

Jordan: Azraq Refugee Camp

November 2019

Azraq is home to **36,010 Syrian refugees**, nearly 22% are under five years old.

1,044 Syrian refugees (2.90%) have disabilities in the camp.

8,718 shelters are currently in use in the camp.

60% are children, including **122** unaccompanied and separated children.

1 in 4 households are headed by women.

All allocated shelters in the camp are connected to electricity.

AZRAQ CAMP

Date of Opening: 30 April 2014
Capacity: 50,000 (exp. to 100,000)
Size of Camp: 14.7km²

PLACE OF ORIGIN IN SYRIA	TOTAL
Aleppo	20%
Homs	19%
Dara'a	15%
Ar-raqqa	9%
Rural Damascus	8%
Other areas	29%
Total	100%

GEOGRAPHICAL SNAPSHOT:

Distance to national borders:
Syria: **90 km**
Iraq: **255 km**
Saudi Arabia: **75 km**

UNHCR PRESENCE

Staff:
51 National Staff
4 International Staff



**MAP OF
AZRAQ REFUGEE CAMP**

Working with Partners

Azraq refugee camp was opened in April 2014. The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. The camp has the potential to be expanded to accommodate 120,000 - 130,000 refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives' meetings, sectors and Task Force meetings including information sessions.

UNHCR works with the following Governmental and humanitarian partners in Azraq Camp:

6 Governmental partners: The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Labour and Housing (MPWH), the Ministry of Health (MoH), the Ministry of Education (MoE), Ministry of Justice (MoJ), and Ministry of Social Development (MoSD), Sharia'a Court, Civil Registry Department and Family Protection Department.

6 UN agencies: International Organization for Migration (IOM), United Nations Population Fund (UNFPA), United Nations Children's Fund (UNICEF), The United Nations Office for Project Services (UNOPS), World Food Programme (WFP), UN Women.

16 International NGOs: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), CARE, Danish Refugee Council (DRC), Finn Church Aid, International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christian Charities (IOCC), International Rescue Committee (IRC), Mercy Corps, Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, War Child and World Vision (WV).

6 National NGOs: Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development (ARDD), Noor al Hussein Foundation (NHF), Holy Land Institute for Deaf (HLID), and Business Development Centre (BDC).

Main Activities

Protection

- UNHCR is the lead protection agency in the camp, co-chairing with DRC the PWG and with IRC the CP/SGBV SWG at camp level. Protection staff are present at the Registration/Protection area to conduct interviews and respond to queries. Staff conduct visits throughout the camp to monitor and respond to refugees' protection concerns. In addition, UNHCR provides documentation and counselling services to refugees. UNHCR works with various national and international partners on child protection issues and to respond to SGBV concerns. UNHCR chairs the BID panel which convenes at Azraq Camp to discuss the complex cases of UASC and children at risk in the camp.
- UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation and Non-Food Items (NFIs) assistance. UNHCR also coordinates with national and international partners to provide immediate services to persons at heightened risk who arrive to Azraq Camp; including women (at risk of) SGBV, persons with disabilities, older persons at risk or persons with specific mental health concerns.

Education

- Out of 12,652 school age children in the camp, 9,843 are enrolled in formal school, 777 in kindergarten, 3,617 in Learning Support Services, 632 in non-formal education (213 students in catch up, and 419 in drop out programs), and 2,039 children are out of school (16 %). The schools are being supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate in two shifts, girls in the morning and boys in the afternoon. In addition, there are

Makani Centres (Child Friendly Spaces) providing learning and psychosocial support services to boys and girls. Kindergarten facilities and day-care activities are also available in the camp. Currently, a total of 19 students from Azraq camp have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for bachelor's degrees in Jordanian Universities.

Health

- UNHCR and partners continue to support refugees with access to quality primary health services in the camp which includes; acute and chronic health consultations, reproductive health, vaccination, mental health, dental health, nutrition and paediatric services. Advanced services are also available in the hospital which includes laboratory tests, X-ray imaging, emergency department, and delivery and paediatric admissions, in addition to minor surgeries.
- Four primary health care centres (PHCC) operate in Azraq camp, where healthcare services through two comprehensive clinics, two basic clinics and one hospital with weekly average of 5,480 consultations in the five camp facilities, 187 referrals to secondary and tertiary emergency life-saving cases to outside the camp and an average of 25 live birth per week.

Food Security and Nutrition

- Refugees receive 23 Jordanian Dinars (equivalent to USD 32) per person every month from the World Food Programme (WFP) in form of an electronic voucher, which can be used to buy food from the supermarkets using the card-less @EyePay iris scanning system connected to UNHCR's registration database. WFP also provides ready to eat meals to refugees upon arrival and school feeding programme is in place for students in all the formal schools in the camp.

