

EUTF'S CONTRIBUTION TO JORDAN AT A GLANCE

SUMMARY OF CONCLUSIONS OF
THE EUTF OUTCOME EVALUATION

MAY 2023

Jordan is the country hosting the third largest number of Syrian refugees, behind Turkey and Lebanon. According to UNHCR, 659,941 Syrian refugees are registered in the country, mainly in four governorates: Amman (30%), Mafraq (26%), Irbid (20%) and Zarqa (15%). In total, 21% refugees live in the Za'atari and Azraq refugee camps.¹

Despite a challenging global environment, Jordan's real GDP has accelerated to 2.7 percent in 2022 thanks to exports and tourism rebound. However, unemployment rates are declining only gradually and inflation has reached its highest level since 2018. Higher global commodity prices and the increased Jordan's import bill, are outpacing the positive effect of exports and tourism.²

During the pandemic, education has been one of the sectors mostly disrupted, and a substantial number of pupils has moved from private education to public education. In this context, Syrian refugees continue to face challenges, not only because of the economic situation and the lack of employment (especially in light of many professions remaining closed to non-Jordanians), but also due to overwhelmed public services.

Although the Jordanian government has approved exemptions for Syrian to work in services and sales; crafts; agricultural, forestry and fishery; plant and machine work; and in basic industries, restrictive policy frameworks and complex administrative procedures to access the formal labour market remain as actual barriers.

- 1. <https://reporting.unhcr.org/jordan-operational-update-4879>
<https://data.unhcr.org/fr/situations/syria/location/36>
- 2. Jordan: Economic monitor Fall 2022. Public Investment: Maximizing the Development Impact (World Bank 2022).

EUTF IN JORDAN

Since 2015, the 'EU Regional Trust Fund in Response to the Syrian Crisis' (EUTF) has supported Jordan with 40 actions to date, investing more than 561 million EUR in different sectors, such as basic and higher education, livelihoods, health, Water, Sanitation and Hygiene (WASH) and social protection and cohesion. Support is provided to strengthen local capacities, improve access to

services and/or local infrastructure. The EUTF portfolio has focused on the main governorates – Amman, Mafraq, Irbid, Zarqa- hosting the large majority of Syrian refugees and various refugee camps, such as Tafilah, Ajloun, Za'atari and Azraq. Currently, 16 actions are still in implementation on all sectors (see Table).

OVERALL ASSESSMENT JORDAN

EUTF's support to Jordan shows a high accomplishment of outputs across sectors and areas, with room for improvement in local capacities and local infrastructure improvements in health and access to WASH services. The new targets in health refer to the AECID action still being implemented. In the case of WASH, there are some accumulated delays in the construction of infrastructure.

This country update uses the recent EUTF outcome evaluation (April 2023) as the main source to summarise sector results in Jordan. The outcome evaluation assessed (using the EUTF Strategic Outcome Framework) the extent to which outcomes were achieved by interventions from 2014-2021

and identified lessons learned. This summary focuses on key sector outcomes, grouped in three areas:

- (1) Behavioural changes of refugees or host community members towards specific services that are provided to them;
- (2) Changes in intervention strategies of local organisations, providing services related to specific sectors; and
- (3) Changes in national strategy, policy or regulation, promoted by national institutions.

PROJECT LIST:

Table 1 (1/2)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION*
50.	EBRD	T04.92	EUTF contribution to the West Irbid Wastewater Network construction project	Jordan	€ 20,200,000
59.	KfW	T04.112	EUTF Support to construct 10 schools in Jordan	Jordan	€ 39,500,000
67.	FAO	T04.149	Enhancing resilient livelihoods and food security of host communities and Syrian refugees in Jordan and Lebanon through the promotion of sustainable agricultural development	Lebanon, Jordan	€ 10,925,185
70.	UNESCO	T04.185	Support to livelihoods through cultural heritage development	Jordan, Iraq	€ 6,500,000

* In the case of regional projects, EUTF contribution to Jordan only is reflected.

PROJECT LIST:

Table 1 (2/2)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION*
77.	GIZ	T04.200	Qudra II – Resilience for refugees, IDPs, returnees and host communities in response to the protracted Syrian and Iraqi crises	Lebanon, Jordan, Iraq	€ 19,000,000
78.	GIZ	T04.208	EUTF support for an integrated Solid Waste Management system in Syrian refugee camps and neighbouring communities affected by the Syria Crisis	Jordan	€ 56,000,000
79.	WHO	T04.202	EUTF Jordan Health Programme for Syrian Refugees and Vulnerable Jordanians	Jordan	€ 43,000,000
82.	German Jordanian University	T04.215	Higher Education Support to Syrian Refugees and Underprivileged Jordanian Youths of Host Communities (EDU-Syria III).	Jordan	€ 15,000,000
88.	UNHCR	T04.233	Providing social protection assistance for refugees in Jordan	Jordan	€ 45,000,000
90.	ILO UNICEF	T04.235	Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians	Jordan	€ 14,000,000
96.	AECID	T04.255	Enhanced Support to the Public Health System in Jordan for Syrian Refugees and Jordanians: Prevention and Management of Non-Communicable Diseases through Primary Health Care	Jordan	€ 22,000,000
101.	UN WOMEN	T04.249	Women have improved access to job opportunities and varied livelihoods options	Jordan	€ 7,000,000
111.	AECID	T04.306	Improving access to gender-sensitive prevention and protection services for vulnerable communities in Jordan	Jordan	€ 4,000,000
103.	EFI	T04.290	Towards stronger Economic participation of Women in Jordan	Jordan	€ 4,000,000
112.	GIZ	T04.284	Enhance the accountability of Jordanian law enforcement and judiciary systems with regard to prevention and protection of GBV cases among refugees and host communities	Jordan	€ 4,000,000
113.	Jordanian Ministry of Education	T04.261	EUTF Support to Equitable and Quality Education for Syrian Refugees in Refugee Camps in Jordan	Jordan	€ 19,290,000

* In the case of regional projects, EUTF contribution to Jordan only is reflected.

The outcome evaluation highlights achievements at the level of outcomes in the protection sector. It underlines adequate level of coordination and cooperation from the public actors to facilitate the delivery of services in all the sectors and a good integration in the local institutional structures. Despite a high level of ownership by the national authorities in education and health, and increased capacities of institutional and public service providers, further reforms are needed in

social protection, livelihood, waste management and health. Challenges have been identified in registering implementing partners and contracted NGOs by local authorities; legal restrictions for refugees accessing the labour market and benefitting from services; and a difference in the treatment between Syrian refugees versus non-Syrian refugees and other foreign workers.

BASIC EDUCATION

EUTF has strongly supported the basic education sector in the country, especially through two main partners, the Jordan Ministry of Education (MoE) - with three phases of budget support³ - and UNICEF, with four consecutive actions. In total 14 actions (see Table), implemented by different implementing partners – AFD, AVSI, DAAD, GIZ, KFW and World Vision, have been funded by EUTF. In recent years, and since the pandemic, remedial education has been a priority. The recent trend of children

transferring from the private to public education has put new pressures on the public education system. In response, the Ministry of Education (MoE) aims at building around 100 schools annually in the coming 10 years with the support of international donors, including the EU⁴. Referrals from non-formal to formal education remains one of the key challenges, apart from quality education, retention of pupils and learning performance.

PROJECT LIST:

Table 2 (1/2)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
4.	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)	T04.15	Regional Resilience & Local development Programme for Syrian refugees and host communities	Iraq, Lebanon, Jordan and Turkey	€ 21,634,000
8.	AVSI	T04.22	Back to the future: School readiness, inclusion and retention for children victims of the Syrian Crisis in Lebanon and Jordan	Lebanon and Jordan	€ 2,373,398
11.	UNICEF	T04.13	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 3,887,976
13.	UNICEF	T04.78	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 5,000,000
14.	Government of Jordan	T04.66	Budget Support to Education	Jordan	€ 22,330,000
25.	World Vision	T04.17	Youth RESOLVE: Resilience, Education, Social Cohesion, Opportunities for Livelihoods and reduced Violence	Lebanon, Jordan and Iraq	€ 5,813,713
27.	German Academic Exchange Service (DAAD)	T04.11	HOPES - Higher and further education opportunities and perspectives for Syrians	Egypt, Iraq, Jordan, Lebanon and Turkey	€ 3,150,660

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

- 3. EUTF has supported the Accelerating Access Initiative 2.0. This has been fundamental to ensure Syrian refugees have access to quality education.
- 4. Recently, the MoE has claimed that at least 30 new schools would need to be established to accommodate the 25,000 new students who join public education each year. - <https://jordantimes.com/news/local/30-new-schools-needed-annually-keep-growing-student-population-%E2%80%94-education-ministry>

BASIC EDUCATION

PROJECT LIST:

Table 2 (2/2)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
30.	AFD/AICS	T04.40/50	Resilience & Social Cohesion Programme (RSCP)	Lebanon, Jordan and Iraq	€ 5,038,200
▶ 59.	KfW	T04.112	EUTF Support to construct 10 schools in Jordan	Jordan	€ 39,500,000
68.	UNICEF	T04.172	Education and Makani ("My Space") Programmes for Vulnerable Syrian and Host Community School-aged Children in Jordan	Jordan	€ 21,600,000
73.	Government of Jordan	T04.196	Jordan's Compact Education Fund – "The Accelerating Plan"	Jordan	€ 31,200,000
▶ 77.	GIZ	T04.200	Qudra II – Resilience for refugees, IDPs, returnees and host communities in response to the protracted Syrian and Iraqi crises	Lebanon, Jordan, Iraq	€ 19,000,000
94.	UNICEF*	T04.245	EUTF Support for sustained Quality Education Services for Syrian Refugee Children in Jordan	Jordan	€ 9,000,000
▶ 113.	Jordanian Ministry of Education	T04.261	EUTF Support to Equitable and Quality Education for Syrian Refugees in Refugee Camps in Jordan (budget support)	Jordan	€ 19,290,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

* T04.40/50 and T04.245 have closed implementation in December 2022.

In addition to the budget support provided to the Jordan Ministry of Education, two education projects from the EUTF portfolio are still in implementation (with KfW and GIZ).

In terms of **output** achievements, based on the Key Performance Indicators (KPIs), the sector shows high performance. While target achievement on pupils' enrolment is at 98%, the goals on referrals and access to non-formal education have been exceeded. Local capacity strengthening with training of teachers is also achieved, and local

school infrastructure improvements show 91% of output delivery (EUTF database December 2022).

The **outcome** evaluation, after analysing the sector with three leading partners (AVSI, GIZ and UNICEF) corroborates the overall good performance in achieving access to education in Jordan. It also corroborates the mentioned challenges such as retention of pupils, quality education and learning performance. Furthermore, key partners have confirmed that in recent times there has been an *"increase on early marriage of girls and school*

BASIC EDUCATION

dropouts of boys that have to leave school, formal and non-formal, to support family economy".

Changes of individual behaviour and attitudes towards schooling is reflected in the increased numbers of enrolment and retention of refugees and Jordanian host communities over the years. According to the outcome evaluation, this is mainly attributed to: additional shifts or schools for

refugees, community support activities, information campaigns for refugees, the settlement of families over time in the host countries, cash transfer programs and the infrastructure works providing more and better school premises. Specific efforts on formal and non-formal education (NFE) and information and outreach campaigns have also fostered this positive change of behaviour.



