related to SRH that girls with disabilities are forced to face due to their disability.

The aim of the sessions was to address the misperceptions towards SRH of people with disabilities and provide information so that beneficiaries can improve their knowledge of SRH, their access to the health system and its services, but above all to ensure awareness on the right to decide on one's body and sexuality. Target: 250 girls with disabilities.

Organization of awareness-raising sessions on the social inclusion of people with disabilities conducted at community level

In order to improve information on the importance of inclusion of PWDs in all aspects of social life and to break down the barriers that affect their participation in community life and access to services, INTERSOS organized awareness-raising sessions aimed at the community in all areas of intervention. Target: 1,000 beneficiaries.



1100 people participated
in awareness sessions

70% of girls with disabilities
improved their knowledge of Sexual
Reproductive Health

513 parents attended awareness
sessions on protection for their
children with disabilities

RESULT 3.

Enhanced access to technologies for people with disabilities in 3 CBOs (Amman, Irbid and Karak), and in the Mobile Library.

ACTIVITIES

Training for children with disabilities on ICDL

INTERSOS collaborated with the GAM Center (later replaced with the Child Development Center (Learning Together)) to ensure the participation of 45 children with disabilities in a course of ICDL - International Computer Driving License for Disabled Children.

Training for children with disabilities through “Learning through play” with IT tools

INTERSOS contributed to the “Learning through play” activity. Thanks to these activity children will learn the following:

- strengthen methods of communication
- strengthen social skills
- increase the ability to follow instructions and take part in a group
- learn how to solve basic problems
- learn how to relate to other peers.

Training for INTERSOS staff and CBOs on how to promote “Learning through play” activities in their respective areas of intervention

In addition to the activities directly implemented with the children, a Child Development Center (Learning Together) trainer conducted sessions with the staff of INTERSOS and CBOs in order to enable them to conduct such “Learning through play” sessions with disabled children in CBOs.

Procurement to 3 CBOs and the “Mobile Library” of IT tools that can be used by PWDs

INTERSOS provided software and hardware that can be used by people with disabilities to the CBOs and the Mobile Library. Such tools will allow people with disabilities to participate in learning activities. Considering that many children with disabilities do not attend formal school, this activity will provide alternative tools to learn and know the fundamentals of the different academic subjects.

45 children with disabilities
participated in trainings on
use of IT aids and softwares

100 men and women
trained on how to teach
children with disabilities
safe use of technology





IMPLEMENTING PARTNERS

TERRE DES HOMMES/VENTO DI TERRA

The intervention aimed to support the Syrian refugee population, especially those living in mobile settlements, to improve their living conditions.

The action funded by the Italian Cooperation provided assistance to the most vulnerable families and people affected by the Syria crisis both inside and outside the camps, by increasing access and quality of basic health care and protection needs (shelter, health and hygiene).

Budget: € 600,000.00

Following the prolonged crisis in Syria, a high number of refugees fled Syria to seek refuge in neighbouring Countries. In Jordan, an increasing percentage of these refugees live in extremely critical conditions in rural areas of the Country, as they settled in Vulnerable Out-of-reach Communities (VOC) not recognized by the Jordanian government and therefore difficult to identify, assist and support.

VOCs are divided into 2 categories: more stable informal camps or mobile settlements, with the latter resettling according to the agricultural season, the main source of livelihood, on average twice a year. The temporary nature of these settlements makes it more difficult to foresee and plan a medium-long term intervention.

The settlement land is mostly owned by private Jordanian citizens, who require a monthly payment in cash or a corresponding work in the fields. Access to basic services such as health, hygiene, education, protection of the most vulnerable categories is almost absent, with consequences for the entire population living within the VOC, regardless of age.

In light of the above, the main objective of the relief and post-emergency rehabilitation intervention was to ensure:

1. improved access to basic services and protection in the medium to long-term for the most vulnerable categories such as children, women people with disabilities in both informal settlements and host communities;
2. improved hygiene, health and essential services within the mobile settlements through provision of health services – such as mobile medical teams for the provision of primary health and maternal and child health services – quality water, safe shelters throughout the year, training for the installation and maintenance of equipment;
3. improved conditions, skills and services offered by CBOs, which includes strengthening the capacities of local CBOs in offering services through Training of Trainers (ToT), so that they can offer outreach and referral services for the most vulnerable categories, awareness sessions on issues such as: Gender Based Violence (GBV), psychosocial support activities, child exploitation, personal hygiene, use of water and respect for the environment, etc.



PROJECT

MOSTAQBALUNA: IMPROVE THE ACCESS TO PRIMARY HEALTH AND PROTECTION SERVICES FOR THE MOST VULNERABLE COMMUNITIES IN THE GOVERNORATE OF MAFRAQ

IMPLEMENTING PARTNER

FONDAZIONE TERRE DES HOMMES ITALIA ONLUS,
VENTO DI TERRA

The project aimed at strengthening the health and protection of 1953 Syrian refugees (493 women 342 men, 559 girls, 559 boys) in informal settlements and other vulnerable groups in isolated areas of Northern Jordan, through the provision of health and social assistance services.

The project intended to contribute to raising levels of assistance in response to the basic needs of the most vulnerable communities within the Vulnerable Outreach Communities (VOCs), in the governorate of Mafraq.



SDG 3 *Ensure healthy lives and promote well-being for all at all age.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 13 months

Start of activities: 06/05/2019

End of activities: 31/05/2020

Intervention areas: Mafraq governorate

Budget: € 609,185.02 (599,785.02 funded by AICS)



OBJECTIVE

Contribute to raising levels of assistance to the basic needs of the most vulnerable communities within the VOCs, in the governorate of Mafraq, Jordan.

SPECIFIC OBJECTIVE

Improve the access to basic sanitation and protection services and awareness of the same issues as 1,953 beneficiaries from the most vulnerable communities within the selected VOCs in the northeast area of the city of Mafraq, within 9 months.

The project contributes to raising levels of assistance to the basic needs of the most vulnerable communities within the VOCs in order to improve the access to basic sanitation and protection services and awareness of the same issues as 1,953 beneficiaries (493 women 342 men, 559 girls, 559 boys) from the most vulnerable communities within the selected VOCs in the northeast area of the city of Mafraq, within 9 months. The intervention focuses on strengthening the social and health care system in the area and promoting the inclusion of people exposed to specific vulnerabilities by involving both Syrian refugee families in Jordan and Jordanian families at high risk of vulnerability, with particular attention to children, infants, pregnant women, people and children with disabilities, residents both in urban areas and in the VOC areas of the Mafraq governorate, who live in conditions of extreme marginality and who have been, and are, more affected by the crisis than other groups of individuals.



1,309 men, women and children improved their access to primary health and maternal-child health services by at least 40%

228 men, women and children improved their awareness of reproductive health, family planning and hygiene practices by at least 50%

1 CBO project partner improved the quality and dissemination of primary health services

RESULT 1.

Improved equal access, dissemination and quality of primary health care services and awareness on reproductive health, family planning and hygiene practices for 1309 beneficiaries, identified among the most vulnerable groups in the VOCs selected in the north-east area of the city of Mafraq.

ACTIVITIES

Creation of a mobile medical unit for the provision of primary health services and maternal and child health (RMNCH) for vulnerable women and minors within VOCs in the governorate of Mafraq

In May and June 2019, in collaboration with SFWS, TdH It selected the human resources for the provision of health services within the VOC of the governorate of Mafraq: 1 gynaecologist doctor, also specialized in basic medicine; 1 paediatrician doctor; 2 nurses; 2 outreach worker; 1 field coordinator; 1 volunteer pharmacist. TdH It purchased the medical equipment in August 2019, while the minivan was registered on behalf of SFWS at the beginning of November 2019. At the end of the intervention, the minivan and all the purchased material were donated to the local partner SFWS in order to improve its ability to provide medical services to vulnerable refugees and Jordanians.

Provision of primary health services and maternal and child health (RMNCH) through home visits and field activities for vulnerable women and children

In May and June 2019, TdH It selected the VOCs, all hosting Syrian refugees, to provide them with RMNCH services, in close collaboration with Vento di Terra (VdT) project partners, Jordan Relief Organization (JRO), War Child UK (WCUK) and Child Care Charity Association (CCCA). In total, 23 VOCs were selected with an approximate 3,000 people, half of them being minors. On 06/26/2019, TdH It started the health activities: 1,634 patients (528 women, 469 girls, 150 men, 487 children), all Syrians with the exception of 2 Jordanians, were registered, using tablets and the KoBo Toolbox software, and they received a first free basic, reproductive and paediatric medical assistance and 2,193 follow-up medical visits, for a total of 3,827 medical visits.

Implementation of Health awareness sessions with focus on reproductive health, family planning and hygiene practices for the most vulnerable groups

From 26/06/2019 to 15/03/2020, 488 people (377 women and 111 men, all Syrians) participated in the awareness sessions held at the selected VOCs. In total, 228 participants (190 women and 38 men) improved their awareness on the addressed topics by at least 50%. On average, the 488 participants in the awareness sessions improved their awareness by 43%.

Organisation of Health open days

3 Health open days were held on 24/09/2019, 23/01/2020 and 10/03/2020 in the informal camps of Al-Addad, Abu Shahoud and Al-Hasakawi. During the open days, 141 people (83 minors and 58 adults, all Syrians) received 54 eye and 87 otolaryngologists visits. The last open day, scheduled for April 2020, was cancelled due to restrictions in response to the SARS-CoV-2 virus.

RESULT 2.

Improved access, quality and dissemination of qualified social protection services and awareness on women's and children's rights and on the protection mechanisms for 1347 beneficiaries among the most vulnerable groups in the selected VOCs in the north-east area of Mafraq.

ACTIVITIES

Implementation of occupational therapy sessions

On 09/09/2019 the Occupational Therapist based in Mafraq, Oroub Mahmoud Ali El'eimat, started the activity. The beneficiaries were followed up through individual therapy sessions and personalized rehabilitation treatments. The therapist also carried out 3 disability awareness sessions, one in the Jawaher camp and two in the Sabha camp, for beneficiaries and caregivers on daily difficulties and still existing cultural taboos. The therapist also participated in the open days supporting children with disabilities. Overall, 45 beneficiaries with disabilities were reached, ensuring that the expected target was exceeded (41 beneficiaries).

Provision of structured psychosocial support activities (PSS) for minors, adults and people with disabilities

The PSS activities, divided into two cycles, started on 25/08/2019 and were conducted by 12 CCCA facilitators, 2 of whom worked in collaboration with the project partners VdT and JRO. PSS sessions for children with disabilities, led by 6 CCCA facilitators, started in the first week of September with the participation of the same 30 beneficiaries (14 F and 16 M) in both cycles. In total, 564 minors (293 F and 271 M) and 100 adults (59 women and 41 men) were registered using the KoBo Toolbox software. Of the 564 registered minors, 346 came from families with no stable source of income, 262 showed signs of neglect and/or discomfort (such as poor personal hygiene, strong shyness, anti-social behavior, aggression, hyperactivity), 83 were out of the formal school system and 29 they were orphans of both parents. Only 6 minors said they had previously participated in a PSS programmes. 520 beneficiaries (344 Syrians and 176 Jordanians) participated in at least 75% of the sessions scheduled for each activity, thus successfully completing the programmes according to the methodology and standards established by WCUK.

Strengthening the protection service: referrals, case management and outreach

VdT started the activity on 18/08/2019, in synergy with the "Himayati" project and in partnership with JRO. Overall, the mobile team reached 310 beneficiaries through case management activities ensuring that the expected target was exceeded (288 beneficiaries) and 9 meetings were held with the focal points (compared to the 6 planned).

Implementation of Protection awareness sessions with emphasis on Child Protection, GBV, PSS, early marriage and child labour

WCUK/TdH IT and CCCA

The Protection awareness sessions were held both in the CCCA centre spaces and in the selected VOCs and referred to key messages and tools made available by the Amani Campaign.

In total, in the two cycles, 333 beneficiaries participated in the awareness sessions. 75.6% of the participants reported progress over the topics addressed while 62.5% (208 participants) reported an improvement of at least 50%.

VdT and JRO

The awareness cycle on GBV and domestic violence ended on 02/27/2020 and involved 153 beneficiaries. The cycle on human and women's rights ended on 02/29/2020 and involved 170 beneficiaries. Both cycles exceeded the expected target (150 beneficiaries per cycle). All beneficiaries are Syrian adult women settled in VOCs.