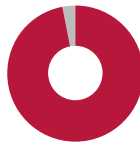
Access to services

01.

Children whose registration fees for public formal education are subsidised.

Contributors: 7

98%



131,545
(Aggregated current value)

134,146
(Target)

Cut off date: **December 2022**

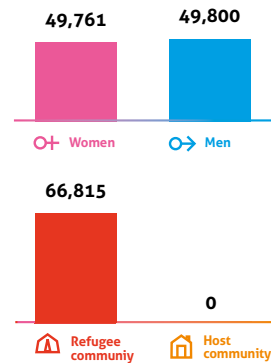


Figure 1.



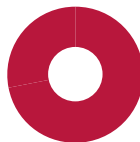
Access to services

02.

Children and adolescents referred to formal education.

Contributors: 2

>100%



1,295
(aggregated current value)

1,200
(target)

Cut off date: **December 2022**

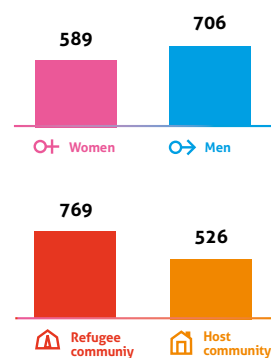


Figure 2.

BASIC EDUCATION

Concerns are highlighted in relation to the quality of formal education that had been decreasing since the pandemic. Internal analysis conducted by UNICEF -as reported by the outcome evaluation- show that this deterioration of quality of education and learning performance, affecting more Syrian pupils, has been due to lack of access to the camps by external teachers, limited internet accessibility for children and parents, and limited financial capacities of the households to purchase devices

and data packages. Inadequate monitoring of the quality of teaching and learning by school leaders and inadequate technical support by the supervisory units are also mentioned as key factors. In response, the MoE is prioritising remedial education. In terms of inclusive learning, another key priority in Jordan, UNICEF with EUTF funding, is supporting approximately 1,000 children with disabilities from the Syrian refugee community in the camps, providing additional learning support services.⁵



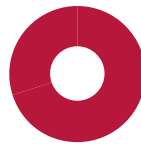
Access to services

03.

Children benefitting from non-formal education and learning support programmes.

Contributors: 5

>100%



60,444

(aggregated current value)

38,200

(target)

Cut off date: December 2022

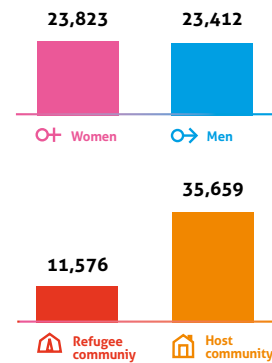


Figure 3.



Local capacities

04.

Educational personnel, including teachers, volunteers and administrative staff trained.

Contributors: 8

>100%



2,324

(aggregated current value)

2,195

(target)

Cut off date: December 2022

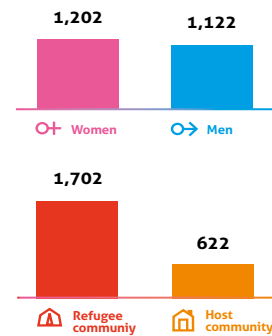


Figure 4.

→ 5. Additionally, the inclusive education (IE) programme embedded in the Accelerated Access Initiative (AAI) and funded through budget support, reports the enrolment of 4,029 pupils with disabilities. The EUTF directly supports the AAI.

BASIC EDUCATION

Regarding non-certified education (NFE)⁶, the *“overall perception is that interventions have managed to better tailor their programmes to refugee children in their communities, ensuring enrolment and retention, also during COVID times”*. The quality of non-certified NFE has also been reported as highly satisfactory. In Jordan, the national NFE programme is a certified educational pathway for out of school. Nevertheless, interviewed partners highlight that government’s capacities can be improved, since *“bridges between NFE and formal education are insufficient and data not available”*. *In this context, it is not possible to measure “outcomes in terms of re-integration in the formal education system”*.

UNICEF, specifically with EUTF support, implements remedial and non-certified NFE through the 136 Makani centres to refugee and vulnerable host communities in camps and outside. According to the outcome evaluation, this more personalised educational offer has positive effects such as increased self-confidence, improved academic performance and development of the children and better socialization in the neighbourhoods. It is valued as a trusted space by parents and children, allowing an individualised attention by education facilitators.

According to the outcome evaluation, **local organisations and institutions** in this sector report **changes** in their practices providing refugee and host communities with greater access to education through (a) construction of new schools and/ or enhancement of school infrastructure; (b) recruitment of additional educational staff; and (c) enhancement of teachers’ training. The evaluation also highlights that school rehabilitation is “having a rapid impact on local communities in (...)”. Host communities *“appear to be prouder of their local public schools”* after these rehabilitation interventions. As mentioned above, the construction of new schools is extremely urgent in order to respond to current demand. With regards to teachers’ capacities, the evaluation praises the support provided to teachers (and the quality of training), so that they are able to *“develop educational plans, organize lessons, manage the class, psychosocial aspects, and other relevant topics”*. Parents from host communities are also more interested in enrolling their children in rehabilitated public schools. There is a consensus from principals, teachers and parents that *“the school looks now like a private centre”*, as highlighted by the outcome evaluation.

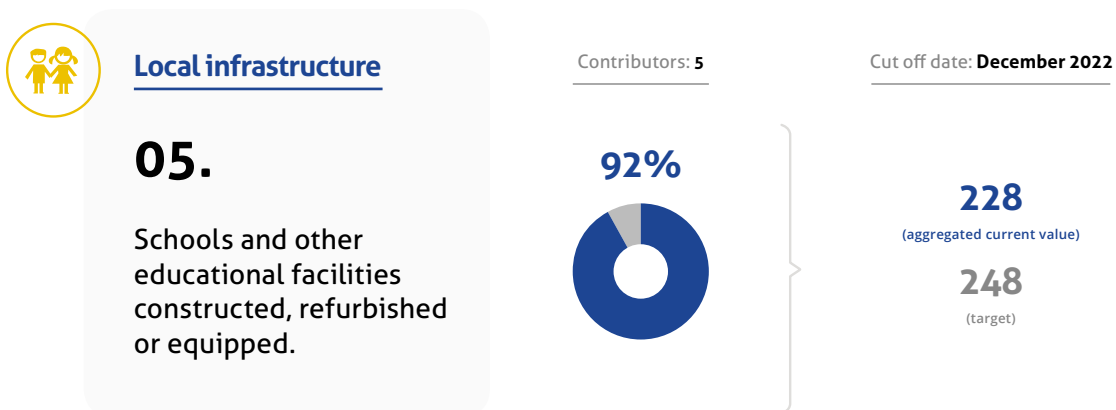


Figure 5.

→ 6. It is important to differentiate non-certified non-formal education (NFE) provided by UNICEF (with EUTF support), from the certified national non-formal education directly provided by MoE.

BASIC EDUCATION

The outcome evaluation identifies a gap between the non-certified NFE services these centres -with UNICEF and EUTF support- provide, and the services offered in the public schools as part of the national NFE programme. Nevertheless, NFE in Makani centres provide complementary services to NFE offered by the public system, also supported with EUTF through the AAI. This might *“potentially constitute a pull factor away from the formal education systems”*, since they include transportation, catering, psychosocial support and arts activities.

At **national policy and regulatory level**, Jordan has adopted relevant policies and plans to address the education needs of Syrian refugees with EUTF support. The current National Education Strategic Plan (2018-2022) continues to be guiding document and has been extended until 2025. The evaluation highlights that as part of *“the second phase of the Accelerating Access Initiative, the framework initiative to support education of refugee children is only foreseen to be funded by donors.”*⁷ It is important to add that this initiative is a collective framework of burden sharing in line with Jordan compact.

With inclusive education as an ultimate goal, the MoE is preparing a national NFE framework with the *“specific proposals to increase enrolment and meet the learning needs of at least some of the 100,000 out-of-school children and youth”*. This largely acknowledges the dropout challenges the educational system is facing in different stages of education (e.g. at the beginning of secondary education) and for different reasons (e.g. disability, economic hardship) that the EUTF supported programmes have been addressing. These proposals include a dropout programme by adding a fourth educational cycle; a transition plan for

non-formal education programmes from NGO to Ministry implementation and continue to provide incentives for learners to cover items including (but not limited to) transportation and nutrition; integrate in individuals with disabilities by setting up non-formal education centres that are prepared for inclusive education and expand the home studies programme. Currently, a total of 4,008 students (age 13 -21) are enrolled in the drop-out programme and 1,172 in the catch-up program (age 6-12).

Specifically on education of children with disabilities, although the country has 10-Year Strategy for Inclusive Education (2020–30)⁸ that explicitly intends to implement inclusive education for all in mainstream schools, the evaluation highlights that *“there is still a lack of capacity for the implementation of an inclusive education system in Jordan”*. Nevertheless, in the context of the EUTF and UNICEF supported action, pilot projects on inclusive education, also targeting children with disabilities (CwD), are already being implemented. Currently, as part of the AAI support, a total of 4,029 students with disabilities have been enrolled (compared to 1,300 in 2020). In this regard, the evaluation specifies that *“EUTF has been noted to contribute to policy development”*.

- **7.** According to the outcome evaluation, in October 2021, “the GoJ endorsed the second phase of AAI, through which, with the support from donors, will provide quality public education to an estimated 144,000 Syrian refugee children and 18,000 non-Syrian children. This includes training new teachers, financing salaries for teachers and administrative staff, opening additional double-shift schools, supporting inclusive education, purchasing school books, providing tuition fees and covering costs for operations, and equipment in these schools.”
- **8.** “The Ten-Year Strategy for Inclusive Education is a collaborative effort of government institutions, the Higher Council for the Rights of Persons with Disabilities, and international organisations to develop ways that will help contribute towards meeting specific goals in inclusive education. (It has been complemented with) a three-Year Action Plan to break down the components of IES into tangible activities and track the medium-term implementation of inclusive education” : Jordan Ministry of Education, The 10-Year Strategy for Inclusive Education, MoE and HCD (2020-30).

HIGHER EDUCATION

The EUTF's main partner to support higher education in Jordan has been the German Jordanian University (GJU). EUTF has funded three phases of Higher Education Support to Syrian Refugees and Underprivileged Jordanian Youths led by GJU with other partners. A previous action was implemented by DAAD. These projects on higher education have evolved, from funding solely scholarships for technical and higher education, to supporting comprehensive career counselling, psychosocial support and labour market employability measures. Currently, two actions with GJU are still being implemented. The focus is now on a more comprehensive approach of supporting higher and technical education as a means to providing a pathway to the labour market.

Regarding **outputs**, measured by KPIs for this sector, in both cases, on access to scholarships and graduation certificates awarded, targets have been achieved, despite the increasing dropout -that now shows a cumulative value of 14% since project started.⁹ This is due to reasons, such as migration

or the need of urgent employment and livelihoods, among others, and is affecting both Syrian and host communities. In terms of access, GJU, with EUTF support, provided one of the few higher education opportunities for Syrian refugees in the country. In total, more than 3,086 students have received a scholarship.

The **outcome** evaluation -having assessed the GJU led project in the country- underlines that most outcomes *"have been achieved on the levels of community perception, behaviours and service delivery"*, while the outcomes at the national policy remain somehow vague", due mainly "to the little interest, especially in Jordan (...) on the development of the sector in connection with the response to the needs of the Syrian refugee communities". It is worth noting that, up to date, the higher education actions have only included some specific advocacy activities but have not defined any policy objectives. This might change in the future with engagement of UNHCR, GJU and EU.

PROJECT LIST:

Table 2

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
38.	German Jordanian University (GJU)	T04.29	Vocational Education and Training & Higher Education Programme for vulnerable Syrian youth	Jordan	€ 11,000,000
▶ 66.	GJU	T04.166	Vocational Education and Training & Higher Education Programme for vulnerable Syrians and disadvantaged youth from host communities (EDU-SYRIA II – Additional Scholarships)	Jordan	€ 2,600,000
▶ 82.	German Jordanian University	T04.215	Higher Education Support to Syrian Refugees and Underprivileged Jordanian Youths of Host Communities (EDU-Syria III).	Jordan	€ 15,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

→ 9. This value also includes the action: EDU-I (ENI/2015/368-804), apart from T04.29, T04.166 and T04. 215.

HIGHER EDUCATION

Regarding **changes at individual level**, the evaluation highlights positive changes in behaviours and perceptions towards higher education. It attributes this to more effective and efficient outreach conducted by implementing partners, especially actions promoted by the EU Regional Network for Alumni and Young Professionals, and the provision of technical support and advise on registration procedures

and counselling in higher education institutions. A good practice has been identified in the country, *"where a well-known celebrity of Syrian origin, Yahya Hawwa, supported through social media (Youtube and Facebook mainly) the higher education programme, EDU Syria, at an early stage in 2016. This had a clear impact on the number of applicants."* Partnerships with other institutions, such as UNHCR and the National Aid



Access to services

06.

Higher education certificates awarded (including for BA, MA and Vocational education).

Contributors: 4

>100%



2,328

(aggregated current value)

2,166

(target)

Cut off date: December 2022

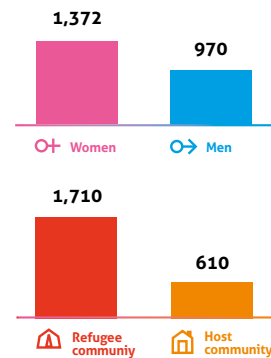


Figure 6.



Access to services

07.

Youths, adolescents and adults accessing higher education with Trust Fund support .

Contributors: 4

>100%



2,348

(aggregated current value)

2,066

(target)

Cut off date: December 2022

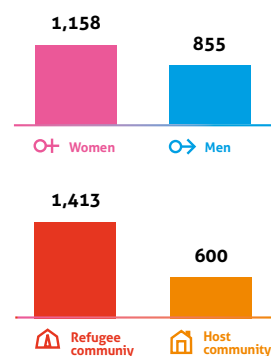


Figure 7.

HIGHER EDUCATION

Fund (NAF) has also fostered outreach of services. The evaluation also underlines increased interest by Syrian and Jordanian students on specific short vocational training (e.g., coding), due to high demand in the labour market. Regarding access to jobs, a tracer study has been commissioned. According to the evaluation, Jordanian graduates of the Teacher Education Professional Diploma (TEPD) offered by the QRTA (Queen Rania Teacher Academy) *“emphasized the added value of the scholarship programme to get qualified jobs based on their own experience”*.

In a previous tracer study as reported by the outcome evaluation, it has been shown that 25% of Syrians who had access to a scholarship with EUTF support have benefited from a job, however analysts affirm this might be higher due to the caution Syrians have when talking about their employment situation. The challenge of finding a job continues to be high due to lack of employment opportunities and the legal ban of Syrian refugees to work in a number of professions.

On **changes** at the level of **local organisations and institutions**, the outcome evaluation confirms that partnerships with universities have been strengthened and talks about *“profound cooperation mechanisms”*. In Jordan, EDU Syria has encompassed a network of universities under GJU coordination: Queen Rania Teacher Academy, Jordan University of Science and Technology, Yarmouk University, Mutah University, Zarqa University and Luminus Technical University College. The consortium is now, according to the evaluation, *“a trustful partner of the EU, capable of implementing large scale projects in the refugee context and close cooperates with the Ministry of Higher Education (MoHE), UNHCR, NAF and representatives of the business sector”*.

Some contacts among EUTF higher education partners resulted in events, such as the one on Creating opportunities through learning - Higher Education in emergencies, organised by GJU and SPARK. According to the outcome evaluation, this has contributed to establish better networks in the region, and to connect alumni in different countries. The EU Regional Network of Alumni and Young Professionals has been mentioned as *“a convergence*

point from the most relevant higher education interventions in the region” by the outcome evaluation. The Alumni network is now facing the challenge of alumni's interest and ownership beyond project implementation.

It is also worth underlining that the business acceleration measures planned to promote entrepreneurship among graduates is facing some challenges. The outcome evaluation mentions that it will eventually need to be redesigned towards lighter formats, such as home-based businesses and micro and Small and Medium Enterprises (MSME), which is not currently offered by the project.

Changes at national policy or regulatory level, the outcome evaluation highlights that there is limited interest from the Government of Jordan in adopting any new higher education policy. Nevertheless, paraphrasing the same source, MoHE shows a high commitment and ownership of the project results.

While Jordan subsidises bachelor's degree studies in public universities to Jordanian citizens, the EUTF has supported master's degree to vulnerable Jordanians; bachelor's degree studies to Syrian refugees, and vocational training for both Syrian and vulnerable Jordanians. In this context, and according to the outcome evaluation, the NAF, *“the main government partner in Jordan dealing with vulnerable host communities, stated that its current operations are being influenced by the learning process of engaging with EDU Syria (GJU led project), and in particular, in implementing the graduation approach with vulnerable Jordanian students, to transition out of poverty and achieve long-term financial stability, supporting their families.”* NAF highlights how, in the case of Jordanians who benefit from a scholarship, 80% get access to jobs and can improve livelihoods. In this context, 5 million euros have been secured under NDICI to ensure funding of additional scholarships and the continuation of EDU-Syria.

LIVELIHOODS

EUTF has supported 28 livelihood projects (direct or as linked components) in Jordan to date (See Table). These actions cover a wide range of approaches and strategies - vocational training, short-term employment programmes or longer-term livelihood strategies. While some focus exclusively on livelihoods though skills development (ACTED, AFD/AICS, DRC, EFI, FAO, GIZ, UNESCO, UN Women), others link livelihoods to other synergic components, education (KFW, UNESCO, UNICEF, UNRWA), higher education (GJU, DAAD), social protection (UNHCR, ILO/UNICEF), health (Medair), environment (GIZ), social cohesion (World Vision, RDPP II, with the Danish Ministry of Foreign Affairs), and WASH (EBRD). A large number of projects include a cash-for-work (CfW) component (e.g., FAO, GIZ, UNESCO, UN Women, etc.). A few projects include the investment in productive physical

assets to generate income (e.g. GIZ, FAO, UNESCO, etc.). Eleven actions are still being implemented. Cash assistance has also been part of livelihood actions in nine projects, as part of education and protection (UNICEF, UNRWA), agricultural livelihoods (FAO), social protection (UNHCR) and health (Medair) interventions. The outcome analysis will be completed as part as the protection sector in line with the outcome evaluation.

In terms of KPIs, targets for **output** achievement on access to employability training are at 79%, with implementation ongoing across eight projects, while those on access to cash assistance are overachieved. MSME support also exceeds planned output targets. On work opportunities promoted with EUTF support, the level of achievement shows

PROJECT LIST:

Table 3 (1/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
3.	Danish Refugee Council	T04.10	LEADERS – Promoting inclusive local economic empowerment and development to enhance resilience and social stability	Jordan and Lebanon	€ 3,455,766
4.	GIZ	T04.15	Regional Resilience & Local development Programme for Syrian refugees and host communities	Iraq, Lebanon, Jordan and Turkey	€ 21,634,000
6.	UNRWA	T04.21	Maintaining the resilience of Palestine refugees affected from Syria in Jordan and Lebanon	Jordan and Lebanon	€ 3,597,142
11.	UNICEF	T04.13	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 3,887,976
13.	UNICEF	T04.78	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 5,000,000
17.	UNRWA	T04.160	Strengthening the resilience of palestinian refugees from Syria in Jordan and Lebanon	Lebanon, Jordan	€ 2,976,720

The outcome evaluation also included here the assessment of other multisector projects, such as T04.17 (social cohesion), or T04.160 (protection).

LIVELIHOODS

PROJECT LIST:

Table 3 (2/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
25.	World Vision	T04.17	Youth RESOLVE: Resilience, Education, Social Cohesion, Opportunities for Livelihoods and reduced Violence	Lebanon, Jordan and Iraq	€ 5,813,713
27.	German Academic Exchange Service (DAAD)	T04.11	HOPES - Higher and further education opportunities and perspectives for Syrians	Egypt, Iraq, Jordan, Lebanon and Turkey	€ 3,150,660
31.	UN WOMEN	T04.72	Strengthening the Resilience of Syrian Women and Girls and Host Communities in Iraq, Jordan and Turkey	Turkey, Jordan, Iraq	€ 3,000,000
32.	EuroMed Feminist Initiative (EFI)	T04.130	Strengthening access to protection, participation and services for women refugees, IDPs and host communities	Jordan, Lebanon, Iraq	€ 3,700,000
35.	Danish Red Cross	T04.30	Addressing Vulnerabilities of Refugees and Host Communities in Five Countries Affected by the Syria Crisis	Egypt, Iraq, Jordan, Lebanon and Turkey	€ 2,872,743
46.	AICS	T04.40/ T04.50	Resilience & Social Cohesion Programme (RSCP)	Lebanon, Jordan and Iraq	€ 8,818,200
47.	Medair	T04.31	Strengthening Protection Mechanisms for Syrian Refugees and Vulnerable Host-Communities in Jordan and Lebanon	Jordan and Lebanon	€ 804,54
▶ 50.	EBRD	T04.92	EUTF contribution to the West Irbid Wastewater Network construction project	Jordan	€ 20,200,000
▶ 59.	KfW	T04.112	EUTF Support to construct 10 schools in Jordan	Jordan	€ 39,500,000
▶ 67.	FAO	T04.149	Enhancing resilient livelihoods and food security of host communities and Syrian refugees in Jordan and Lebanon through the promotion of sustainable agricultural development	Lebanon, Jordan	€ 10,925,185
68.	UNICEF	T04.172	Education and Makani ("My Space") Programmes for Vulnerable Syrian and Host Community School-aged Children in Jordan	Jordan	€ 21,600,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

The outcome evaluation also included here the assessment of other multisector projects, such as T04.17 (social cohesion)

LIVELIHOODS

PROJECT LIST:

Table 3 (3/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
▶ 70.	UNESCO	T04.185	Support to livelihoods through cultural heritage development	Jordan, Iraq	€ 6,500,000
● 72.	Royal Danish Ministry of Foreign Affairs	T04.164	Regional Development and Protection Programme for Lebanon, Jordan and Iraq (RDPP II)	Lebanon, Jordan, Iraq	€6,000,000
● 77.	GIZ	T04.200	Qudra II – Resilience for refugees, IDPs, returnees and host communities in response to the protracted Syrian and Iraqi crises	Lebanon, Jordan, Iraq	€ 19,000,000
● 78.	GIZ	T04.208	EUTF support for an integrated Solid Waste Management system in Syrian refugee camps and neighbouring communities affected by the Syria Crisis	Jordan	€ 56,000,000
▶ 82.	German Jordanian University	T04.215	Higher Education Support to Syrian Refugees and Underprivileged Jordanian Youths of Host Communities (EDU-Syria III).	Jordan	€ 15,000,000
● 84.	UNRWA	T04.212	Strengthening the resilience of Palestine refugees from Syria in Jordan and Lebanon - Phase III	Lebanon, Jordan	€ 12,600,000
▶ 88.	UNHCR	T04.233	Providing social protection assistance for refugees in Jordan	Jordan	€ 45,000,000
▶ 90.	ILO UNICEF	T04.235	Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians	Jordan	€ 14,000,000
● 94.	UNICEF	T04.245	EUTF Support for sustained Quality Education Services for Syrian Refugee Children in Jordan	Jordan	€ 9,000,000
▶ 101.	UN WOMEN	T04.249	Women have improved access to job opportunities and varied livelihoods options	Jordan	€ 7,000,000
▶ 103.	EFI	T04.290	Towards stronger Economic participation of Women in Jordan	Jordan	€ 4,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

T04.245 have closed implementation in December 2022.