In March, 2 short additional cycles were launched on the same issues. The activity was stopped on 03/15/2020 due to restrictions in response to the SARS-Cov-2 virus. For the third cycle, 5 out of 8 sessions were conducted; for the fourth cycle 3 sessions out of 8. The awareness cycles reached 389 total beneficiaries, ensuring that the expected target was exceeded (300 beneficiaries). The comparison between pre and post questionnaires administered to 376 beneficiaries indicates an increase in awareness on women's rights and protection mechanisms of 52.24%.

1,347 men, women and children have improved their access to qualified social protection services by at least 20%

597 men, women and children have improved their awareness of women's and children's rights and protection mechanisms by at least 50%

2 CBOs project partner improved the quality and dissemination of the social protection services offered, and **20 CBO operators** were trained in outreach, case management, referral systems and GBV through **16 training sessions**



Activation of training sessions for trainers (ToT) in the reference CBOs, regarding outreach, referral, case management, Child Protection, GBV services, for the most vulnerable categories

From 22/09/2019 to 07/10/2019 the Protection Officer conducted the first 10 training sessions for the local staff of JRO and CCCA, to strengthen the skills of the project staff regarding outreach, referrals and case management. From 10/27/2019 to 11/4/2019 the Protection Officer conducted the following 6 sessions on GBV issues. The last 12 sessions on Child Protection were suspended on 03/15/2020 due to restrictions in response to the SARS-CoV-2 virus.

Rehabilitation of the CBO JRO premises

The first phase of interventions concerned the reconstruction of the roof and the replacement of the windows of the classrooms and the related safety measures and ended on 12/24/2019. The second phase involved the reconstruction of the glass domes on the roof. The works started on 04/02/2020 and were suspended on 03/13/2020. In agreement with AICS and to solve this issue, VdT commissioned an external engineer to verify that works in Mafrq were well executed. The inspection took place on 20 May with a positive outcome.

Organization of open days on protection

WCUK / TdH It and CCCA

The first of the 2 open days (graduation event) at the end of the first cycle of protection activities at the CCCA space was held on 11/27/2019. The minors who participated in PSS activities, including minors with disabilities, staged theater and choreographic shows they planned with the support of CCCA facilitators.

The second graduation event, scheduled at the end of the second PSS activity cycle in March 2020, was canceled due to the SARS-CoV-2 virus. Certificates of completion of PSS activities were produced and delivered to CCCA participants and staff.

VdT and JRO

The first 2 open days took place on 19/12/2019 in an informal camp in Jamaa and on 24/12/2019 in an informal camp in Jawaher. The beneficiaries of the surrounding camps also participated in both events for a total of about 120 people per day.

During the open days, the mobile team talked about the project activities, the existing protection services on the territory of Mafrq, to sensitize the communities regarding protection issues and to strengthen their trust relationship built with the communities of the informal camps.



مستقبلنا

تحسين الوصول لخدمات الصحة الأولية والحماية
الأكثر ضعفاً في محافظة المفرق





PROGRAMME

INITIATIVE TO SUPPORT THE ACHIEVEMENT OF MINIMUM PROTECTION TARGETS FOR PARTICULARLY VULNERABLE PEOPLE AMONG REFUGEES AND HOST COMMUNITIES IN JORDAN – PHASE II

IMPLEMENTING PARTNERS

AVSI JORDAN, INSTITUTE FOR UNIVERSITY COOPERATION (ICU)/COOPI, UN PONTE PER..., VENTO DI TERRA, INTERSOS, ACTION AID INTERNATIONAL

The Initiative is part of the strategy of the Italian Cooperation in Jordan within the framework of humanitarian action in response to the consequences of the Syria crisis in the Country. Interventions aimed at intervening in the sector of protection of refugees and other groups, whose vulnerability has increased due to the impact of the Covid-19 pandemic.

Budget: € 3,25 M

The majority of Syrian refugees, having long since exhausted their savings and having at the same time extremely limited access to livelihoods, survive in conditions of extreme precariousness, struggling to access food in adequate quantity and quality, decent housing and essential services such as health care, education, etc.

Among the poorest and most marginalized groups are the communities living in informal camps. Such camps, also known as Informal Tented Settlements (ITS), are mostly makeshift lodgings created on private agricultural land and inhabited by families, not only Syrians, dedicated

to agricultural work in the fields. These populations, defined as vulnerable out-of-reach communities (VOC), live in conditions of extreme hygienic-sanitary distress, facing significant difficulties in accessing basic services. Moreover, they are strongly dependent from the landowner who guarantees them a space on which to settle against the payment of a monthly rent or a corresponding work performance.

Given their difficulty in accessing regular job opportunities, most refugees are in fact forced to operate in the informal economy. Poverty and marginalization expose many families to abuse and exploitation, while on the other hand they resort to negative coping strategies such as school dropout, child labour and early marriage, but also isolation, depression, verbal and physical violence, thus creating additional risks in the protection sphere.

In addition, the impact of the COVID-19 pandemic, that resulted in a protracted lockdown throughout Jordan, has had a major socio-economic impact on the most vulnerable categories. With this initiative, the Italian Cooperation intended to help reduce vulnerabilities of the refugee population and the host communities most exposed to the consequences of the Syrian crisis and the effects of the COVID-19 pandemic.

Priority actions were set as follow:

- Strengthen access of the most vulnerable categories among refugees and host communities to an inclusive net of social protection services.
- Strengthen capacity of refugees and Jordanians affected by the effects of the Syria crisis and the COVID-19 pandemic to meet their essential needs.
- Community empowerment through the strengthening of community-based protection mechanisms.



PROJECT

SAFE II

INTERVENTION IN SUPPORT OF THE ACHIEVEMENT OF
MINIMUM PROTECTION STANDARDS FOR THE MOST
VULNERABLE PEOPLE AMONG REFUGEES AND THE
HOST COMMUNITY IN JORDAN – PHASE II

IMPLEMENTING PARTNER

AVSI JORDAN

SAFE II aimed at promoting the inclusion and psychosocial well-being of at least 623 children and adults with specific vulnerabilities, in a structured framework of social protection services.

The project builds on the previous intervention started in September 2018 (SAFE) and focuses on ensuring the sustainability and expanding the effects of the first phase of the programme by increasing the focus on people with disabilities. Beneficiaries, that are selected among the refugee population and host communities of Aqaba, Qweirah and Zarqa, include in fact 20% of people with disabilities.

The cities of Zarqa, Aqaba and Qweirah were selected as areas of intervention because of the high number of hosted refugees and the extreme poverty and high vulnerability that affect large portions of the population, both refugees and host communities.



SDG 1 *End poverty in all its forms everywhere.*



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 17 months

Start of activities: September 2019

End of activities: January 2021

Intervention areas: Aqaba and Zarqa governorates

Budget: € 489,113.00



OBJECTIVE

Support cultural and social integration and improve the living conditions of refugees and host communities in Jordan.

SPECIFIC OBJECTIVE

Improve access and the quality of basic educational services for the weakest sections of the Syrian refugee population and host communities.

In the city of Zarqa, 18% of the population is characterized by a high level of vulnerability and 76% of Syrian children is not enrolled in schools. Aqaba (159,018 inhabitants) and Qweirah (29,142 inhabitants) were also included in the intervention because of lack of protection-related quality services. In the two cities, there is a total of 3,542 registered refugees.

The direct beneficiaries of SAFE II are 330 vulnerable children, aged from 6 to 14, who are out-of-school and/or working and/or victims of abuses and violence, 75 vulnerable young girls and boys from 15 to 25 years old who are victims or at risk of violence and abuses, 180 parents who will participate to the psychosocial and educational programme, and 38 operators (case workers, educators, case managers, etc.) who will attend the capacity-building sessions. As per the children, 300 will participate in the psychosocial support (PSS), recreational, cultural and sport activities, and in the remedial and catch up classes. Around 30 of them are out-of-school and, for this reason, will be followed by case managers who will provide them with counselling and cash transfers if needed.

Gender is one of the main cross-cutting issues of the project. During the implementation phase, gender is represented at different levels:

- Project's partners select Syrian volunteers so to represent both genders equally;
- Social workers and facilitators are trained by women and men on an equal basis.

Gender remains a focus in every awareness-raising session on positive parenting and health (risks for the youth, early marriages, sexual and reproductive health, breast-feeding promotion, etc.).

The special needs of **people with disabilities** and their social inclusion are also well integrated in the activities of the project (PSS and educational activities, awareness-raising sessions, technical trainings for beneficiaries and AVSI Staff, teachers included). Specific events (5 per area) will be organised by Our Lady of Peace Center (OLOPC), partner of the project, to fight the social stigma surrounding disabilities in Jordan. 2 technical trainings will focus on the importance of making case management, counselling and cash transfers for victims of abuses and violence more inclusive towards people with disabilities; the training will strengthen the capacity of Community-Based Organisations (CBOs) in Qweirah to defend the rights of people with disabilities.

In planning the activities, a particular emphasis has been put on **youth**. Teenagers represent more than a half of the registered refugee population in Jordan. Indeed, they are one of the main groups of concern within the project. They are exposed to multiple risks, such as to school drop-out (only 23% goes to school after 14 years old), early marriages and child labour. In order to guarantee the access to basic social services to this vulnerable group and, in turn, to ameliorate their general well-being and contribute to their social inclusion in the long-term, SAFE II carries out a series of psychosocial, cultural, educational and recreational activities that are designed to strengthen teenagers' and young people's life skills.

RESULT 1.

Promoted inclusion of people with specific vulnerabilities in a structured social protection framework.

ACTIVITIES

Psychosocial support (PSS) activities for youth

75 young people from 15 to 25 years old (40% boys and 60% girls) were selected based on their level or risk or vulnerability (e.g. living in violent or abusive family environments, out-of-school and working teenagers, victims of early marriages). They were distributed in different classes of 25 people per area, and participated to 18 sessions of life-skills trainings (divided in 8 Modules), each being focused in one specific activity for a total of 1.30/2h. The educators belonged to local and previously trained CBOs with the support of AVSI Staff in the field. Each cycle consisted of 30h (3h/day for 10 days distributed in 2 months).

The topics discussed during the sessions are as follows:

- Self-consciousness
- The value of the person, alone and in its relations with the others
- Stress and emotions' management
- Problem solving and decision making



The goal of the sessions was to help young people to learn mutual support and motivation, both inside and outside this safe space. Different learning methods were followed in the sessions, from playing in team, to open discussions, surveys, quizzes and movies. 20 participants were chosen on a competency base and for their active interest and participation in the sessions, and trained from the Italian Association of Football Players (Associazione Italiana Calciatori).

PSS, recreational, cultural and sport activities for children aged from 6 to 14 years old in order to ameliorate their well-being

Remedial and catch up classes for working children and children victims of violence and abuses

Awareness-raising activities to foster social inclusion for working children, people with disabilities and children victims of violence and abuses

AVSI carried out activities aiming to fight the social stigma against people with disabilities and organised awareness sessions with parents of working children and children victims of violence and abuses.



***75 young people**
benefited from psychosocial
support activities*



RESULT 2.

Ameliorated quality and availability of the integrated services of prevention and response to violence, exploitation and abuses.

ACTIVITIES

Capacity-building for institutions and local partners

Topics discussed:

- Identification mechanisms and referral pathways;
- PSS approach;
- Life skills;
- Child Protection standards;
- Awareness-raising activities to combat the social stigma surrounding disability.

Case management and counseling for victims of violence and abuses

Case managers were responsible for identifying and diagnosing the entity of the various cases, elaborating and implementing an intervention plan for each case, especially for those at medium/high risk. The instruments that case managers used are: households' visits and interviews with teachers, educators and parents. If the cases were at high risk, they could also decide to refer them to the responsible organisations. In case they decided to take charge of the cases (law/medium risk), they provided the beneficiaries with psychological individual/group/family counselling. Financial aid was also a part of the response, but only for the most severe cases.

Cash transfer

Cash transfer for the most severe cases of out-of-school children from 6 to 14 years old, working children and victims of violence and abuses, and people with disabilities. AVSI delivered also another type of cash assistance, previously experienced through the Distance Support Programme (SAD): direct financial aid to the families of 100 children from 6 to 16 years old, in North Zarqa, to cover school fees (170 € per children per year).

All the activities were realised with the contribution of the following local and institutional partners: Ministry of Social Development (MoSD)-Al Manar Centre for people with disabilities and Youth Center, Latin Patriarcate, Tanaghom, OLOPC, Rwad el Kheir.





PROJECT

DARNA
STRENGTHENING COMMUNITY-BASED SOCIAL CARE
AND PROTECTION SERVICES IN THE MOST VULNERABLE
AREAS OF THE AMMAN AND IRBID GOVERNORATES

IMPLEMENTING PARTNERS

ISTITUTO PER LA COOPERAZIONE UNIVERSITARIA (ICU)

The project, as part of the AICS initiative in support of vulnerable refugees and host communities in Jordan, aimed to create a structured framework of assistance and social protection.