LIVELIHOODS

some room for improvement (65%), nevertheless, there are still ten projects being currently implemented (EUTF database December 2022).

The **outcome** evaluation positively assessed results in the livelihoods sector. For this assessment, key EUTF partners in the country, such as EFI, ILO, UNHCR, UNICEF and UN Women have been approached. It differentiates that while those interventions helped to increase income and stabilise the situation of those families for the duration of the job placements or CfW schemes,

further outcomes, such as longer-term creation confront a wide range of structural challenges linked to the political situation (where refugees do not have access to the formal labour market) and the economic crisis in Jordan. Some positive institutional effects as well as policy changes in women labour rights are highlighted.

Although EUTF projects have related differently to the concept of "livelihoods", all conceived the idea of accessing livelihoods through employment, *"focusing on life skills and vocational*



Access to services

08.

Work opportunities promoted by EUTF.

Contributors: **11**

63%



19,110

(aggregated current value)

30,534

(target)

Cut off date: **December 2022**

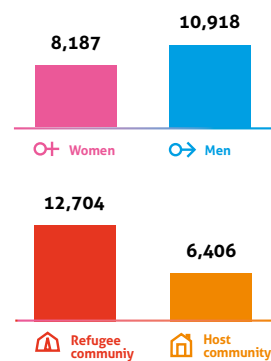


Figure 8.



Access to services

09.

People participating in employability, vocational and entrepreneurial skills training programme.

Contributors: **11**

77%



28,471

(aggregated current value)

36,747

(target)

Cut off date: **December 2022**

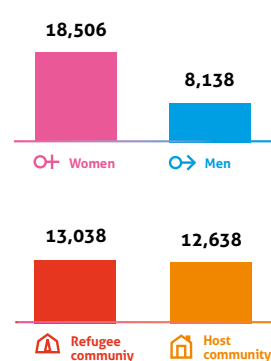


Figure 9.

LIVELIHOODS

training, often coupled with career counselling and/or job placements, support to the creation of MSME or cash for work (CfW) initiatives". Regarding **individual behavioural changes**, the outcome evaluation highlights improved short-term access to livelihood opportunities through cash transfers, and therefore, increased income during the CfW engagement. It also underlines increased set of skills and qualifications of target groups. An unexpected outcome is that self-employment is *"the preferred strategy of women"* who find it to be a more flexible and safer working approach. The evaluation also

underlines that more successful projects on employment creation were those where a strategic partnership with private sector companies was developed. Based on the findings from the final evaluation of the UN Women led action, it is important to note that Jordanians had a significantly higher weekly income than Syrians, because Jordanian women were more likely to have a permanent employment compared to Syrian women. This is also related to labour market regulations that continue to be restrictive for Syrian refugees. As a consequence, the informal sector continues to



Local infrastructure

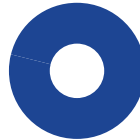
10.

Micro, Small and Medium Enterprises supported with coaching and training.

Contributors: 4

Cut off date: December 2022

>100%



1,428

(aggregated current value)

1,063

(target)

Figure 10.



Access to services

11.

People receiving cash assistance (and/or food vouchers) from EUTF.

Contributors: 7

Cut off date: December 2022

>100%



194,502

(aggregated current value)

192,820

(target)

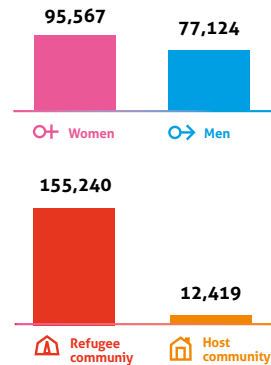


Figure 11.

LIVELIHOODS

be often the only option for refugees. In general, however, according to the outcome evaluation, the perception about employment opportunities has improved, as well as the awareness about those opportunities and women's rights (EFI). The pilot projects experimenting with a graduation approach (UNHCR and ILO/UNICEF) that links cash transfer and job creation has not yet delivered tangibles results, due to weak design at origin - which is currently being reviewed.

The outcome evaluation also highlights **changes in local institutions capacity** to promote livelihoods related services, especially in technical and vocational education and training (TVET) institutions and among Regional Development and Protection Programme (RDPP) network of implementing partners. TVET public schools *"have radically improved trainings by offering new competency-based curricula"* and, *"the support provided in Jordan included the adoption of new criteria for the accreditation and selection of workplaces for Work Based Learning (WBL) by relevant authorities"*, in this case, the Technical and Vocational Skills Development Commission and the TVET Council. Two new curricula have been also developed, one in aluminium/blacksmith and the other in carpentry/furniture. In general, the TVET sector in Jordan is undergoing a high-intensity reform process. Policy dialogue with the donor community is ongoing to ensure the sector remains accessible to most vulnerable populations, including refugees. Challenges at policy level remain in terms of access to vocational work for refugees outside the open sectors, where quotas for Syrians and/or expensive working permits are required.

In the case of RDPP II, local organisations, by way of the EUTF support, have developed various strategies on gender, anti-harassment strategy, security, whistle-blower, standard operating procedures, and/or a digitalisation of payment management system. More partnerships with the private sector were actively sought by RDPP and UN Women, leading to self-employment strategies. This has been successful since the legal framework in Jordan changed to allow refugees to work in more sectors when running home businesses. According to the evaluation, the continued commitment of the

Ministry of Social Development (MoSD) to sustain the services of the women-only centres -highlighted as a good practice- was due to targeted advocacy, technical assistance and capacity development provided by UN Women on policy issues on equality, prevention of GBV and discrimination.

A circular economy model with focus on solid waste management has been fostered as part as one environmental project in Za'atari and Azraq camps (GIZ). Not only access to jobs has been achieved, but increased recycling rates and a renewed waste management model established by local farmers groups, other non-governmental organisations and municipalities.

Although it cannot be directly attributed to specific EUTF actions, regarding the **national policy and regulatory context**, the Jordan government has recently **changed** its approach and relaxed restrictions for Syrians to establish a home business in more sectors than previously. Despite this, the formal labour market remains constrained for Syrian refugees, so that the informal labour market continues to be a likely choice. According to the outcome evaluation, national authorities are not interfering in EUTF projects that are using CfW schemes. CfW are, therefore, exempted from formal constraints, so that work permits or residency are not required from refugees.

The evaluation also notes further national policies facilitating employment for Syrian refugees, such as *"issuing flexible (independent) work permits in certain sectors (e.g. agriculture and construction), the introduction of grace periods for refugees working without a work permit, waiver of fees to obtain a work permit in selected sectors, and simplification of document requirements for employment"*. There are still challenges since the lack of clear information about procedures and the complexity of getting a license for a home business or a work permit deter refugees and employers from choosing this option.

The Jordan Ministry of Labour had issued 215,668 work permits for Syrian refugees since 2016. Two EUTF projects include targets on work permits. On the one hand, the EFI led action achieved only a limited number of permits for women, due to lower

LIVELIHOODS

achievements in terms of jobs than expected and concerns about possible loss of their humanitarian cash aid. The UNHCR project, with 35,000 work permits as a target, is, according to the recent ROM, unlikely to achieve it, due to the time remaining and that no work permits have been issued at this stage.

Outcomes at national level were also found with the establishment of a national farmers' registry in Jordan. Although the data collection for the registration is still ongoing, the farmers registry, when completed, will allow to target and improve the design of supporting interventions for the agricultural sector.

For Jordan the NAF, engaged with the graduation approach for cash transfer beneficiaries, will now provide a gradual exit from cash assistance for Jordanians who found employment. According to the outcome evaluation *"this result is important in order to promote graduation models and formalisation of jobs and it was achieved through the advocacy provided by an RDPP partner"*.

In relation to the UN Women led project in Jordan, a Protection Platform for private sector employees to report violations against their labour rights has been created and is now regularly used by the Ministry of Labour to address violations against employees. In the context of labour rights, the Jordanian government adopted two policy documents on Gender Based Violence (GBV), one on GBV within MoSD and, another on gender mainstreaming within the MoSD social protection services. At the time of the evaluation, a consultation process was ongoing between the Ministry of Labour, the Parliamentarian Committee for Labour, Social Development, and Housing, and different community representatives from civil society organisations (CSOs) to discuss the revised Labour Law amendments. The focus was to ensure that workplaces become free of all forms of violence and harassment, aiming at enhancing women's access to all occupations.

HEALTH

In Jordan, EUTF has mainly supported 3 health actions (UNOPS, WHO and AECID, see Table). While UNOPS had a focus on refurbishing three hospitals, the WHO led action follows a more comprehensive approach of primary health care, including immunisation and health governance, and AECID works on public health with the Ministry of Health and primary health care centres. In addition, EUTF has funded four multisector projects with small

health components on health staff training (UNRWA, Medair, AFD) or health awareness activities (DRC).

Currently, 2 actions -the one led by WHO and the one by AECID on public health, continue to operate in the country.

Regarding KPIs, **output** targets in terms of number of children vaccinated and number of people

PROJECT LIST:

Table 4

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
17.	UNRWA	T04.160	Strengthening the resilience of Palestine refugees from Syria in Jordan and Lebanon	Lebanon, Jordan	€ 2,976,720
30.	AFD/AICS	T04.40/50	Resilience & Social Cohesion Programme (RSCP)	Lebanon, Jordan and Iraq	€ 8,818,200
35.	Danish Red Cross	T04.30	Addressing Vulnerabilities of Refugees and Host Communities in Five Countries Affected by the Syria Crisis	Egypt, Iraq, Jordan, Lebanon and Turkey	€ 2,872,743
47.	Medair	T04.31	Strengthening Protection Mechanisms for Syrian Refugees and Vulnerable Host-Communities in Jordan and Lebanon	Jordan and Lebanon	€ 804,538
51.	UNOPS	T04.105	Expanding and Equipping Ministry of Health Facilities (MoH) Impacted by the Syrian Crisis in Jordan	Jordan	€ 11,500,000
▶ 79.	WHO	T04.202	EUTF Jordan Health Programme for Syrian Refugees and Vulnerable Jordanians	Jordan	€ 43,000,000
▶ 96.	AECID	T04.255	Enhanced Support to the Public Health System in Jordan for Syrian Refugees and Jordanians: Prevention and Management of Non-Communicable Diseases through Primary Health Care	Jordan	€ 22,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

T04.40/50 has closed implementation in December 2022.

HEALTH

accessing health education activities have been exceeded. On health staff trained as part of the local capacity strengthening component, there is room for delivery, as well as for the local health infrastructure improvements, with 25% and 13% of the output targets respectively achieved. This is due to new targets in both ongoing actions led by WHO and AECID which still show enough time for implementation.

The **outcome** evaluation, having assessed three actions (UNOPS, WHO and AECID), underlines that there was an improvement in access to primary healthcare of refugee families and vulnerable families in host communities in the country. Apart from this, additional capacity has been created in three hospitals and in primary health care centres with focus on the Vaccine Preventable Diseases and Immunisation (VPI) activities. National level outcomes can be identified in tertiary service delivery improvements. WHO and AECID continue to work in health governance and public health, respectively, focusing on institutional and policy changes.

According to the EUTF Strategic Outcome Framework, **improved access** to quality health services is part of the sector outcomes. Since April 2019, Syrian refugees, as uninsured Jordanians,

have to provide a co-payment of 20 percent, to access to MoH hospitals and primary health care centres. Therefore, all ongoing health projects have a component on access. As the recent outcome evaluation in Jordan points out, outcomes in improved access and quality of secondary and tertiary healthcare services (UNOPS) were achieved *“by expanding and equipping emergency departments of three public hospitals, Jamil Tutunji, Ramtha and Ruwashed, and by procuring and delivering three ambulances to the Ministry of Health (MoH)”*. The WHO led action focused on vaccination availability to Syrian refugees and host communities, both in terms of COVID-19 protection and routine immunisation. The project has contributed significantly to strengthen Vaccine Preventable Diseases and Immunization activities and disease surveillance at the primary health care. National capacity is supported in every aspect of health delivery. The project promoted by AECID also included the aim of access to public primary healthcare (PHC) services in relation to non-communicable diseases (NCD), notably in the three target governorates of Mafraq, Tafilah and Ajlun. However, it is still in early stages to assess if access has now increased.

In terms of refugees' awareness and **changes of individual behaviours**, the recent evaluation

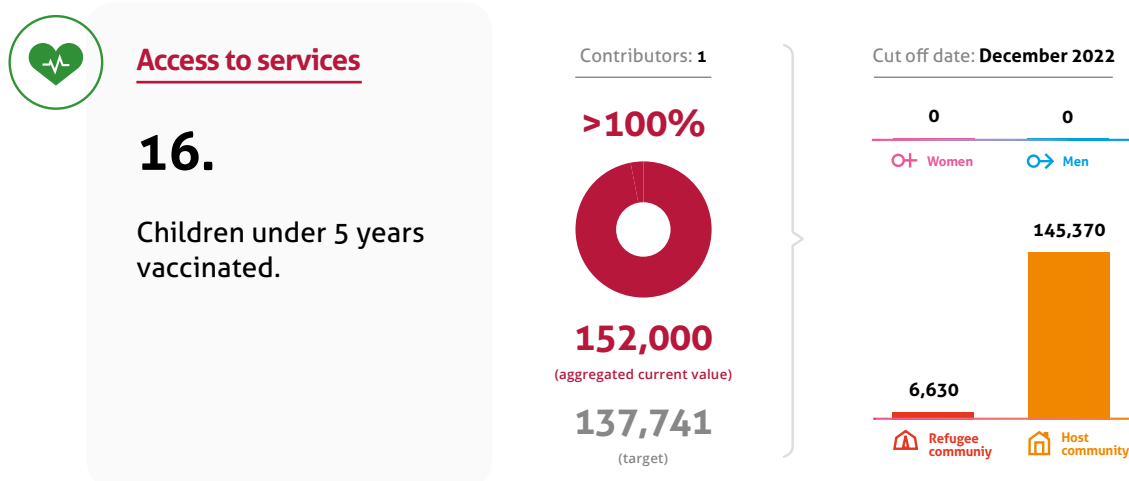


Figure 12.

HEALTH

highlights *“a slight increase in usage of primary health care services by the refugees”* (...), although *“the refugees are less aware of being entitled to access health services under the same conditions as uninsured Jordanians”*. In this context, both active projects continue to work on outreach and health education. While WHO targets the whole population for the vaccination programmes, AECID foresees engagement with Health Community Committees, families and Community Based Organisations (CBOs) to inform refugees about access to public primary health care and about initiatives to raise awareness on risk factors for main non-communicable diseases.

Regarding changes in **local organisations and institutions**, these are visible for the completed infrastructure project (UNOPS) *“whose technical and medical design reflected well the given needs and priorities”*. The evaluation continues underlining that *“the hospitals, including refurbished and new emergency wards, are in full use and well maintained and their capacity is improved”*, not only in terms of new beds but also in terms of service types. They also quote new higher standard protocols, e.g. for sterilisation,

enabled by the EUTF funded project. The hospitals provide now new larger working areas, more beds and new equipment available and better working conditions for medical staff. The coordination between the MoH and the hospitals was positive allowing a good use of EUTF funds, including during a second phase with a COVID-19 focus. Although the vertical coordination in Jordanian health sector can be improved, in general, the outcome evaluation sees *“signs of change in this area”* and an increase in the MoH's coordination capacity.

With WHO support, a technical implementation unit within the MoH has been established so that the procurement of COVID-19 vaccines has positively influenced the procurement of routine vaccines with efficiency and effectiveness gains.

The AECID led action aims at addressing non-communicable diseases (NCD) and mental health needs to strengthen MoH Management and Primary Health Care service provision capacities. The improvement of protocols for NCDs (e.g., early detection of cancer), the training of health personnel and front-line medical workers¹⁰ and

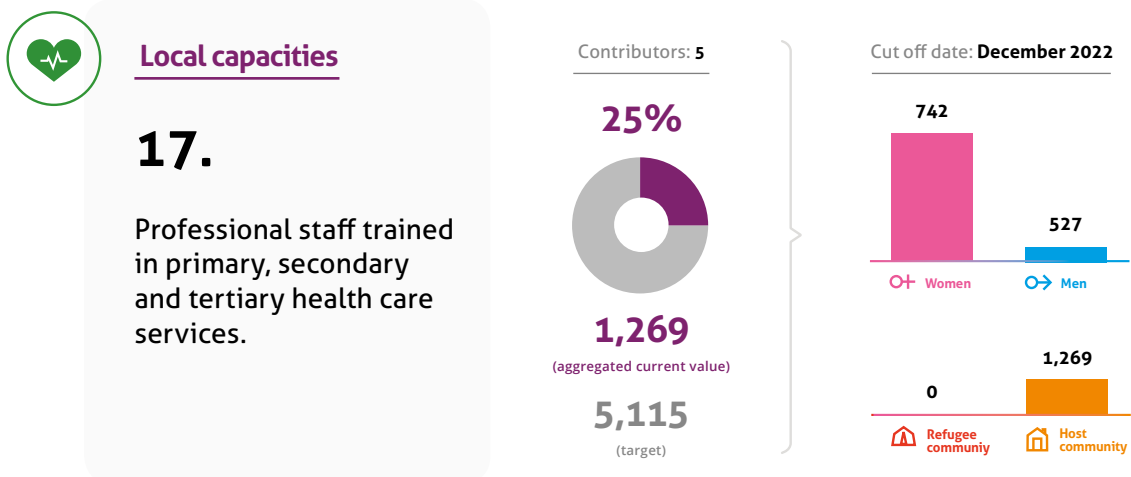


Figure 13.

→ 10. For example, training in HEARTS protocol, Mental health GAP protocol, Jordan Integrated Electronic Reporting System (JIERS) reporting and monitoring and/or trauma, stress-related disorders and Mental Health and Psychosocial Support -MHPSS- in emergency settings.

HEALTH

the procurement to strengthen capacities in the three target governorates is still incipient. The technical unit within the MoH has already started to work at different levels, e.g., a roadmap for designing a colon and cervical cancer screening protocol has been prepared and a National Committee for Birth-Defects Registry and other Hereditary Diseases Registry has been formed. While the decentralised partners, e.g., the Jordan Breast Cancer Programme¹¹, show strong capacities in terms of detection, they face coordination challenges when it comes to referrals to primary health care centres.

It is important to underline that primary health care is now a new focus of the health strategy in Jordan. In this context, policy work towards universal health care is ongoing although a model of health finance with close collaboration with MoH is still in development. Changes in the **regulatory or national policy level** is also incipient. Work on health governance is more recent and includes a health roadmap and health finance strategy (WHO). The outcome evaluation highlights that *“Jordan is committed to the achievement of the goal of Universal Health Coverage (UHC), and the EU*

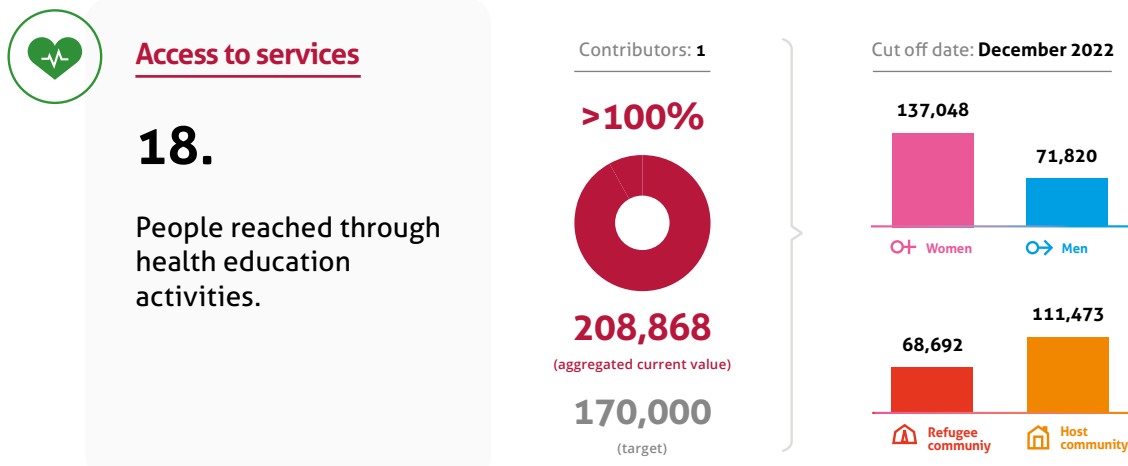


Figure 14.