Thanks to an integrated and multisectoral approach, vulnerable children could participate to after-school activities and creative and sports workshops, while adults could benefit from parents support groups, as well as community training on the topics of prevention and response to gender-based violence, child protection, and on-the-job training.



4 QUALITY EDUCATION



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*

5 GENDER EQUALITY



SDG 5 *Achieve gender equality and empower all women and girls.*

10 REDUCED INEQUALITIES



SDG 10 *Reduce inequality within and among countries.*

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

17 PARTNERSHIPS FOR THE GOALS



SDG 17 *Revitalize the global partnership for sustainable development.*

Duration: 15 months

Start of activities: 03/11/2019

End of activities: 02/02/2021

Intervention areas: Amman and Irbid Governorates

Budget: € 447,215.00

OBJECTIVE

Provide support for protection and access to services for all vulnerable groups affected by the Syrian crisis.

SPECIFIC OBJECTIVE

Strengthen social care and protection services in the most vulnerable areas of Irbid and Amman governorates through awareness-raising activities, establishing of educational and psychosocial activities and the creation of protection services for vulnerable people and their families.

The Darna project was implemented by ICU and COOPI, with NHF as local partner, and aimed at increasing the inclusion of the most vulnerable people through a structured approach to social care and protection, as well as improve the community's ability to provide integrated protection services that included the most vulnerable groups of the community.

The area of intervention was the governorate of Amman, in particular East of Amman (where there are two CBOs, East Amman Charity and Families Development Association), and the governorate of Irbid, especially the district of North Mazar (where there are two CBOs, Rhaba Charitable Association and Dayer Yousef Charitable Association). In all of the four CBOs, interventions removed architectural barriers for People With Disabilities (PWDs) and created indoor and outdoor areas to implement recreational and psychosocial support activities.

The interventions focused on four categories:

- **Gender:** CBO leaders, managers and volunteers were selected maintaining a balance between the number of men and women. Support networks are created to help especially vulnerable women at risk of physical and psychological violence;
- **Minorities:** the selected areas of intervention are particularly affected by the influx of Syrian refugees;
- **Poverty:** a particular connection between vulnerability and poverty is identified, through a cause-effect relationship. A situation of vulnerability can trap people in poverty, and vice versa
- **Education:** conditions of vulnerability and/or poverty may prevent children from accessing the appropriate education system.

72% of beneficiaries were children, a choice dictated by the need and willingness to create sustainable and long-term social inclusion, starting from the younger groups;

7% of beneficiaries were people with disabilities.

Although some activities have been significantly delayed due to the pandemic, some activities have been rescheduled in order to overcome the restrictions imposed by the government due to the crisis and to be able to still achieve the project objectives, also the granted extension helped achieve the objective. For example, part of the budget has been reallocated to purchase 100 tablets for the children who participate in the after-school activities, to be used also in the case of school shutdown to attend online school sessions. At

the same time, children will also be taught about using existing platforms for online school learning, in anticipation of a possible school shutdown due to a new pandemic crisis. In addition, in order to respond to the new needs caused by the crisis, specific activities for the prevention of the Covid19 virus have been added, such as the distribution of sanitizing material to sanitize the CBO space (a disinfectant spray that CBO staff can use for daily disinfection in common spaces), the distribution of gloves, masks and sanitizers, and the launch of a campaign of infection prevention in the target communities, in line with the Jordanian government's guidelines.

RESULT 1.

At least 300 minors received support and protection services, participating in psychophysical support activities at the CBOs.

ACTIVITIES

Outreach activities for the recruitment of participants in the project activities, including particularly vulnerable and at-risk groups or victims of violence and abuse
NHF conducted outreach activities to recruit participants in the project's activities. Using a questionnaire based on the Vulnerability Assessment Framework (VAF), 16 volunteers collected a minimum of 1000 interviews, including at least 50% of women, 30% of Syrian refugees, 7% of people with disabilities. The data gathered via tablets were collected in a database that helped the project team in selecting the most vulnerable among the population surveyed. The beneficiaries of project activities were selected from the pool of people interviewed through this exercise. The purchased tablets were donated to the 4 CBO to use them for similar activities in the future.

Organization of creative and sports workshops to promote the psychosocial support of vulnerable children

Different laboratories (2 creative workshops and 1 sports laboratory) were organized at the 4 CBO for 10 months. Each workshop was held twice a week in each CBO, allowing the participation of 50 participants per CBO, for a total of 200 Participants (children): Workshop of Art and Storytelling; Workshop of Music Therapy; Sports lab and creative movement. The children attending the 3 workshops were supervised by the volunteers trained through the project to identify vulnerable cases.

Activating after-school activities

The courses were organized and managed by 24 trained volunteers (6 for each CBO), for the duration of 6 months. Depending on the identified needs, volunteers organized several individual or group sessions (5-7 children per session) for a total of 100 children (25 per CBO). The supply of tablets to 100 children who followed after-school has also been added to this activity. This provided children with a tool to be able to take school lessons online if the Jordanian government decides to close schools again. In addition, volunteers who followed up on the children in the after-school activity also instructed them on the use of the platforms launched by the Jordanian Government to promote online education, in case of lockdown of schools.

Activation of Case Management and Counselling desks/services for individuals at risk of violence and abuse including people with disabilities, with the support of the Institute for Family Health

NHF identified 3 case managers who worked with 32 volunteers (6 volunteers, 1 team leader, 1 CBO manager – for each of the 4 CBO) to provide assistance to vulnerable cases. based on the volunteer's reports, duly trained to identify cases of violence and abuse (1.5), the case managers will initiate a collaborative process of evaluation, planning, coordination, monitoring and verification of the opportunities and services available, to meet the overall needs of the person and the family, in order to ensure the quality of care and the efficiency of the service. Simultaneously with the activity of case management, the intervention aimed to improve the psychophysical well-being of the beneficiaries involved in recreational and educational activities, through the activation of an afternoon consulting desk. The 3 counselors, identified by the Institute for Family Health (IFH - part of NHF), ensured a safe and secure environment to create a space for support, listening, empathy, attention and dialogue, necessary for the general psycho-physical well-being of each individual.

Community training on the topics of prevention and response of cases of gender- based violence, child protection and on-the-job training provided by the Institute for Family Health

The training aimed to educate 24 volunteers, 4 team leaders, and 4 CBO managers on principles, procedures, roles and responsibilities in preventing and responding to gender-based violence and child protection in Jordan.

Create parent support groups

A psychologist/facilitator facilitated the meetings of 80 parents (20 for each Cbo). Each Cbo hosted 2 groups of 10 parents each, who met once a week for a period of 4 months. The purpose of the parent support groups was to provide a space for parents of vulnerable children to share information, experiences, challenges and possible solutions, which will resulted in mini projects (community initiatives) for the development of their communities. During the meetings, counselors raised awareness about Gbv, child labour, mental health and disability.



32 volunteers trained to support psychosocial activities and identify vulnerable cases

300 children benefitted from psychosocial activities at the CBO facilities (music therapy, art therapy and

30 vulnerable children could access the case management system, and another **40** were

80 parents of highly vulnerable children participated in support groups

RESULT 2.

At least 80% of direct beneficiaries reported an improvement in the services offered by the Cbo, after the provision of equipment and training of the 4 Cbo involved.

ACTIVITIES

Promotion of community initiatives

Community projects resulting from the parent support groups were assessed by a committee of Cbo representatives and project partners, with the following criteria: 1) impact on improving the safety and protection of community members, particularly vulnerable people; 2) commitment of the initiative to local needs; 3) resource efficiency. The 4 selected projects were financed with 3,200€ each, and funds were managed by COOPI in collaboration with parents and local leaders. Examples of community initiatives are: the creation of a group of volunteers who accompany children from home to school to reduce cases of bullying and violence; raising awareness on domestic violence; campaigning for social cohesion and inclusion of people with disabilities.

Realization of awareness raising meetings against the social stigma of people with disabilities

The awareness activities aimed to raise awareness on the daily difficulties people with disabilities face. In collaboration with the CBO, 2 awareness campaigns were launched to raise awareness in the community on the physical and psychosocial difficulties of disabled people. Relevant institutions, local associations and representatives of the higher Council for the Rights of people with Disabilities were involved.

Improvements of the facilities of the centres (reduction of architectural barriers and equipment of recreational spaces)

This activity included providing CBOs with specific material for the creation of recreational and psychosocial support spaces, and access ramps and equipped bathrooms for people with disabilities. Response activities to Covid19 have also been added, such as the distribution of protective kits (gloves, masks and sanitizers), the supply of sanitizing spray for the sanitization of common spaces in the CBO, and specific training of CBO staff on the Jordanian government's directives on the virus prevention, including the distribution of information material for community use.

Institutional development of the CBOs

This activity aimed to strengthen the internal structure of local organizations in terms of administration, staff, financial sustainability strategies, to ensure their sustainability after the project. NHF carried out this activity through its Capacity Building & Business Services Development unit. The CBO's team learned to identify strategic plans to cover lab costs, volunteers' salaries, and other services offered after the project.



اماس
ماء عالي الجودة معتمد بالهيئة العامة للغذاء والدواء
Park Goodwater Bottled Water

"Drink Amas
Infinite Youth"

PROJECT

RIHLAT AMANI

(MY JOURNEY TO SAFETY). INITIATIVE TO SUPPORT THE ACHIEVEMENT OF MINIMUM PROTECTION GOALS FOR PARTICULARLY VULNERABLE PEOPLE AMONG REFUGEES AND HOST COMMUNITIES IN THE GOVERNORATES OF AMMAN AND ZARQA

IMPLEMENTING PARTNERS

UN PONTE PER...

The project was conceived with the aim of improving access to protection services for the most vulnerable individuals and at the same time providing them with tools for empowerment and self-protection, to increase their resilience in the governorates of Amman and Zarqa.

Beneficiaries of the project activities were selected within categories with protection needs, including adults and children with disabilities and their families, children at risk of dropping out of school, women and girls at risk of gender-based violence, and people in need of access to mental health. The intervention used a bottom-up *community based protection* approach to support local organizations for persons with disabilities and inclusive educational centres.

3 GOOD HEALTH AND WELL-BEING



SDG 3 *Ensure healthy lives and promote well-being for all at all age.*

4 QUALITY EDUCATION



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*

5 GENDER EQUALITY



SDG 5 *Achieve gender equality and empower all women and girls.*

Duration: 15 months

Start of activities: 11/11/2019

End of activities: 31/03/2021

Intervention areas: Amman and Zarqa governorates

Budget: € 469,356.75 (€ 448,002.75 funded by AICS)



OBJECTIVE

Increase resilience and psychosocial support for people with specific vulnerabilities, including minors at risk, people with disabilities, and victims of gender violence, in Jordan.

SPECIFIC OBJECTIVE

Increase access to integrated mental health and protection services and setting up services for the prevention and response to gender-based violence and on minors and people with disabilities, in the governorates of Amman and Zarqa.

RESULT 1.

Improved the quality of services delivered by PDOs and other local partners on the topics of protection integrated with mental health and disability inclusion with a focus on child protection and women and girls at risk of gender-based violence.

ACTIVITIES

Capacity Building for the staff of the Organization for Persons with Disabilities (OPD) and other stakeholders involved on the issues of inclusion to disability, protection of minors and prevention of gender-based violence

The objective of the training activity for PDOs staff and local staff in contact with highly vulnerable persons was twofold: on the one hand it was intended to improve local skills through a community based approach, for the prevention and response to protection needs; on the other hand it was intended to stimulate initiatives and skills that guarantee the sustainability of the action beyond the end of the project. The comprehensive training



**148 staff members
of PDOs and stakeholders
were involved in a training
programme**

programme developed staff skills in terms of knowledge, know-how, and networking, with the ultimate goal of providing greater access to services and to the referral and support network for vulnerable people identified as priorities by the needs assessment.

At least 148 staff members of PDOs and stakeholders were involved in a training programme on the following topics: protection and gender mainstreaming, gender equality and prevention of gender-based violence (GBV), child protection, mental health and disability inclusion, mental health and violence reduction in schools. Due to the government decrees issued to limit the spread of the Covid-19 virus, the trainings were conducted remotely.

RESULT 2.

Enhanced the psychosocial protection system for child victims of exploitation and abuse, adults and children with disabilities and psychosocial disorders and SGBV survivors of the refugee and host communities in the governorates of Amman and Zarqa.

ACTIVITIES

Peer Counseling for persons with disabilities with the partner Be Positive

72 adolescents and adults with disabilities participated in a cycle of Peer Counselling group sessions with an expert Peer Counselor with disabilities belonging to the technical staff of the local partner Be Positive at the PDOs Sayyadat al Dleil, Intu Minna, and Irada w Tasmeem. Peer Counselling was designed for persons with disabilities in order to create a network for support and listening among people who have lived similar experiences and to facilitate the direct involvement of the target community in identifying activities concerning them, so they can themselves be suppliers of the same services in the future, thus ensuring the sustainability of the activities proposed by the project.

Psychosocial support through sport: Paralympic sport activities for young people with disabilities

This activity was intended to be a sport rehabilitation experience with tangible benefits but also and above all an educational and social experience for children who live in a situation of physical and mental discomfort, to encourage their psychosocial growth and their integration in society and in the cultural context. All activities were carried out in the buildings of the "Sport City" Paralympic complex in Amman. The sports included table tennis, gold ball for blind people and basketball.

After-school courses (homework support and remedial classes) in the Russeifeh area (Zarqa)

230 children participated in homework support and remedial after-school courses in the governorate of Zarqa, where there is a high dropout rate among children with disabilities. Courses were open to all children in need for additional support to regular school lessons.

230 children participated in homework support and remedial after-school courses

72 persons with disabilities participated in Peer Counselling

RESULT 3.

Improved self-protection capacity through prevention campaigns aimed at the protection of persons with specific vulnerabilities and refugee and host communities on the topics of protection integrated with mental health and disability inclusion (SGBV, violence against children/bullying).

ACTIVITIES

'Young leaders for change': Empowerment and awareness raising for minors on inclusion with the partner Be Positive

This initiative aimed to combat the stigma that accompanies boys and girls with disabilities in schools and community centres, by developing greater skills in tackling community problems, helping them understand the concept of self-sufficiency and supporting their rights by breaking barriers to participation.

Women and Girls Conversation Club

Organization of a cycle of discussion and awareness groups on SGBV, sexual health and reproductive health for 40 women and girls with physical, intellectual and sensory disabilities with the partner Ladies of Dleil Society for People with Disabilities

Information and awareness campaign through the creation of radio episodes broadcast on a national scale

Awareness campaign with Radio Mazaj, broadcasted nationwide, on the topics of mental health, child protection, SGBV and disability inclusion. The episodes were created with a community and participatory methodology, with the participation of an expert.



RESULT 4.

Increased resilience for persons with specific vulnerabilities from refugee and host communities through access to specialized assistance services through identification and referral of project staff.

ACTIVITIES

Identification and Referral of vulnerable cases

A UPP Protection team composed of Protection Officer, Referral Officer, Caseworker and Outreach Worker managed the identification and referral of vulnerable cases. Referral Officer and Caseworker provide a hotline service as a tool for information, outreach, identification and referral of cases. The service was active by telephone throughout working days. Despite the extraordinary measures taken due to the spread of the Covid-19 virus, UPP staff continued to receive referrals of vulnerable cases, albeit in small numbers.

Distribution of one-shot contingency cash for emergencies for 164 families in vulnerable conditions

The project also envisaged the distribution of one-shot contingency cash. Vulnerable families in terms of protection identified in the areas of Amman and Zarqa were reported by the project Referral Officer and Caseworker who managed the selection, follow-up and monitoring of the delivery of one-shot contingency cash assistance. The main needs encountered among all nationalities are the payment of utilities, rent and the purchase of food. Among the Syrian population in particular, there is a strong need for cash for health, to buy medicines or to do urgent surgery.



164 vulnerable families received cash assistance for emergencies

AGENZIA ITALIANA
PER LA COOPERAZIONE
ALLO SVILUPPO

act:onaid
Arab Region



تحسين آليات الحماية للوقاية من العنف المبني
على النوع الاجتماعي والتصدي له من خلال نهج
مجتمعي بقيادة النساء في محافظتي المفرق
والزرقاء

Miglioramento dei meccanismi di
protezione per la
prevenzione
attraverso
a leader
governative



PROJECT

IMPROVING PROTECTION MECHANISMS FOR
PREVENTION AND RESPONSE TO GBV THROUGH A
COMMUNITY-BASED WOMEN-LED APPROACH IN THE
GOVERNORATES OF MAFRAQ AND ZARQA

IMPLEMENTING PARTNERS

ACTIONAID INTERNATIONAL (AAI), ACTIONAID ITALY,
ALIANZA POR LA SOLIDARIDAD (APS), ARAB WOMEN
ORGANIZATION (AWO)

The project integrated the results of assessments carried out between January and June 2019 with available analyses developed by humanitarian actors in the field, particularly the Gender-Based Violence Information Management System Report (GBV IMS, 2019), the updates on the situation of the GBV SWG led by UNHCR and of the coordination mechanisms of protection and referral in Mafraq and Zarqa.

The actions aimed to respond to the identified needs, both in the prevention component (working on the sensitization and awareness of target communities), and on strengthening protection service providers/providing PSS and case management, in line with international standards.



SDG 3 *Ensure healthy lives and promote well-being for all at all age.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 14 months

Start of activities: 02/2020

End of activities: 03/2021

Intervention areas: Mafraq and Zarqa Governorates

Budget: 455,757.00 € (435,757.00 € funded by AICS)



OBJECTIVE

Contribute to the improvement of psychosocial wellbeing of women and girls' survivors or at risk of GBV.

SPECIFIC OBJECTIVE

Improve access and quality of prevention and response protection mechanisms for 300 vulnerable women and girls affected by protracted crisis at risks or survivors of GBV in Mafraq and Zarqa.

The project activities are implemented both in the city centres of Mafraq and Zarqa and in the nearby areas, including the surrounding villages. The sensitization campaign is also aimed at spreading the knowledge of the project among women and girls living in more remote areas, so to widen the target area as much as possible in the intervention region. The project intervened on a range of cross-cutting issues:

Gender: the project promotes women's rights through a women-led approach in all components. This responds not only to the immediate protection needs identified and addressed through the project activities, but also to wider issues affecting women, both refugees and Jordanian, in terms of patriarchal social norms limiting the enjoyment of their rights. Therefore, the partners make sure to empower women participants in all activities, making them real actors of the project and supporting them to be agents of change for their communities.

Protection of Vulnerable Groups: based on the expertise of the members of the consortium, the project mainstreams a disability-sensitive approach in all its components, as it recognizes the extreme protection needs of women at risk or survivors of GBV who also live with a physical or mental disability. This group is particularly marginalized and vulnerable in the target areas, as service providers often lack capacities to reach out to them and address their cases and that there are numerous physical and social barriers to ensure their access to protection activities.

Protection of refugees: the project is aimed at Syrian refugees as main target group, together with the members of the hosting communities. Considering the presence in the two areas of intervention of refugees from other countries (Iraq, Yemen, Somalia and Palestine), the partners reserve to involve these nationalities, particularly vulnerable, in the activities of prevention and fight against gender-based violence, respecting the principles of impartiality and non-discrimination of humanitarian aid.

RESULT 1.

Target communities are sensitized on GBV and available services through a community-based women led approach.

ACTIVITIES

Community awareness sessions

The project selected 39 women, more than the initial target of 20, to identify protection issues perceived as most pressing and relevant, on which develop messages to sensitize the communities. The discussion sessions, one in each area, took place virtually due to COVID-19 pandemic and was facilitated by the Protection Advisor with the support of the Women's Protection Action Groups (WPAG), groups of women leaders in their own communities that are already carrying out sensitization and outreach activities within the Safe Spaces, with the support of AWO community staff. Once this phase was completed, WPAG facilitated the discussion and dialogue sessions to sensitize the target population, for the first months conducted virtually and then, having the possibility to reach the beneficiaries with face-to-face sessions. The total number of participants until September 2020 is 429, and other sessions will take place in the following months.

Moreover, there were two specific sessions focused on men and boys, whose involvement was instrumental to dismantle patriarchal logics and traditional norms that facilitate sexual and gender-based violence. The sessions, that saw the participation of men and boys of the target communities, were facilitated by trained staff through an ad-hoc curriculum and the manual developed by APS.



Awareness raising campaign

To achieve community sensitization by accessing a wider audience, the partners channelled the messages also through social and mainstream media, including local and national radio and social media.

In September, WPAGs (20 for each location) has been trained on campaigning and advocacy, to acquire the adequate knowledge to take the leadership of the awareness raising campaign. Following the trainings, the WPAGs have presented their activity plan to conduct the campaign on women protection in the next months.

Capacity development for frontline staff

The project ensured all the staff, including WPAG and volunteers of the Centres and of the Safe Spaces, received appropriate technical support and training throughout the whole duration of the project. In particular, APS have already held trainings sessions on the involvement of communities and sensitization, and on the identification of signs and symptoms of GBV and referral mechanisms. The sessions took place in a mix modality (both virtually and in-person) for 39 out of 50 beneficiaries already identified. In the following months APS organised also the sessions on the involvement of men and boys, designated for AWO staff and for WPAG.

Sensitisation of relevant stakeholders

To ensure the efficacy of the protection action, and to capitalize the lessons learnt and the good practices consolidated, the partners developed sensitization activities aimed also at the key actors of the protection mechanisms, including government institutions both at local and at national level. The goal of the meetings was to promote a dialogue on the most effective modalities to fight gender-based violence through a survivor-centred approach, which tackles the stigma linked with these themes. With this view, the project organized three moments of discussion and sensitization on women's rights and gender violence.

429 individuals
participated to awareness
sessions

39 individuals participated
to capacity development
sessions

20 WPAGs for each location
trained on campaigning and
advocacy



RESULT 2.

GBV respondents are better equipped to provide quality case management for GBV survivors.

ACTIVITIES

Mapping of protection stakeholders in target areas

To ensure an action based on the effective needs of the target groups the project, through APS, ActionAid carried out a mapping of GBV protection stakeholders in Mafrq and Zarqa, identifying 57 service providers until now. The mapping, coordinated by the Gender Expert, included government actors, INGO and local NGOs, as well as CBOs providing services or implementing projects on violence response in the target areas. This provided a clear picture of who is providing what service and according to what qualitative standards, thus identifying possible gaps and training needs for the project to fill. The analysis also provided an overview of the active coordination mechanisms to highlight possible synergies to establish among the various actors. The mapping has been done remotely due to COVID-19, using online systems such as Skype, Zoom or Teams. Moreover, APS conducted a benchmarking analysis of SOPs and protocols on the management of GBV situations, redacting an ad hoc report.

Building capacities of service providers on sexual and gender-based violence

APS lead two modular and interactive workshops (1 in each location), for at least 30 members of service providers organizations. The first workshop in Mafrq was implemented with the participation of 15 representatives of service providers. The workshops structure was designed so that participants can attend the individual modules or the whole course, depending on the needs, as follows:

- Module 1: Key concepts of Sexual and Gender-Based Violence
- Module 2: approach to case management
- Module 3: training on Standard Operating Procedures (SOPs) 2019
- Module 4: specific training on management of women and girls living with disabilities at risk of or survived to violence.

The activity included also the redaction of a handbook on the management of GBV for people living with disabilities, handbook useful for the daily use of service providers.

Identification, PSS and reporting of women and girls at risk or survivors of GBV

Within the Safe Spaces, in addition to the community prevention actions, the staff implemented two essential phases of the response mechanism, described below.

Identification and Reporting: during the community activities, ActionAid staff and the Safe Space volunteers have identified women and girls showing signs of being at risk of or survived to sexual and gender-based violence, according to the national SOPs guidelines. The total beneficiaries identified by ActionAid are 150, 75 women in each location. Leveraging on the expertise of a consultant, ActionAid consolidated the internal referral mechanism to standardize and improve the quality of the service provided. Under the supervision and the approval of ActionAid Protection Advisor, the cases were reported to the partner AWO to begin the integrated case management path and the development of the care plan.

Psychosocial Support (PSS): Through the specialised staff, women were able to access group PSS sessions, so that they could share their story, obtain peer support and learn positive coping strategies. The sessions took place under the supervision of a mental health professional (ActionAid's PSS Expert), who is integral part of the safe spaces' staff and that acts as focal point for the identification and reporting of all SGBV cases needing referral and case management. For the psycho-social support sessions 100 beneficiaries have been selected from the 150 already cited above. The PSS group sessions are in the implementation phase as of December 2020, and the activity reached 76 persons until now, 38 in each location. The project will cover the need of psycho-social support of all the identified beneficiaries before the end of the project.

Case Management

The third phase of the integrated response path to SGBV, case management, was implemented by the local partner AWO based on ongoing and past experiences. Under the general supervision and with the continuous support of the partners, women and girls referred to AWO centres in Mafrq and Zarqa access qualitative case management based on the Interagency GBV Case Management Guidelines, developed among others by UNFPA, UNICEF, IRC, USAID and GBV IMS. Following the identification and reporting or self-reporting of the case, which could take place both through the referral mechanism within the Safe Spaces and through the community work, survivors were followed by a Case Manager under the direct supervision of the Field Protection Officer and of the Protection Officer. The services provided until September 2020 are 296, and AWO has successfully closed 20 cases.