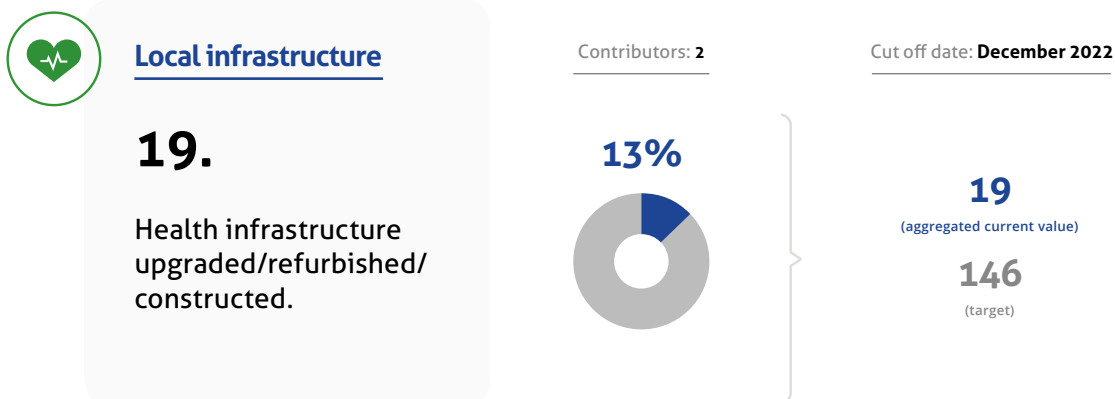


Figure 15.

→ **11.** Other partners include Institute for Family Health, Our Step Association and the Royal Health Awareness Society.

HEALTH

supports the UHC Partnership". The country still faces the challenge of a fragmented health system with multiple providers and parallel governance mechanisms, except for primary health care where MoH is the main provider. The recent inclusion of the primary health care focus with referrals between primary and secondary health care in the Plan for Reform of the Health Sector is partly based on a WHO implemented study. The study underlined the importance of an appointment and referral system and of a quality antenatal care in public health centres. As part of a comprehensive primary health care assessment, an outline and workplan for developing the Health Financing Strategy have been produced. The project has

also contributed to policy dialogue with high-level stakeholders. The review regarding immunisation and the comprehensive assessment of primary health care has been used by the MoH, so that now both topics are prioritised in the sector agenda. The AECID led project states that the absence of a National Strategy on Non-Communicable Diseases affects the capacity of MoH, however no work at this level is currently planned.

WASH

The WASH portfolio in Lebanon includes nine actions with key partners, such as: ACTED, AFD, CISP, GVC, NRC UNICEF (see Table above). Most of them have focused on expanding WASH access, strengthening local capacities and WASH infrastructure, except one multisector project that included one WASH component in schools and the

community (World Vision). Currently, three actions are still being implemented.

Regarding the sector KPIs, there is some room for improvement in terms of access to safely managed water (at 66%) and local capacities' strengthening (45%). WASH projects have faced a wide range of

PROJECT LIST:

Table 5

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
30.	AFD/AICS	T04.40/50	Resilience & Social Cohesion Programme (RSCP)	Lebanon, Jordan and Iraq	€ 8,818,200
41.	AFD	T04.27	Improved access to water, water distribution performance and related sewerage disposal in Irbid Governorate for host communities and Syrian refugees.	Jordan	€ 21,420,000
18.	ACTED	T04.34	Providing Lebanese and Jordanian communities hosting Syrian refugees with improved WASH infrastructure and facilities at community, institution, and household level	Jordan and Lebanon	€ 5,538,452
▶ 50.	EBRD	T04.92	EUTF contribution to the West Irbid Wastewater Network construction project	Jordan	€ 20,200,000
68.	UNICEF	T04.172	Education and Makani ("My Space") Programmes for Vulnerable Syrian and Host Community School-aged Children in Jordan	Jordan	€ 21,600,000
▶ 78.	GIZ	T04.208	EUTF support for an integrated Solid Waste Management system in Syrian refugee camps and neighbouring communities affected by the Syria Crisis	Jordan	€ 56,000,000
94.	UNICEF	T04.245	EUTF Support for sustained Quality Education Services for Syrian Refugee Children in Jordan	Jordan	€ 9,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

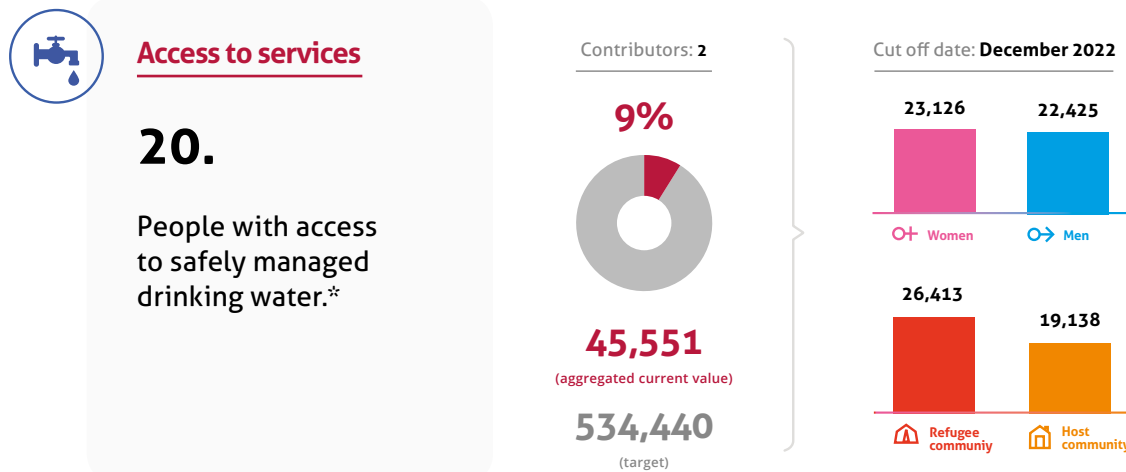
T04.27, T04.40/50 and T04.245 have closed implementation in December 2022. T04.34 and T04.92 are only briefly mentioned in the outcome evaluation.

WASH

challenges, such as, delays in construction and rehabilitation works, institutional weaknesses and contextual factors (e.g. electricity crisis). While the KPI on metres of transmission and distribution lines is at 89%, the targets for water and wastewater The WASH portfolio in Jordan is diverse, ranging from education projects with a WASH component in schools (UNICEF), a multisector municipal development project (AICS), to a solid waste management project (GIZ) or the WASH traditional interventions of building new

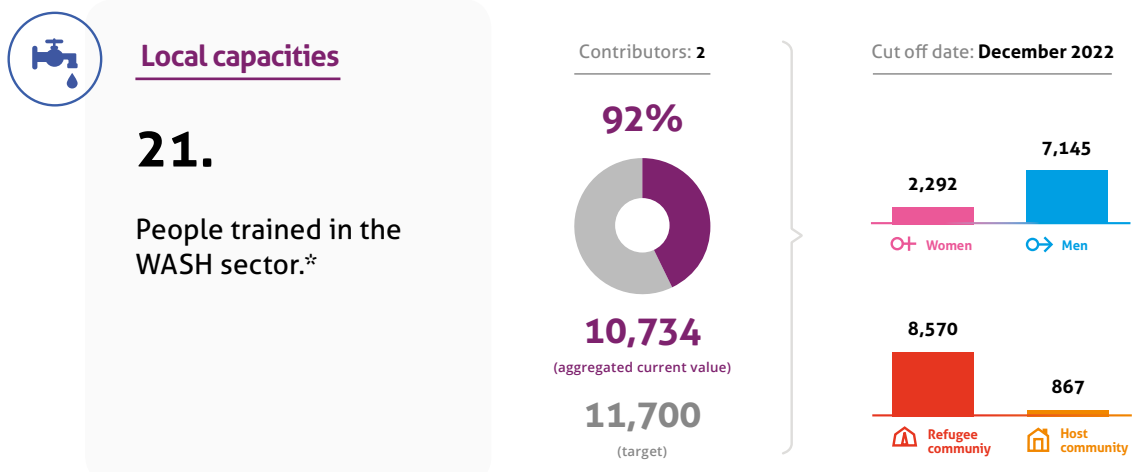
networks of water (WAI, Intersos) and wastewater (EBRD). While Intersos project has closed in March 2020, and AFD, AICS and UNICEF recently finished their project implementation, the GIZ led action and the EBRD intervention are still implementing activities.

Regarding the sector **outputs** -measured by KPIs-, there is still room for improvement in terms of access to safely managed water (at 9%) and the metres of transmission and distribution



* Full disaggregation by sex and community of origin is not available.

Figure 16.



* Full disaggregation by sex and community of origin is not available.

Figure 17.

WASH

lines installed (at 6%). Access to water is the least achieved compared to access to other services, partly explained by delays in construction and rehabilitation works. The local capacity KPI shows high level of output performance with 92% of the targets completed, as well as the number of water and wastewater facilities constructed and/or rehabilitated (at 95%). The EBRD led action accounts for the largest part of the KPIs on access to safely managed water and metres of transmission lines installed (Data from EUTF database, December 2022).

The **outcome** evaluation has approached this sector assessment by primarily analysing two actions, the solid waste management project led by

GIZ and the multisector municipal development one with AICS support. The EBRD and the Intersos led projects are only briefly mentioned. Since projects differ in their objectives, the overall assessment is mixed: While the regional multisector project (AICS) facilitated the connection to water networks to 916 household beneficiaries, the GIZ project has proved to improved waste collection services, increasing jobs in the sector and recycling rates in the community.

The outcome evaluation highlights that the majority of implementing partners responding to the online survey confirmed that *"the Syrian refugees' attitudes, perceptions, and behaviours have positively changed in the period from 2014 to 2021 when it comes*

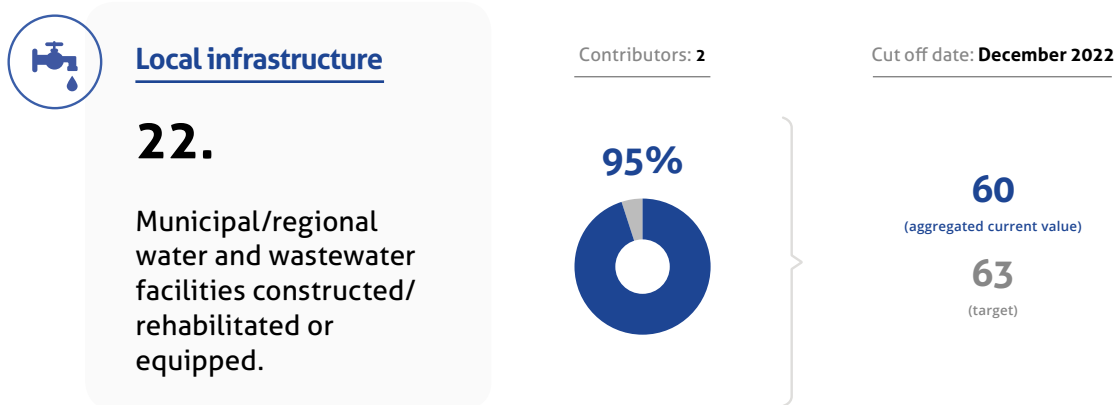


Figure 18.