To ease the inclusion of PWDs in the project activities, ActionAid get in touch with the Superior Council for the rights of PWD to organise the activity within the urban clubs. The clubs confirmed their availability and in the following months a specific focus will be dedicated to the involvement of PWD and will be promoted the cooperation with that centres.



30 members of service providers organizations participated to capacity building workshops

76 persons accessed psychosocial support services

296 case management services were provided

50 women and girls were supported to ensure economic empowerment

Economic empowerment for vulnerable women

The project supported economic empowerment of 50 women and girls matching specific vulnerability criteria, providing them with the necessary skills and means to improve their economic and social resilience. The participants, 25 of which were selected through the Safe Spaces and 25 referred internally through the professional development activities implemented by AWO, have been selected through a standard procedure, involving the three applicants, the local counterpart and the community representatives, to ensure a correct identification of the beneficiaries, as follows:

1) Filling in economic and resilience empowerment modules, designed to identify:

- Vulnerability and protection criteria: FHH, women living with disabilities, women at risk of or survived to SGBV, women facing legal problems (such as divorce, children custody, inheritance, etc.)
- Economic criteria

2) An interview with the Safe Space staff and with the Economic Resilience Officer.

The selected women participated in a course designed around 4 modules: financial literacy, economic rights, economic justice, business skills. Once the first three modules are completed, the project allocates 500 JOD to each beneficiary, as a start-up fund for the income-generating activities. Contextually, the women attend the last module, which is more specific and offers support with the start-up and retention operations. The contracts with a first group of 25 women have been signed, receiving the relative grants as planned. The contract is important to regulate the transfer and use of the grant. In the next months the 25 beneficiaries left will receive the grants and will sign the contract.

Through internal surveys conducted by ActionAid, it has been possible to define the weaknesses of the vocational training already held during the lockdown, therefore AA and AWO agreed on another course on the same topics and for the same 25 beneficiaries to ensure the acquisition of the necessary capacities to start their own investment.





PROJECT

SOCIAL ASSISTANCE AND PROTECTION: ENSURING
ACCESS TO SPECIALIZED PREVENTION AND RESPONSE
SERVICES FOR PARTICULARLY VULNERABLE PEOPLE IN
JORDAN

IMPLEMENTING PARTNER

INTERSOS

With this project, INTERSOS proposed to implement prevention and response activities to gender-based violence and child protection in order to reduce the risks of violence, exploitation and abuse and to improve the living conditions of vulnerable individuals in the governorates of Amman, Irbid and Karak. Within the framework of this initiative, new complementary activities were included, such as individual counseling and training initiatives for CBOs and local partners, to ensure a more complete and sustainable intervention in the long term.



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 10 *Reduce inequality within and among countries.*

Duration: 12 months

Start of activities: 02/11/2019

End of activities: extended to 02/11/2020

Intervention areas: Amman, Irbid and Karak governorates

Budget: € 447,418.00



OBJECTIVE

Contribute to the improvement of the psychosocial well-being of the most vulnerable people among Jordanians and Syrian refugees.

SPECIFIC OBJECTIVE

Reduce the risks and negative consequences related to episodes of violence, exploitation and abuse against the most vulnerable Jordanians and Syrian refugees in the governorates of Karak, Amman and Irbid.

The project, implemented in the governorates of Amman, Irbid and Karak where the vulnerability indexes are very high, introduced the issue of disability that becomes an important cross-cutting element included in all the components of the project in order to ensure that people with disabilities have access to prevention and response services.

Furthermore, through this initiative, INTERSOS aims to strengthen support activities for vulnerable LGBTIs, especially considering that this group is not served by other agencies active in the country.

The project is divided into two different results: the first aims to strengthen knowledge about fundamental rights, accessibility to specialized services and issues related to gender-based violence, protection of minors and disability for 4,950 Syrian refugees and vulnerable individuals of the host community; the second aims to ensure quality assistance services for 440 vulnerable minors and individuals who are victims or at risk of gender-based violence between Jordanians and Syrian refugees, with particular attention to the inclusion of particularly vulnerable groups, including LGBTIs and people with disabilities.



RESULT 1.

Strengthened knowledge about fundamental rights, accessibility to specialized services and issues related to gender-based violence, protection of minors and disability.

ACTIVITIES

Review and update of SOPs and other materials related to gender-based violence (GBV) and child protection (CP) with a focus on transversal issues related to gender and disability
INTERSOS developed material related to GBV and child protection with a particular focus on disability. This last element is of particular relevance and was introduced with the dual purpose of combating social stigma, discrimination and marginalization suffered by people with disabilities, while ensuring that these people and their families could access response services and specific psychosocial support activities.

Training and capacity building activities for internal staff, the partner organization (FOCCEC) and local associations (CBO) on issues related to the protection of minors and the prevention of gender based violence

This training was delivered to INTERSOS staff, the staff of the partner organization FOCCEC – which was also responsible for the implementation of prevention activities – and selected personnel of the CBOs in which the proposed initiative was implemented. Training for CBO staff is essential to ensure that prevention activities can continue at the end of the implementation period, as well as to ensure strengthening of CBOs the technical capacity in identifying, providing information and referring possible victims of violence, abuse and exploitation to specialized response services.

Implementation of outreach activities aimed at disseminating information on available services and identifying the most vulnerable individuals to be included in the project activities

Fundamental to the success of the initiative were the outreach activities aimed at disseminating information on the services offered to the population. These information sessions were not limited to the presentation of the services available within INTERSOS, but information was provided on the full range of services available in the areas of intervention.

Awareness campaigns aimed at communities in the areas of intervention on topics related to gender-based violence and child protection, with particular attention to issues related to disability


After a phase of training the staff involved in the implementation of this activity, awareness campaigns were implemented on issues related to gender violence, protection of minors and disabilities will begin, using the materials developed by the Protection unit. Target: 4800 beneficiaries.

Implementation by the 3 existing community based protection committees of initiatives and events aimed at the presentation and discussion at the community level of issues related to protection

This initiative intended to continue the work undertaken in the first phase of the Protection

programme implemented by INTERSOS which saw the creation and formation of basic committees active in the social protection sector (Community-based Protection Committees - CBPCs).

INTERSOS worked with the committees in order to deepen the members' technical knowledge on issues such as GBV, CP and Disability. In order to strengthen the role of the committees at community level, they were offered the opportunity to design and implement initiatives and/or events, recognizing their key role in the awareness-raising within their communities.



5,018 individuals informed through awareness sessions and outreach activities

81% of Syrian refugees and vulnerable individuals in host communities reported improved knowledge on available basic services

RESULT 2.

Ensured quality assistance services for 440 vulnerable minors and individuals who are victims or at risk of gender-based violence.

ACTIVITIES

Review and update of guidelines and internal tools for case management, and training of specialized personnel

The Protection technical team updated the documents both for GBV and CP case management, and the referrals of cases to specialized external organizations for complementary services (Referral SOPs).

Refresher courses on case management and IMS + and GBV IMS CP systems for the staff

INTERSOS has joined the GBV IMS and CP IMS + systems which constitute two important data collection systems at inter-agency level on gender-based violence and cases of abuse, violence and exploitation against minors. Contributing to these systems made it possible to share data in a secure way and produce analysis at national level on GBV and CP incidence and type of cases.

CP and GBV case management services, including emergency financial assistance, cash for rent and internal and external referrals, for particularly vulnerable individuals, victims or at risk of abuse, exploitation and violence

INTERSOS offered specialized services in response to violence, abuse and exploitation through case management activities in the field of GBV and protection of minors. As complementary services offered through case management, emergency financial assistance and support for the payment of rent for a period of 5 months (cash for rent) were particularly important to ensure the success of the entire process, given the acute poverty levels of cases served by INTERSOS. Target: 300 beneficiaries.

Monitoring the distribution of financial assistance through PDM

The monitoring and evaluation of the financial support component (post-distribution

monitoring - PDM) was conducted by INTERSOS in line with the good practices established within the working groups and the experience gained through previous assistance programmes.

Development and updating of materials for group psychosocial support activities (with activities specific dedicated to groups of people with disabilities and LGBTI)

The Protection team developed new material for group psychosocial support based on lessons learned in the implementation of these activities, incorporating any suggestions provided by the participants and adding new topics. This new material was also modified to make it relevant for LGBTI individual groups and people with disabilities. To this end, FGDs were organized with individuals belonging to these categories who were able to present their point of view, their needs and preferences.

Conducting psychosocial support group activities on issues such as stress management, self-care, etc. intended for beneficiaries of case management services

Psychosocial support activities aimed to improve the emotional well-being of the beneficiaries and provide them with tools for self-analysis and self-care. Conducting this type of activity through groups aimed at creating bonds of mutual support between the participants, who were grouped according to their difficulties and needs. Target: 184 beneficiaries.

Individual counseling for recipients of case management services requiring support psychological specialist by INTERSOS counselors

Given the severity of cases supported by case management in terms of psychological condition due to multiple traumas suffered, INTERSOS guaranteed individual psychological support to those who need it. Target: 30 beneficiaries.



361 individuals were supported through case management

185 beneficiaries attended psychosocial support sessions

262 people received financial assistance



PROJECT

IHTAWINI
INTEGRATED PROTECTION SYSTEMS AND SOCIAL
INCLUSION FOR WOMEN AND MINORS

IMPLEMENTING PARTNER

VENTO DI TERRA

The project aims to expand the protection services for the Syrian population and for the most vulnerable groups of the host community, responding to the needs related to education, protection of women and promotion of rights, in particular of people with disabilities. "Ihtawini" offers integrated protection services to support families in responding to their vulnerabilities, with the aim of enhancing the quality of protection services, raising awareness on the rights of the target population, and disseminating good practices related to social inclusion.



SDG 5 *Achieve gender equality and empower all women and girls.*

Duration: 16 months

Start of activities: 19/12/2019

End of activities: 18/4/2021

Intervention areas: Amman governorate

Budget: € 449,807.71



OBJECTIVE

Improve and integrate protection systems for the most vulnerable among Syrian refugees and host communities in the disadvantaged areas of East Amman.

SPECIFIC OBJECTIVES

Enhance access and quality of protection services and awareness of beneficiaries on the rights of women, children, people with disabilities and on the services available in disadvantaged urban communities in East Amman (Jabal al Qusur and Al Hashemi Al Shamali).

The project offered integrated protection services to vulnerable people, including: prevention activities, such as awareness campaigns and information sessions; response activities, such as psychosocial support and provision of financial assistance and empowerment at a personal and community level, through training of people with disabilities and the creation of informal solidarity networks.

The project is structured around three components: child protection and education, protection of women, and promotion of the rights of people with disabilities. Activities were implemented in collaboration with the local partner Families Development Association (FDA), which operated through two centers located in Hashmi al Shamali and Jabal al Qusur, in the East Amman area where the needs of the population are most acute. Target beneficiaries of the intervention were a total of 3,480 individuals, 70% of which were Syrians and 30% Jordanians. However, Vento di Terra adopts an inclusive approach based on vulnerabilities rather than nationality, thus accepting any individual in need who can benefit from the services offered.



RESULT 1.

Integrated social protection mechanisms guaranteed for 115 preschool and school age minors and offered awareness raising activities for minors and their families for the active promotion of the right to education.

ACTIVITIES

Awareness raising sessions

VdT identified, in collaboration with the Ministry of Education, 65 girls and boys between 9 and 13 years old who dropped out of school, offering them the possibility of re-enrolment through the disbursement of conditional cash for education to be delivered to their families. More specifically, children have been registered in public schools that are close to where they are living if they have dropped out by less than 3 years, or they have been referred to the UNICEF-run Catch Up Programme in the event of a school dropout of more than 3 years, or again to home-schooling for those whose classmates have an age difference of more than 3 years in the class planned for reintegration.

Since August 2020, VdT has carried out with the families of these minors awareness raising sessions on the importance of education, the effects of school dropout and phenomena such as child labour or early marriage. To this end, two trainers held a total of 8 cycles of 5 sessions each, which included topics such as:

- The concept of family and parenting skills, including intra-family communication and the effects it has on minors;
- The Convention on the Rights of the Child: concepts, norms and national measures;
- Obstacles related to children's rights: what they are and how to deal with them;
- The phenomenon of school dropout: what are the causes and what are the preventive and response measures;
- Child labour: causes and effects of the phenomenon;
- Early marriages: causes and effects of the phenomenon;
- Self-care skills for parents and protection mechanisms available within the community.

The minors themselves were involved in group activities aimed at active and dynamic learning of their rights.

Recreational and leisure activities

In addition, 50 preschool children (3-6 years) benefited from recreational and leisure activities throughout the duration of the project. This service is run by two preschool children educators who, in the summer, have prepared a recreational-educational plan customized to the age and needs of children. They have started attending the centre in the fall months during the morning hours of working days. The spaces where the activity took place are furnished and organized to accommodate children, with colorful furniture, painted walls and games and books suitable for their age. The children of women benefiting from other activities could also join this activity. Since November, the service has been carried out remotely, with teachers sending videos to the children and families responding by sending photos and videos of their children and children's homework.

RESULT 2.

Improved quality and offer of integrated prevention, protection and treatment services for 80 vulnerable men and 385 women, and raised awareness of 175 women on women's rights, SGBV, domestic violence and abuse.

ACTIVITIES

Capacity building training

Under the second component, the staff participated in capacity building trainings on post-traumatic stress disorder (PTSD) and disability, the first held by the Center for Victims of Torture (CVT) and the second by Humanity and Inclusion (HI). Both organizations are recognized for their technical expertise, the former in the field of torture and war trauma and the latter in the sphere of disability and inclusion modalities. Considering the characteristics of the target population, that is mostly refugees who have witnessed violence, torture, executions, bombings, displacements and so on, staff training related to post-traumatic stress disorder is fundamental, since there is always a high number of cases affected by this difficulty. Knowing how to recognize the symptoms, being able to work on the causes, adopting the best ways of interacting with people who show manifestations is essential to ensure quality services, in which the psycho-physical well-being of the person is at the center of the intervention. In the same way, knowing how to identify cases and types of disabilities, too often imagined only as physical, is necessary to include that part of the population strongly stigmatized in a context such as the Jordanian one, where socio-cultural and religious factors tend to perceive disability as a negative and punitive phenomenon.



Case management and psychosocial support services

In addition, the staff of VdT offers case management and psychosocial support services, both individually and in groups, which help the target population to develop emotional resilience and deal in more positive way the obstacles that are experiencing every day. People can thus resort to less harmful solutions and develop a sense of self-determination, self-esteem and independence which, in this case girls and women, struggle to bring out also due to socio-cultural norms that often see them subject to the men of the family.

Workshops

For this reason, the project mainly includes girls and women, who are at the centre of creative tailoring workshops, an initiative that has a double value: on the one hand, that of offering a protected space in which women can share their traumas and own experiences, including positive models for processing and overcoming difficulties, while receiving qualified support (the presence of staff specialized in psychosocial support is in fact guaranteed); on the other hand, that of transmitting to them techniques and skills that can serve as a catalyst for small profitable or business activities, opportunities appreciated by the beneficiaries themselves. As of December, the first cycle has been concluded and has involved 15 women, whereas the second cycle has just started.

VdT also provides legal support in cooperation with Arab Renaissance for Democracy and Development (ARDD), an organization specialized in legal services and advocacy for refugee rights, support that takes the form of providing financial assistance for the issuing and / or renewal of documents for 260 individuals. To date, 146 have received cash for documents, while another 122 have been taken in charge for consultancy on their legal situation.

Awareness raising sessions

Gender based violence is still a reality that touches many people, primarily women and girls, but also men and boys who are not immune. In a society where this issue is a delicate topic in itself, addressing it for girls and women with disabilities appears even more necessary, considering how the needs they encounter in everyday life, sometimes different from people without disabilities, are very often neglected, if not actively opposed because they are perceived as taboo.

For this reason, VdT organized cycles of awareness raising sessions involving:

- on the one hand, women between 18 and 50 years old for the creation of safe and comfortable spaces that can stimulate intergenerational dialogue, mitigating conflicts and decreasing the cultural distance between old and new generations, and raise awareness and provide information and tools to address specific issues relating to women's rights, management of family conflicts, reproductive health, domestic violence, etc.;
- on the other hand, women with disabilities and caregivers, also women themselves, to ensure spaces in which to allow them to freely address issues such as the risks of gender-based violence to which they are subjected, including harassment, abuse and psychological and verbal violence; reproductive health; the relationship between sexuality and disability and the prejudices to which people with disabilities are subjected, as well as how to combat stereotypes and promote the inclusion of people with disabilities.

RESULT 3.

Peer counseling and occupational therapy is carried out for 180 beneficiaries with disabilities, and awareness actions are conducted for 155 beneficiaries to stimulate the creation of informal solidarity networks and facilitate the removal of social barriers towards people with disabilities.

ACTIVITIES

Training activities

The activities that VdT launched since the late summer include not only the dissemination of a message different from that commonly perceived (i.e., disability as a burden and guilt), but also the empowerment of women with disabilities through a training that let them be proactive change-makers within the community. In fact, a specialized trainer explains to beneficiaries how to implement peer-to-peer outreach, active citizenship and self-advocacy practices, so that they can dynamically promote their rights within the community and reach



other people with disabilities in a widespread manner. They themselves, together with the other people in the community they will have involved, will develop the material that will be the subject of a wider information campaign on the rights of people with disabilities.

Other PwDs and their caregivers will then be involved in awareness-raising sessions that aim to increase their ability to address specific issues that concern them personally and to make caregivers aware of the problems they share. Based on the needs identified in the target areas, the awareness sessions will focus on the following topics:

- Rights of people with disabilities;
- Social inclusion;
- Services available in the areas of intervention.

VdT also offers occupational therapy to 60 people. It consists in developing an individual plan for each person who needs to recover or strengthen his/her daily life skills, including small gestures related to personal care, the tasks normally performed by the person, his/her motor skills, etc.







PROGRAMME

LRRD INITIATIVE TO SUPPORT SOCIAL COHESION FOR SYRIAN REFUGEES AND JORDANIAN HOST COMMUNITIES

IMPLEMENTING PARTNERS

AVSI JORDAN, INSTITUTE FOR UNIVERSITY COOPERATION
(ICU), INTERSOS

As the impact of the Syria crisis has negatively affected the quality of infrastructures and public services in Jordan, the programme responded to the need of post-emergency initiatives acting as a bridge for development, to mitigate the social and economic consequences of the crisis on refugees and vulnerable groups of the host population.

Budget: € 1,39 M

In continuity with previous initiatives supporting the Jordanian Municipalities in the education, health and infrastructure sectors, the programme aimed to the improvement of living conditions and the increasing of social cohesion and stability, through the rehabilitation of infrastructures and basic services. As the promotion of tourism in Jordanian municipalities affected by the consequences of the Syria crisis was highlighted as a major sector of interventions, the geographical range of action, in agreement with local authorities, was expanded to include southern governorates of Jordan, with a tourist vocation but also characterized by higher levels of poverty.

The main sectors of intervention, identified in collaboration with the Ministry of Local Administration (MoLA) were as follow:

- **Local government**, through protection of people and protection of the territory, and rehabilitation of infrastructures and community centres: strengthening of municipal services, rehabilitation of existing structures and equipment supply to rehabilitate green areas and solid waste management systems;
- **Healthcare**, through the rehabilitation of local health structures, supply of medical equipment and medicines to hospitals or health centers;
- **Education**, through support to public schools most frequented by Syrian refugee students: rehabilitation of selected schools and equipment supply;
- **Tourism** promotion, through the creation of investment opportunities for local communities and the improvement of tourist reception.

Preferred intervention areas were the governorates of Ajloun, Jerash, Zarqa and Aqaba, that are particularly disadvantaged from a social and economic point of view. The municipalities selected for the implementation of the projects had to be characterized by the presence of a large number of refugees from Syria.

Work opportunities provided to Jordanian and refugee unskilled workers to carry out project activities, along with the inclusion of youth, women and persons with disabilities, and the improvement of infrastructure and public services, aimed to foster social cohesion between the Jordanian population and Syrian refugees and to help stimulate local economies.



PROJECT

RADICE
STRENGTHENING AND PROTECTION OF CULTURAL
AND ENVIRONMENTAL HERITAGE FOR A SUSTAINABLE
DEVELOPMENT IN THE SOUTH OF JORDAN

IMPLEMENTING PARTNER

AVSI JORDAN

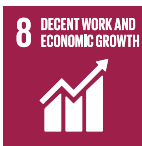
The project RADICE focused on the intervention sectors of Economic recovery and infrastructure and Protection and valorization of cultural heritage. A number of 525 individuals (262 Syrians e 261 Jordanians) benefited from the project's activities aimed to enhance essential services and to re-enable basic infrastructures.



SDG 1 *End poverty in all its forms everywhere.*



SDG 5 *Achieve gender equality and empower all women and girls.*



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*



SDG 11 *Make cities and human settlements inclusive, safe, resilient and sustainable.*



SDG 16 *Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

Duration: 13 months

Start of activities: 17/12/2019

End of activities: 16/01/2021

Intervention areas: Aqaba governorate

Budget: € 459,212.97 (€ 449,912.97 funded by AICS)

OBJECTIVE

Improve the living conditions of Syrian refugees and of the Jordanian communities by strengthening the access to essential services and re-enabling the basic infrastructures in Aqaba governorate.

SPECIFIC OBJECTIVES

Improve the living conditions of the most vulnerable Jordanian and Syrian through the support of municipal services in Gweirah and the promotion of sustainable tourism in Diseh.

The initiative was implemented in collaboration with the municipalities of Gweirah and Diseh, as well as with the local partner Aqabawi – Community based Cultural Tourism, in 2 areas within the Gweirah District (Aqaba governorate), more specifically in Diseh village and in Gweirah (Gweirah city, Abbasiyah village and Humayma site). In addition to its main objective, the RADICE project tackles several cross-cutting issues:

Gender

AVSI adopts an active gender sensitive approach by recognizing the various problems and needs of female and male youth and adults. AVSI's interventions clearly shows how women's involvement in the cash for work activities represents a catalyst for their empowerment, even in a conservative area such as that of Gweirah. This has also been recognized as an added value from local authorities.

Environment

AVSI's interventions in the area are characterized by a particular attention to environmental aspects, both through sensitization activities and through the use of ecofriendly techniques and materials for the implementation of infrastructural works. In this framework, the collaboration with the organization Emergency Architecture for Human Rights (EAHR) will be particularly important, as it will guarantee the use of recycled and ecofriendly materials which will allow minimizing the use of cement and, in turn, of CO2 emissions. In addition to that, the use of solar panels and the creation of public green areas (with plants that are suitable for desertic areas) will also contribute to environmental protection.

The RADICE project also entails waste collection activities in collaboration with the municipalities, with a view to build their ownership for the initiative. These activities will be combined with sensitization activities with the local community and refugees, to promote environmentally friendly practices such as recycling.

People with disability (PWD)

In line with AICS Guidelines for disability and social inclusion in development interventions (2018), the RADICE project focuses on the following aspects:

- making public infrastructures accessible for PWD;
- creating social hubs for PWD;
- promoting awareness and sensitization activities;
- involving PWD among the direct beneficiaries of the initiative.

RESULT 1.

Enhanced protection of the beneficiaries and the territory throughout the rehabilitation of public infrastructures, the provision of equipments and the elaboration of a Local Development Plan for the Municipality of Qweirah.

ACTIVITIES

Cash for Work (CfW) activities

- **Implementation of rehabilitation works and territorial upgrading in the library in Gweirah park**

Gweirah park, which was rehabilitated by AVSI within a project funded by GIZ, has now become a social hub for women and children of the community, as it offers a safe space in which they can socialize, spend their time at and share experiences. During the needs' assessment phase, AVSI, together with the municipality, identified the need to rehabilitate the library in order to make it functional and accessible for all, and particularly for its main users: women, children and people with disability. In order to do so, the RADICE project focus on:

- Improving accessibility to the library by building a ramp for PWD;
- Rehabilitating and increasing the accessibility of bathroom facilities;
- Painting both the inside and outside walls, including through mural painting and mosaic;
- Planting trees.

The above works required both skilled labour (plumbing and electrical works, tiling) and unskilled labour (painting, mosaic, planting). The latter was carried out by women and men hired through the cash for work (CfW) modality, under the supervision of technical experts. A total of 23 cash workers (3 Syrian men; 12 Syrian women; 8 Jordanian women) were hired for this activity.



- **Support to Gweirah and Diseh municipality**

3 women (2 Syrian and 1 Jordanian) were hired by AVSI through a CfW modality as to carry out support tasks for the municipality of Gweirah. Similarly, 1 Jordanian woman was hired to carry out support tasks for the municipality of Diseh.