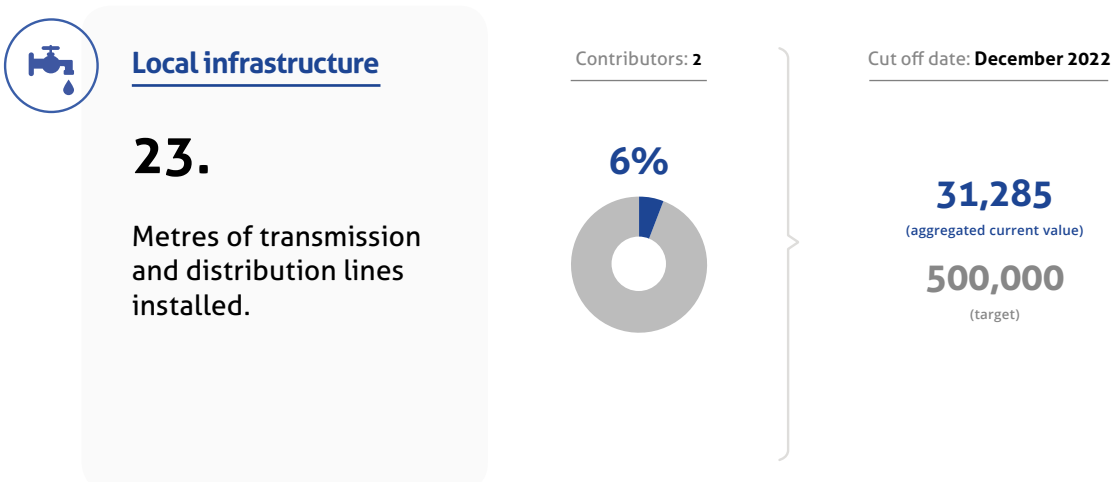


Figure 19.

WASH

to engaging with WASH service operators". In the context of **individual behavioural changes**, the outcome evaluation highlights increased recycling in the communities, mainly in Azraq and Za'atari camps after the intervention (GIZ). The used CfW scheme is also increasing access to income of Syrian refugees and host communities. In turn this is contributing to improvement of community services and conflict reduction between both communities. According to the outcome evaluation *"from previous unwillingness to work in the waste sector -due to cultural misunderstanding or shame, (currently) thousands of people (are) on the waiting list to work in solid waste management."* And *"from initial 5% of women among the beneficiaries there are now over 35%".* In the context of the AICS project, household water connections were achieved, and two school WASH facilities were rehabilitated and handed over to the Directorate of Education (DoE) in Bani Kinanah District. However, the outcome evaluation states that *"the extent to which the local population has a better access to water is not evidenced".*

In the context of **local organisations and institutions, changes** of solid waste management of service providers are highlighted by the outcome evaluation (GIZ). The services have been *"improved rather than deteriorating, following the Syrian influx".* Livelihood opportunities for both Syrian refugees and host communities have helped the municipalities to provide higher quality services. The institutional set-up is seen as a good practice and this involves collaboration with the municipalities, also to build capacities, engaging with communities in the camps and outside them, and the articulation of CfW with other developmental aspects. Solid waste management skills of municipalities are reportedly improved, and they now technically understand it. Community based organisations (CBOs) are collaborating with municipalities on capacity building, which is new. The evaluation notes, however, there is still room to improve the relationship with the municipalities. The challenge now is how municipalities can continue the service provision in a context of political blockades by relevant authorities, financial crisis of municipalities and a risk of CfW schemes replacing municipal waste disposal. The conceived sustainability requires municipalities to take over, political

dialogue and high-level support. Although optimistic, the evaluation expresses that this *"is linked to the decentralisation process in Jordan, by which the local administration and municipalities would get more competencies".* The questions if the EU will work with direct incentives to municipalities and if the lack of high-level support for *"refugee infrastructure"* can be overcome, remain open.

Regarding the AICS led project, the evaluation highlights increased capacities in the beneficiary municipalities that are now delivering improved services, with improved relations with host and refugee communities. With improved municipal infrastructure in WASH, roads and public utilities, and having used CfW schemes to promote local economic development, municipalities *"stress the quality of the results and their matching with the urban development plans".* The evaluation also highlights the combination of soft and hard assistance to deliver results as a good institutional practice.

Furthermore, the evaluation mentions a hotline for reporting network issues, promoted by Intersos. The Jordan Yarmouk Water Company (YWC) has local teams that respond promptly and repair leaks. This organisational improvement is expected to reduce non-revenue water and save water.

Changes at regulatory, national policy level are not yet evident. Despite the GIZ project working with municipalities of Mafraq and Azraq supporting the implementation of the National Municipality Solid Waste Strategy with relevant ministries, such as the Ministry of Local Administration (MoLA), infrastructure in refugee camps *"does not seem considered by authorities"*, and policy dialogue has not yet materialised. MoLA *"considers the project contribution in the development of local SWM plans important and in line with the wider policy".* Aligned with this, MoLA is considering including other municipalities. GIZ is also supporting other municipalities with other projects to develop SWM plans. Although the evaluation states that the project is strengthening MoLA in enhancing its solid waste management operations, the Government does not include refugee camps in its National Municipality Solid Waste Strategy (NMSWS). It is

WASH

worth noting that *“future sludge management in the camp(s) institutional set-up, operation and maintenance, and benefits sharing of the technology are being discussed with Water Authority of Jordan (WAJ), UNHCR, and UNICEF.”*

Regarding the AICS led action, no changes at national level are mentioned. Whilst activities were in line with local development plans and national WASH policies, no specific effects at that level have resulted.

PROTECTION SOCIAL COHESION

EUTF has supported the protection sector with 23 projects to date (see Table). Key implementing partners are AECID, EFI, UN Women, the Danish Ministry of Foreign Affairs, UNHCR, UNRWA, GIZ, UNICEF, and World Vision, among others.

While eleven projects had a focus on social assistance with emphasis on women and child protection, most of them are a combination of protection components, with strengthening of local and national systems and service delivery capacities and social cohesion activities. The evaluation includes here also cash assistance projects. In Jordan, cash assistance components are part of social protection (UNHCR, UNICEF), education (UNICEF, UNRWA), livelihood (FAO, UNRWA) or health projects (Medair).

Currently, 11 actions are still implementing activities related to protection and social cohesion in the country.¹²

In terms of KPI, most of them show **output** targets achieved or exceeded, e.g., regarding access to psychosocial support and GBV (Gender Based Violence) services and peer-to-peer social cohesion activities; local capacities strengthening in child protection and GBV and in public sector service delivery, and municipalities benefitting from new services and infrastructure. Two KPIs need to be improved at this stage: Access to outreach activities (33%) and local capacities on social cohesion (74%) -Data from EUTF database December 2023. There are still 9 actions ongoing that inform outreach, and one doing the same with the local capacities' KPI. The KPI on community infrastructure improvement has not been achieved, since one action (Medair) had been closed before it had concluded implementation.

The **outcome** evaluation has included the projects led by the Danish Ministry of Foreign Affairs (RDPP II), GIZ, UNICEF, UNHCR, UN Women and World Vision in its assessment of the sector. Overall, the performance of EUTF projects in the protection

PROJECT LIST:

Table 6 (1/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
4.	GIZ	T04.15	Regional Resilience & Local development Programme for Syrian refugees and host communities	Iraq, Lebanon, Jordan and Turkey	€ 21,634,000
11.	UNICEF	T04.13	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 3,887,976
13.	UNICEF	T04.78	Education and Protection Programme for Vulnerable Syrian and Host Community School-aged Children in Lebanon, Jordan and Turkey	Jordan, Lebanon and Turkey	€ 5,000,000

● Projects have been assessed by the outcome evaluation.

T04.40/50 has closed implementation in December 2022.

→ 12. Recently, the project T04.284 has initiated its implementation. A QIN had not been provided yet, so that it had not been included in the outcome evaluation.

PROTECTION SOCIAL COHESION

PROJECT LIST:

Table 6 (2/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
18.	ACTED	T04.34	Providing Lebanese and Jordanian communities hosting Syrian refugees with improved WASH infrastructure and facilities at community, institution, and household level	Jordan and Lebanon	€ 5,538,452
25.	World Vision	T04.17	Youth RESOLVE: Resilience, Education, Social Cohesion, Opportunities for Livelihoods and reduced Violence	Lebanon, Jordan and Iraq	€ 5,813,713
30.	AFD/AICS	T04.40/50	Resilience & Social Cohesion Programme (RSCP)	Lebanon, Jordan and Iraq	€ 5,038,200
31.	UN WOMEN	T04.72	Strengthening the Resilience of Syrian Women and Girls and Host Communities in Iraq, Jordan and Turkey	Turkey, Jordan, Iraq	€ 3,000,000
32.	EuroMed Feminist Initiative (EFI)	T04.130	Strengthening access to protection, participation and services for women refugees, IDPs and host communities	Jordan, Lebanon, Iraq	€ 3,700,000
35.	Danish Red Cross	T04.30	Addressing Vulnerabilities of Refugees and Host Communities in Five Countries Affected by the Syria Crisis	Egypt, Iraq, Jordan, Lebanon and Turkey	€ 2,872,743
17.	UNRWA	T04.160	Strengthening the resilience of Palestine refugees from Syria in Jordan and Lebanon	Lebanon, Jordan	€ 2,976,720
68.	UNICEF	T04.172	Education and Makani ("My Space") Programmes for Vulnerable Syrian and Host Community School-aged Children in Jordan	Jordan	€ 21,600,000
72.	Royal Danish Ministry of Foreign Affairs	T04.164	Regional Development and Protection Programme for Lebanon, Jordan and Iraq (RDPP II)	Lebanon, Jordan, Iraq	€ 6,000,000
▶ 77.	GIZ	T04.200	Qudra II – Resilience for refugees, IDPs, returnees and host communities in response to the protracted Syrian and Iraqi crises	Lebanon, Jordan, Iraq	€ 19,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

PROTECTION SOCIAL COHESION

PROJECT LIST:

Table 6 (3/3)

NO.	PROJECT PARTNER	PROJECT CODE	TITLE	LOCATION	EUTF CONTRIBUTION
▶ 78.	GIZ	T04.208	EUTF support for an integrated Solid Waste Management system in Syrian refugee camps and neighbouring communities affected by the Syria Crisis	Jordan	€ 56,000,000
▶ 79.	WHO	T04.202	EUTF Jordan Health Programme for Syrian Refugees and Vulnerable Jordanians	Jordan	€ 43,000,000
● 84.	UNRWA	T04.212	Strengthening the resilience of Palestine refugees from Syria in Jordan and Lebanon - Phase III	Lebanon, Jordan	€ 12,600,000
● 82.	GJU	T04.215	Higher Education Support to Syrian Refugees and Underprivileged Jordanian Youths of Host Communities (EDU-Syria III).	Jordan	€ 15,000,000
▶ 88.	UNHCR	T04.233	Providing social protection assistance for refugees in Jordan	Jordan	€ 45,000,000
▶ 90.	ILO UNICEF	T04.235	Towards an inclusive national social protection system and accelerating decent job opportunities for Syrians and vulnerable Jordanians	Jordan	€ 14,000,000
▶ 101.	UN WOMEN	T04.249	Women have improved access to job opportunities and varied livelihoods options	Jordan	€ 7,000,000
▶ 111.	AECID	T04.306	Improving access to gender-sensitive prevention and protection services for vulnerable communities in Jordan	Jordan	€ 4,000,000
▶ 103.	EFI	T04.290	Towards stronger Economic participation of Women in Jordan	Jordan	€ 4,000,000

▶ Projects are still being implemented.