- **Implementation of rehabilitation works and territorial upgrading in the playground in Abbasiyah**

During the needs' assessment, AVSI, together with the municipality, decided to implement CfW activities in order to build a playground in Abbasiyah village, with the twofold aim to improve the livelihood of refugees and local communities in the areas and provide a safe space for women and children. CfW activities are carried out by using eco-friendly and basic construction techniques, under the constant supervision of technical experts. A total of 14 cash workers (Jordanian; male) were hired for this activity. CfW activities carried out in Abbasiyah include:

- Building walls and benches with eco-friendly and basic construction techniques;
- Installing solar panels;
- Installing playground equipment;
- Planting trees/plants suitable for desertic areas.

- **Implementation of rehabilitation works and territorial upgrading in Humayma archaeological site**

With a view to increasing the community's awareness about the importance of cultural heritage conservation, AVSI planned a small intervention in Humayma archaeological site, under the supervision of the Department of Antiquities (DoA). In order to implement this activity, the local organization SELA provided technical consultancy and training. AVSI's intervention consists of defining several paths for the visitors of the archaeological site. In order to do so, AVSI hired 13 people (3 Jordanian; 10 Syrian) through a CfW modality, with a view to improving the livelihood of refugees and vulnerable Jordanians living in the areas surrounding Abbasiyah and Humayma.



- **Implementation of rehabilitation works and territorial upgrading in Gweirah's main street**

The CfW activities implemented within the framework of RADICE project also entailed rehabilitation works in Gweirah's main street; this was indeed identified as a priority intervention by Gweirah municipality. In order to carry out these works, so far AVSI hired 23 cash workers (15 Jordanians; 8 Syrians).

- **Production of Personal Protective Equipment (PPE)**

This activity was included within the project during the implementation phase, as a response to the COVID-19 pandemic. A sewing workshop was created for the production of PPE, and specifically masks. Physical spaces were provided by the Dseh Women Cooperative, a cooperative in Dseh that was involved in other activities within the RADICE project (see activities 5 to 8). 7 Jordanian women were employed in the workshop through a cash for work modality. The initiative therefore aimed to contribute to COVID-19 prevention (through PPE production) and also to protect a particularly vulnerable category, i.e. women, promoting their economic empowerment (through CfW). Masks were distributed, in collaboration with local authorities, to the local community of Dseh.

Provision of equipment

Equipment was provided for:

- i) the library in Gweirah park (laptop, printer, books, chairs and tables, etc.);
- ii) the playground in Abbasiyah (swings, slides, solar panels, etc.).

Global Assessment of Gweirah municipality

AVSI carried out a needs' assessment, to serve as a tool to support the municipality in identifying the most urgent needs of the local community and then implement effective evidence-based development interventions. AVSI's multisectoral team carried out the collection, analysis and mapping of data with the support of a maps development expert. The adopted methodology included:

- i) Secondary data collection and analysis;
- ii) 300 household surveys to collect qualitative and quantitative data about Gweirah residents;
- iii) Interviews with key actors (municipality, community-based organizations, non-governmental organizations, school principals, etc.).

Once the data collection was completed, data were systematized so as to provide a comprehensive analysis of the needs of the people living in Gweirah. This activity also entailed the identification of priority sectors of intervention; in order to do so, AVSI adopted a participatory approach, by guaranteeing the proper engagement of local communities and authorities. The needs' assessment was combined with an operational context analysis, which included: stakeholders mapping; ongoing and future projects in the area, with their respective budget and timeline; etc.

Elaboration of a Local Development Plan in collaboration with Gweirah Municipality

The Global Assessment described above served as a basis to elaborate a Local Development Plan with Gweirah Municipality, as well as to choose a series of priority interventions to be implemented in the area.

The elaboration of the Local Development Plan entailed the following key steps:

- i) Elaborating realistic development scenarios, including time and budget of each scenario;
- ii) Setting up a Steering Committee with key spokesmen of the municipality, tribes and stakeholders of the main sectors;
- iii) Coordinating and mediating community events to design and validate the local development plan with the Steering Committee;
- iv) Developing a long-term vision for Qweirah. This will be done through focus group discussions with the community and key stakeholders
- v) Developing sectoral action plans through maps of sites;

Priority strategic actions for the area with budgets, timing, funding sources, etc.



RESULT 2.

Strengthened and promoted sustainable tourism services and increased investment and development opportunities for the local communities.

ACTIVITIES

Training activities for the people working in the Cooperative

The training aimed to strengthen the professional capacities of people working in Disah Women Cooperative, by increasing their business management and technical skills.

More specifically, the training activities implemented during the RADICE project include:

- Technical training on manufacturing, clay working, Bedouin food-making and local traditions; 6 Syrian women will benefit from the training.
- English courses (2 courses lasting 1 month each) for 12 women working in the cooperative, 2 members of the municipality and 6 youth selected among Disah local community.
- IT training for 4 women and 2 members of the municipality.

- Training for tourist guides, which will involve the participation of all the women working in the Cooperative as well as of 8 youth from Diseh local community.
- Mosaic training for all the women working in the Cooperative as well as of 4 girls from Diseh local community.
- Training on online marketing and photography for all the women working in the Cooperative as well as of 4 girls from Diseh local community.
- Accounting course for 3 women working in the Cooperative and for 2 girls from Diseh local community.

Infrastructural works in the Cooperative's headquarters and its surrounding area

This activity aimed to improve the sustainability of Diseh Women Cooperative, a Cooperative that is already active in Diseh and that can represent a source of employment for the communities living in the area; improving its sustainability could therefore have significant positive multiplier effects on the local community.

Infrastructural works implemented in the Cooperative's headquarters within the RADICE project include:

- Restoration of the kitchen;
- Restoration of bathroom facilities;
- Installation of electrical system;
- Installation of lighting system;
- Maintenance of the main street, to facilitate access to the Cooperative's headquarters.

Coaching activities to support the Cooperative in the launching of 4 new sustainable tourism services (community-based cultural experiences)

The RADICE project entailed the implementation of coaching activities, in collaboration with the local partner Aqabawi. More specifically, this activity includes:

- i) Coaching: Aqabawi is supporting the Cooperative in creating an effective workplan, which is fundamental to ensure the success of its business. Overall, through coaching, Aqabawi aims to teach beneficiaries how to effectively manage available resources in order to successfully develop new community-based cultural experiences.
- ii) Supervision (jointly with AVSI).
- iii) Business plan development: Aqabawi will create and register a logo for the Cooperative. In addition to that, it will develop a strategic business plan for the implementation and marketing of every new community-based cultural experience.
- iv) Promotion of 4 new community-based cultural experiences which will be offered by the Cooperative thanks to the rehabilitated spaces and acquired competences: (a) cooking traditional Bedouin food, (b) clay making workshops, (c) cleaning of the desert and bonfires, (d) experience a traditional Bedouin wedding.

Launch of new sustainable tourism services (community-based cultural experiences)

In collaboration with the local partner Aqabawi, AVSI supported the Cooperative in the implementation of promotional activities for the launch of the 4 new community-based cultural experiences: developing a website, managing social media, taking effective photographs for advertising purposes, organizing effective advertising campaigns. Diseh municipality also played a fundamental role in promoting the Cooperative at the local level, by facilitating the networking with other service providers and participating to the promotional public events (about 3) that were organized throughout the duration of the project.



PROJECT

UPCYCLE TOGETHER
SUPPORT FOR THE JERASH MUNICIPALITY IN THE
IMPROVEMENT OF ITS ENVIRONMENTAL CONDITIONS
THROUGH A PARTICIPATORY APPROACH

IMPLEMENTING PARTNER

ISTITUTO PER LA COOPERAZIONE UNIVERSITARIA (ICU)

The “Upcycle together” programme was implemented through a collaboration among CSOs (ICU, AVSI and INTERSOS), and the Jerash Municipality.

The project began on December 8, 2019 and is currently in progress. Due to the COVID-19 emergency and the full lockdown imposed by the local authorities from the 18th of March until the end of April, the implementation of various activities has been delayed, which led to the postponement of the ending date to 2021.

Since May 2020, the project activities have resumed and are currently ongoing.



SDG 8 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*



SDG 11 *Make cities and human settlements inclusive, safe, resilient and sustainable.*



SDG 12 *Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all*

Duration: 13 months

Start of activities: 08/12/2019

End of activities: 07/01/2021

Intervention areas: Jerash governorate

Budget: € 446,360.00



OBJECTIVE

Support the Jordanian Municipalities in offering better services that contribute to the improvement of the living conditions of the most vulnerable strata of the host and refugee population.

SPECIFIC OBJECTIVE

Improve the environmental conditions and waste management within the Municipality, through activities that also promote social cohesion between refugees and the host population.

This project is in line with the existing needs at national and local level, since the waste management sector has come under great pressure due to the influx of a large numbers of refugees, and it is crucial to provide quality services to citizens, ensure public health and protect the environment.

In Jordan, there is an average production of 1 kg of waste per capita per day, but currently most of this waste is transferred to different landfills in the country, given that the experiences and experiments in recycling still remain embryonic and limited to certain areas, especially in the Capital. Several infrastructures for sorting out and recycling waste have been built thanks to the support of international donors and agencies, but there is still a lack of an integrated approach that, on one side, can educate and engage citizens in the differentiation at the source, and on the other, can involve the Municipalities to take charge of the materials collection and transport to the sorting and recycling infrastructure. ICU, through the Upcycle together project, sets out precisely this goal, working in close and constant coordination with the Municipality of Jerash in order to establish a pilot experiment that will lead the way for other similar interventions.



The project's intervention area, as mentioned above, is the city center of Jerash, a town of about 50,000 inhabitants located in the north of Jordan and famous for its important archaeological site. Jerash is the capital of the homonymous Governorate, which is home to 1.4% (9,300) of Syrian refugees in Jordan. Although the number of Syrian refugees is lower compared to other Governorates (Amman, Irbid, Zarqa and Mafraq), the Jerash governorate is also less targeted in terms of interventions by humanitarian actors and therefore also in terms of the services offered to the refugee population. ICU intended to achieve the abovementioned objectives through the following type of activities:

Infrastructural

to reduce municipal buildings consumption and make them more sustainable: installation of solar panels, solar heating systems and a green-roof on top of the Municipality;

Training

to guide the Municipality staff on the sustainable management of waste, so that a pilot plan of differentiated collection can be launched in some target districts;

Support

to ensure the activation of a waste sorting station of Jerash. This activity was not initially planned, but it has emerged during the first months of project implementation and it was therefore inserted in agreement with the AICS headquarters in Amman;

Awareness

on the environment and recycling topics to be implemented in the schools and target neighborhoods of the recycling plan;

Creation

of a materials reuse laboratory, for the realization of educational activities on environmental issues for boys and girls and professional training activities for young people, and implementation of such activities through the involvement of local volunteering.

Through the intervention, the project directly benefitted:

- 120 employers of the Municipality, who benefit of a more welcoming and healthy working environment thanks to the infrastructural activities;
- 16 volunteers who benefitted from the training and subsequently implemented the lab activities;
- 8 vulnerable people who were hired through the cash-for-work formula to work in the waste sorting station;
- 10 employers of the Municipality that benefitted from the training and guidance activities on waste management;
- more than 500 people who benefitted from the awareness raising activities;
- over 80 among kids and young people who benefitted from the educational activities of the waste materials reuse lab.

In general, the whole city indirectly benefitted from the project activities, and in particular from a more sustainable waste management.

RESULT 1.

Reduced environmental impact of the Municipality and introduction of services for a better and more sustainable waste management.

ACTIVITIES

Installation of 50 KwP of solar panels, 4 solar heating system and one green roof system

During the project, different service providers were contracted in order to install two solar panel systems for a total of 50 KwP of energy production, 4 solar heating systems and around 250 square meters of green roof on the roof of the Municipality building. Thanks to this works, the building will increase its sustainability and will reduce of more that 60% its electricity expenses related to cooling and heating.

Training and follow-up of ten members of the Municipality staff about waste management and recycling

Ten members of the Municipality staff received an intense training about waste management. Objective of the training was the creation of a pilot system for the collection of recycling materials from the commercial area. After the training, held in February 2020, the Municipality were supported and accompanied in the practical implementation of the system. The Municipality started to collect the recyclable materials in September 2020.

Support to the activation of the sorting station of Jerash

Following the needs expressed by the Municipality, ICU supported the activation of the sorting station of Jerash, that was built during a previous intervention by another Agency and inaugurated in 2019, but was still inactive. ICU trained 8 Syrian refugees, selected using vulnerability criteria, on the work within the station and then employed them through a cash-for-work scheme.

The Station was inaugurated in September 2020 and it receives currently around one ton of recyclable waste per day. The waste is then sold to recycling companies. Thanks to the new incomes, the Municipality will be able to maintain the sorting station active after the end of the project.