● Projects have been assessed by the outcome evaluation.

sector is highly praised by the evaluation, and apart from overachieving expected targets on improved access to services, some institutional and national policy level outcomes are highlighted.

At **individual level**, some **improvements** in the access of Syrian refugees and host communities to social protection services is reported, especially

accessing GBV, child protection services and psychosocial support. Protection measures were provided by the Makani centres (and the support of UNICEF) and by the UN women led projects with focus on women protection (Oasis centres). The evaluation analysis suggests that beneficiaries know to report cases of GBV after having improved their knowledge through awareness sessions and the

PROTECTION SOCIAL COHESION

establishment of women centres. The action was able to establish a clear referral system. Referrals of children to additional services, such as health and psychological support and of adults to medical, food, legal or shelter assistance, were facilitated by GIZ. The GIZ led action shows a marked improvement in the wellbeing of child beneficiaries. The outcome evaluation, based on its survey with implementing partners, notes that *"Syrian refugees' attitudes, perceptions, and behaviours have positively changed toward the social protection services in the 2014-2021 period, as compared to the beginning of the programme"*.

In terms of cash assistance, UNHCR has supported more than 130,000 people. Although the cash assistance now covers 18% of the minimum expenditure basket and 30% of the survival expenditure basket, the outcome evaluation highlights that it is still important for refugees' capacities to meet daily needs. In the case of UNRWA's cash assistance, this was used for rents, and was not enough to meet basic needs either. The support was reinforced when a referral to complementary services was achieved, e.g., this was the case in UNRWA's project facilitating access to legal counselling.



Local infrastructure

30.

Municipalities benefitting from improved infrastructure.

Contributors: 6

>100%



Cut off date: **December 2022**

65

(aggregated current value)

54

(target)

Figure 23.



Local capacities

31.

Public sector officers trained.

Contributors: 6

>100%



2,640

(aggregated current value)

1,345

(target)

Cut off date: **December 2022**

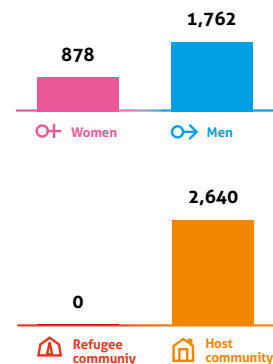


Figure 24.

PROTECTION SOCIAL COHESION

Regarding social cohesion, the GIZ led Qudra project focused on municipal services, resulted in participatory processes between communities and municipalities to discuss and decide about the development of public parks, football courts and garbage collection services. In Jordan, the action on youth led by World Vision that promoted dialogue, advocacy and awareness around issues, such as health, employment and culture access, through cultural forms of expression, has contributed to reduce prejudices and create a sense of belonging among youth participants to a common community. This dialogue approach used in the Youth Centres

continues to be used by youth centres' staff from the Ministry of Youth to facilitate activities with Syrian and Jordanian young people. The evaluation also highlights that in the context of RDPP II, 2,077 children have been removed from labour in Jordan, Lebanon and Iraq.

On changes at the **level of local organisations and institutions**, an example of a new strategy the social protection sector, is the establishment of the Oasis women-only centres promoted by UN Women. They were established in and out of camps and provided one-stop shop services, ranging from

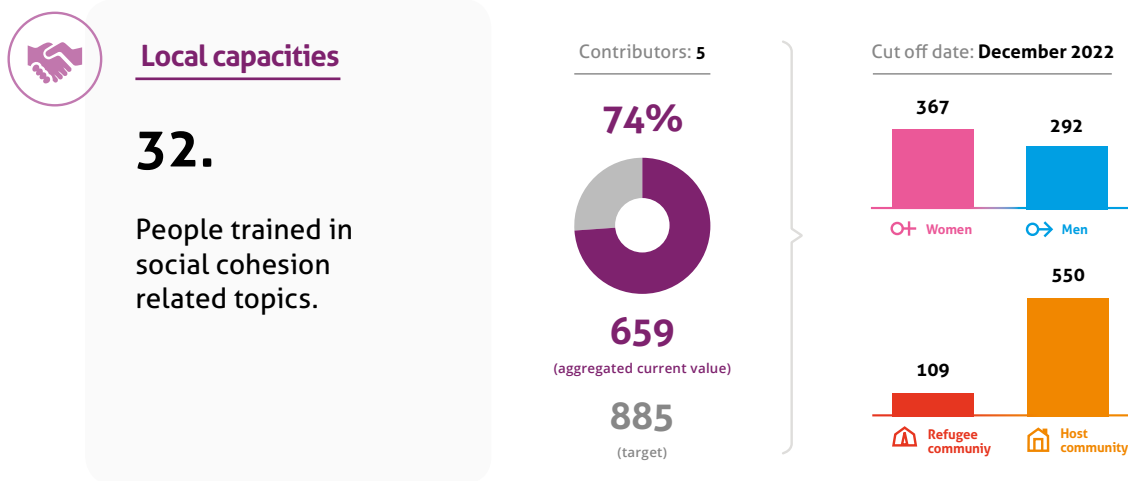


Figure 25.

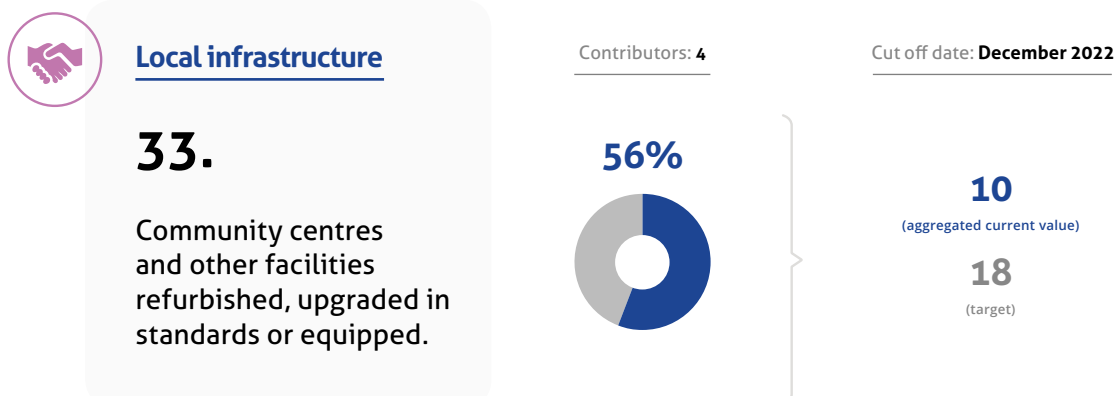


Figure 26.

PROTECTION SOCIAL COHESION

psychological support, mental health and GBV protection services to employability and livelihoods support. The out-of-camp centres were run in partnership with the Ministry of Social Development (MoSD). Internal procedures for referrals and counselling have been developed. These centres also delivered training in sexual and gender-based violence (SGBV) to staff from ministries, justice professionals and family protection units in Jordan. Pre-and post-training tests showed an increase in knowledge. The Amman Oasis centre has been

mentioned in the outcome evaluation as one example of high-level government engagement that was not found in other projects (UN Women).

Capacities were also strengthened in Makani centres (UNICEF), especially in the area of GBV, women's rights and digital safety. Additionally, internal Standard Operating Procedures were established for child protection cases, increasing capacities at the directorate level. The EFI initiative, established a partnership with Business



Access to services

34.

Young Syrian refugees and host community benefiting from peer information, outreach activities and extracurricular activities, such as sports and culture.

Contributors: 5

>100%



171,217
(aggregated current value)

76,525
(target)

Cut off date: **December 2022**

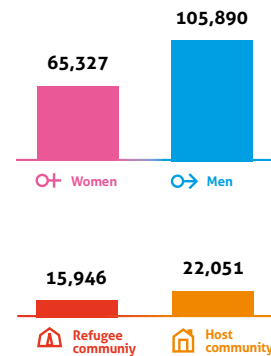


Figure 27.



Access to services

35.

People reached with information campaigns and awareness sessions, including on hygiene, environment, and social protection related topics.

Contributors: 11

33%



198,786
(aggregated current value)

595,433
(target)

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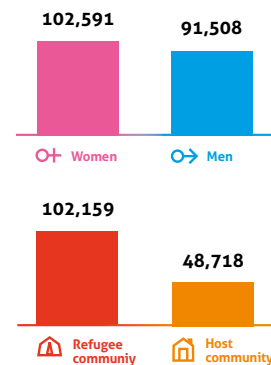


Figure 28.

PROTECTION SOCIAL COHESION

Development Centre (BDC) and Tamkeen, both respected organisations in the country, to increase institutional advocacy capacities on employment-related issues, human rights, human trafficking and protecting the rights of Migrant Workers and Refugees.

RDPP II also followed a capacity strengthening strategy with local partners in the country, which included Tamkeen. Furthermore, Tamkeen has provided institutional support to the relevant departments under the Ministry of Labour and MoSD (e.g., child begging, child labour department and child beggar shelters) so that they can improve services to working children and their caretakers.

In terms of **changes in national institutions** at policy and regulatory level, the outcome evaluation highlights *“significant changes”* were facilitated by EUTF projects in the social protection and social services area. In Jordan, social services for Jordanian and refugees are provided by parallel systems. The UNICEF and ILO led project assisted the MoSD to roll out the National Social Protection Strategy (NSPS 2019-2025). Apart from establishing the Implementation Support Unit (ISU), the action supported the implementation of the NSPS, which was *“acknowledged to be very innovative”* and includes a graduation plan. Nevertheless, NSPS excludes non-Jordanians from the list of potential beneficiaries. Institutional arrangements are prepared to plan and coordinate the strategy, apart from setting a Coordination Committee and technical committees for each pillar. The Annual social protection review is launched, and a statistical working group has been established, too. The Jordan NAF continues to provide cash assistance for one year even to NAF beneficiaries that found a job as employees and for two years for those who have established a business.

As part of RDDP II research and advocacy and institutional efforts, a new strategy and action plan on child labour had been developed and approved in June 2022. A national child labour coalition had been formed to work systematically towards the elimination of the worst forms of child labour. The work on child marriage is, however, not progressing at the same pace and is facing difficulties in the dialogue with Sharia judges. The implementation of the law on domestic violence was also supported by the development of a training program for magistrates.

UN Women supported implementation of the Family Violence Law *“by developing a bench-book for dealing with GBV-cases, (...) developed jointly with the Judicial Council and relevant government officials. The bench book was approved by the Judicial Council in 2019 and was later adopted internally as part of the official training curriculum for domestic violence trials for the judiciary.”*

In the cases of UN Women and RDPP II partners, targeted advocacy and technical assistance strategies to influence policy changes have been highlighted as good practices by the outcome evaluation. Not only the alliances with relevant partners from civil society and public sector, but also the articulation of service provision and advocacy, have been underlined as key success factors.