RESULT 2.

Improved awareness of students from the target schools about environmental issues and the importance of recycling.

ACTIVITIES

Awareness raising in three target schools

It was expected to carry out an awareness raising campaigns in three target schools in order to increase the awareness of students about the importance of recycling and protecting the environment. Due to the COVID-19 emergency, the schools were closed, so all the awareness raising activities were implemented online. A social media campaign was launched and accompanied by a social media competition, that stimulated positive actions related to environment (recycling, creative upcycling, etc.) and awarded the most engaged people and students with small prizes.

Creation of a workshop for the reuse of waste materials

ICU supported the creation of a workshop in a building belonging to the Municipality, which was equipped with machineries and tools for the implementation of training and vocational activities on the reuse of waste and on the creation of innovative products (laser machine, carpentry machines, paper recycling machine, etc.). Other spaces of the building were equipped as meeting rooms or as spaces to carry out activities with children.

ToT of 16 volunteers on the management of the workshop's activities

16 volunteers selected among the local and refugee communities received a 50 hours Training of Trainer (ToT) in order to make them able to carry out vocational and educational activities with different age groups. The training covered technical aspects on the use of the machineries, theoretical aspects on environment and recycling and pedagogical aspects, and support the volunteers in the elaboration of a plan for the activities of the workshop.

Implementation of educational and vocational activities for children and youth from 5 to 24 years old

After the training, the volunteers implemented, during 4 months, different activities for different age groups, in particular:

- Educational activities about environment for children from 5 to 15 years old. The activities had the aim to raise awareness among the children about the importance of recycling and protecting the environment, and were implemented in interactive way. The practical part of the activities consisted in the re-use of waste materials (plastic bottles, paper, cardboard etc.) in order to create creative handcraft and games.
- Vocational activities for youth. The vocational activities consisted in the following:
 - a) Reuse of tires for the production of furniture;
 - b) Recycling of paper for the production of handcraft;
 - c) Reuse of chips packaging for the production of new artistic objects;
 - d) Course of decoupage;
 - e) Production of gadget and objects with laser machine;
 - f) Course of basic carpentry.

RESULT 3.

Improved knowledge of the local community living in the target areas about the 3P principles and the correct sorting of materials.

ACTIVITIES

Awareness raising campaign in the market area of Jerash

In order to support the establishment of the recycling pilot system, ICU carried out, in collaboration with the local organization Qutoof Professional Development, a widespread awareness raising campaign for the shops in the market area. The campaign was carried out by a team of local youth previously trained by Qutoof. All the shops were visited more than once in order to explain them the project and the benefits of recycling. Then, each shop received one recycling bin and signed an agreement with the Municipality, that committed to reduce of 50% the taxes on waste on all those shops who participated to the project and started sorting the recyclable waste from the non-recyclable one. The shops were then visited again to have feedbacks and suggestions. An application was also created by local youth in order to monitor the collection of the waste.

The craftsmen and shops near to the workshop were visited in order to raise their awareness about recycling and inform them about the opportunities related to the workshop itself, that will be accessible to the local community in the form of a fab-lab.

Creation of an environmental awareness space in the market area

In the market area, a space with different artistic installations on the topics of environment, recycling and upcycling was created in order to further increase the awareness of the local community and create a space of aggregation.





Up-Cycle Together

لتعيد الاستخدام معا

دعم بلدية جرش في تحسين ظروفها البيئية من خلال التهجئة التشاركية

This Project is Funded By Italian Agency For Development Cooperation

هذا المشروع ممول من قبل الوكالة الإيطالية للتعاون والتنمية

PROTEZIONE E DIRITTI:

Analizzare l'impatto negativo dell'esclusione sociale e della mancanza di accesso ai servizi di base per persone con disabilità in Giordania

PROTECTION AND RIGHTS:

Analyzing the negative impact of social exclusion and the lack of access to basic services for people with disabilities in Jordan

الوصول الأفضل للخدمات للأشخاص ذوي الإحتياجات الخاصة

Progetto fin
Project

Cooperazione allo Sviluppo
Development Cooperation
المشروع تمويل

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PROJECT

ACCESSIBILITY AND SOCIAL COHESION: INCLUSIVE
EDUCATION SPACES FOR JORDANIANS AND SYRIANS
IN AJLOUN GOVERNORATE

IMPLEMENTING PARTNER

INTERSOS

The project supported the need to intervene through post-emergency initiatives that act as a bridge for development, and aimed at implementing activities in support of the most vulnerable (such as people with disabilities, children, both Syrian refugee communities and Jordanian host communities) that have an impact in the long term.

The intervention focused on the importance of ensuring a protected, safe and inclusive school environment through rehabilitation and renovation of school infrastructure, and raising community awareness on issues related to gender-based violence, inclusion of people with disabilities and environmental protection.



SDG 4 *Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all*



SDG 6 *Ensure availability and sustainable management of water and sanitation for all*

Duration: 11 months

Start of activities: 11/12/2019

End of activities: 31/01/2021

Intervention areas: Ajloun governorate

Budget: € 450,000.00



OBJECTIVE

Contribute to improving the living conditions of Syrian refugees and Jordanian host communities.

SPECIFIC OBJECTIVE

Strengthen access to basic services and social cohesion between Syrian refugees and Jordanians in the governorate of Ajloun.

The intervention contributed to building a culture of safety and resilience, where the school is a safe place to achieve the social inclusion of the most vulnerable groups of the population (specifically students with disabilities), in order to support their full integration into the school system and the community.

The project therefore aimed at improving access to inclusive educational spaces, particularly through the renovation of school buildings, and to make them accessible to adults and children with disabilities. The buildings selected for the intervention were not fully accessible to students with physical disabilities, who were therefore denied the right to education and the opportunity to attend a protected educational environment with adequate facilities. At the same time, the intervention also offered an opportunity to raise awareness on the importance of education and on issues related to protection and disability. The intervention also includes several sessions for school students on hygiene and environmental protection.

The project is divided into two different results: the first one included the renovation of 3 schools in the governorate of Ajloun in order to improve the educational spaces of the structures, ensuring a particular attention to the hygienic-sanitary services and to the accessibility of children and adults with disabilities, the second one embraced structured cycles of awareness campaigns on the importance of education, protection and environmental awareness.



RESULT 1.

Improved access to inclusive educational services for 1,626 Jordanian and Syrian minors.

ACTIVITIES

Assessment (pre and post rehabilitation interventions) on the specific barriers to access to education for families with children with disabilities who do not attend school

In order to analyse the obstacles that prevent children with disabilities from accessing the school system and the intentions of their families to enrol them in school, INTERSOS conducted an assessment involving families living in the intervention areas who have children of school age with disabilities. In fact, the project aimed at improving the infrastructural quality of the selected school and renovating them to make them accessible to people with disabilities, and included an analysis of the intentions of families with children with disabilities to enrol their children in such facilities the following school year in the face of the rehabilitation interventions implemented. A questionnaire was then developed to analyse both quantitatively and qualitatively these barriers to education. The elements emerged from the first phase of data collection served to inform the rehabilitation intervention itself, incorporating the needs of children with disabilities. Once the renovation and rehabilitation work has been completed, a new questionnaire has been conducted to analyse any change in parents' intention to enrol their children in schools that are physically accessible to people with disabilities.

Initial technical evaluation of pre-selected schools for rehabilitation interventions

The technical infrastructure assessments and the detailed needs of the school site were conducted according to the standards defined by the Directorate of Education (DoE) of Ajloun, also considering the results of the assessment. Rehabilitation aimed at improving the functionality, efficiency, safety and capacity of water supply and sanitation facilities as well as accessibility for people with disabilities.

Rehabilitation of the three school facilities with particular attention to the accessibility of children and adults with disabilities and the quality of sanitary services

- *Sakhra Elementary school for boys and Khalid Bin Alwaleed primary school for boys*: the main objective of this renovation was to help the DoE and the school administration to properly manage the school and the sanitary services, separating all the educational and sanitary facilities of the two schools that will directly affect the school environment, improving the quality of the spaces. The building was completely renovated, repainting both the external and internal walls, adding new entrance doors, doing maintenance work on doors and windows, ensuring the electrical maintenance, fixing and replacing lighting, fans, switches, wires and cables.

- *King Abdullah II bin Al-Hussein secondary school for boys*: INTERSOS rehabilitated the two WASH blocks for the scientific and industrial sections of the school, adding also a toilet for people with disabilities and making the classrooms accessible. Moreover, the three sanitary facilities of the laboratories were completely renovated.

- *Ebein Secondary school for girls*: the old sanitary facilities were unsafe, so they were closed by the Directorate of Education of Ajloun. In fact, the students were using a single indoor sanitation system with few latrines, which was insufficient to cover their needs. INTERSOS demolished the old facilities and rebuilt a new structure, accessible for people with disabilities. Moreover, rehabilitated the stairs of the kinder garden and the main entrance for the school.

- *Ajloun Mixed Primary school*: the absence of functioning, safe and gender-segregated latrines or toilets tends to discourage boys and girls from attending school. The existing sanitary systems were rehabilitated in order to improve accessibility, installing ramps to make it accessible to children with disabilities: the latrines were separated by gender and rehabilitated with the addition of a new toilet for people with disabilities.

- *A'isha al-Ba'uniyya primary school for girls*: the external WASH blocks were completely unused by the students, forced to use a single indoor sanitation system with few latrines, which was insufficient to cover their needs. INTERSOS rehabilitated the sanitary facilities, installing ramps to make them accessible and including also a new toilet for people with disabilities.

Rehabilitation of the three school facilities with particular attention to the accessibility of children and adults with disabilities and the quality of sanitary services

The implementation of the works were carried out by an external contractor while INTERSOS engineers in cooperation with the Engineering Department of the Ministry of Education (MoE) and the technical office of the involved municipalities will monitor the progress of all rehabilitation/construction works and work with the contractors to ensure the quality of the work according to MoE standards. The Directorate of Education (DoE) in Ajloun carried out the final inspections and will be responsible for approving the completed work. It will also be responsible for ensuring the functionality of connections to the local water supply, sewerage and electrical services where necessary.

Organisation of 3 inaugural events for the completion of the work in the 3 target schools

At the end of the rehabilitation works, a delivery ceremony was organized for each target school, respecting the precautionary measures established by the Jordanian Government for the prevention of COVID-19. During the ceremony of the school affected by the most important intervention, local authorities will be invited to participate, and photos of the event will be shared on social networks.

6 schools rehabilitated and made accessible to adults and children with disabilities

58% of parents of children with physical disabilities reported intentions to enroll their children in the rehabilitated schools

RESULT 2.

Strengthened the knowledge of 1,700 Jordanian and Syrian adults and children on the importance of education and the main transversal issues related to the intervention, including disability, protection and environment

ACTIVITIES

Development and updating of materials for awareness-raising sessions on protection, the importance of education, hygiene, environmental protection and disability

INTERSOS created specific materials on education, disability and inclusion of people with disabilities, and on the importance of environmental protection with particular attention to issues such as pollution, recycling and reuse of materials avoiding waste.

Selection and involvement of 2 CBOs and 1 Community Centre linked to the municipality of Ajloun where to carry out awareness raising and training activities for the communities

INTERSOS identified two CBOs and community spaces to collaborate during the duration of the project. Particular attention was also paid to the identification of spaces accessible to people with disabilities.

Creation of 5 “WASH committees” within the three schools in order to promote good hygiene practices and environmental awareness among the students

INTERSOS supported the creation of 8 WASH committees within the 6 schools.

WASH committees play a key role in promoting good hygiene practices and environmental awareness among students. The committees are composed by students who expressed interest and willingness to play an active role in their communities as well as in the issues addressed by the committees.

Organisation of training cycles (2 sessions per cycle) for children attending target schools on issues related to children’s rights and gender violence, disability, environment and hygiene

INTERSOS conducted awareness raising sessions for students in rehabilitated schools on several issues such as protection (introduction to gender-based violence and children’s rights) and disability with particular attention to the inclusion of children with disabilities, hygiene and environmental protection issues. This awareness-raising process aims above all at providing children with basic knowledge about their rights and the world around them, with the aim of combating negative phenomena such as bullying and violence in schools as well as behaviour with a negative impact on hygiene and the environment. Furthermore, 3 animated videos on the main themes of the project were produced, contributing to a greater dissemination of the messages and their key contents.

Organisation of an awareness-raising event in each target school on the protection of the environment on the occasion of World Children’s Day

In order to strengthen the awareness-raising process among the students of the schools involved in the project, INTERSOS produced a video to celebrate the World Children’s Day. The video presents issues such as protection, inclusion of people with disabilities and hygiene promotion.







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