Water, Sanitation and Hygiene (WASH)

- UNICEF have two boreholes with a total capacity of 120 m³ /hour. This ensures good water quantity and quality control, as well as better cost efficiency. The average water supply to the camp is 2400 m³/day. water distributed from two water collection locations: J4 and J8. Each has 18 water tanks (T95) through the main water supply piping network to 302 water tap stands across the camp, daily average water supply 50 -57 L/P/D. Waste water dislodging of 400 m³ /day transported to external WWTP(Waste Water Treatment Plant) in Amman Ein-Ghazal 76 KM away from the camp. Solid waste management (operation and Maintenance) by WVI, average daily collection 15 Ton, transporting , sorting at the green centre and then transporting non recycling waste to external landfill.

Shelter/NFIs

- UNHCR allocates shelters to refugees, conducts regular shelter's monitoring to identify the current shelters situation and update the shelter allocation system accordingly to ensure accurate and easy shelter allocation process. In coordination with the Norwegian Refugee Council (NRC), a Quick Fix Team has been established to ensure timely maintenance of damaged shelters. All the shelters in Azraq have been upgraded with kitchen extension which increased the shelter's space to 32 square meters. All allocated shelters in the camp are connected to electricity and regular electricity maintenance is provided through a private contractor.
- UNHCR distributes seasonal and regular non-food items (NFIs) i.e. adult and baby diapers, sanitary napkins as well as the NFIs package for the newly relocated refugees to Azraq camp from other locations such as mats, gas cylinders, gas cookers, hygiene kits, jerry-cans and cash for gas refill among others.

Winterization

- UNHCR provides winter cash assistance to cover refugee's winter need during the course of winter (November 2019 - March 2020). The purpose of the cash assistance is to assist refugees to cope with winter harsh weather in Azraq camp. UNHCR provides a total of 20 JOD per person one-off cash-in-hand assistance as well as provides cash for gas for heating purposes. UNHCR also distributes winter in-kind NFIs including gas heaters, empty gas cylinders, high thermal blankets, plastic sheeting, shovel, wheelbarrow, hoe and fire extinguishers. UNHCR also distributes solar lights to help refugees in winter to use in case of electricity disconnection as a result of the weather.

Community Empowerment and Self-Reliance

- Azraq Camp Employment Office (ACE) was established in February 18th 2018 with overall objective to facilitate access to formal work opportunities across Jordan for refugees living in the camp. ACE is operating in collaboration with UNHCR, the International Labour Organization (ILO) and Ministry of labour and it sponsored by the Dutch Government ACE facilitates the issuance of work permits, provides refugees with work-related counselling services, information on labour rights and it shares training opportunities and job matching services. As of 30th of October 2019, total of 3,633 work permits are registered in the work permit database. So far, total of issued work permits by Ministry of Labour since 2017 as of October 30th 2019 is 10,966.
- In addition, there are three market areas in Azraq camp with 375 shops equally owned by the refugees the host community. Refugees are able to enhance their livelihood and self-reliance through the markets and provides the camp with the necessary items including food , accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme, through which refugees play an active role in the delivery of the humanitarian assistances in the camp, while earning some extra income to support their livelihood.
- Community Centres were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, livelihood activities, innovation, online learning, and feedback mechanism through information sessions with refugees and humanitarian service providers, suggestion box and community initiatives. In June 2019 a new Connected Learning Hub supported by Google was officially opened in Village 2 community centre equipped with 20 laptops and 20 tablets loaded with different education materials that learners can access offline at a convenient time for them. In addition, a dedicated Learning HUB-In Zone Higher Education Space, an initiative by InZone (a centre of the University of Geneva) has been established in the camp to provide youth with access to quality connected learning courses such as "Global History Lab" by Princeton University, and "Introduction to Engineering" by Purdue University.

Access to Energy

- The IKEA Foundation has funded the solar power plant in Azraq camp, making it the first renewable energy powered refugee camp in the world. A Grid connected Solar Plant, split into three phases with a total capacity of 5 MWp, saves up to 2.75 Million USD per year in electricity consumption costs and reduces CO2 emissions by 6300 tons per year. A Grid connected electricity Network with both low and medium-voltage power, funded by the Saudi Fund for Development, connects the IKEA Foundation funded Solar Plant to almost 10,000 refugee shelters, 234 formal and informal businesses, offices and utilities, providing year-round electricity in the camp up to 16 hours daily. On average, each shelter consumes around 2.7 - 3.5

kWh/day kWh/day depending on the season; enough energy to operate lights, a refrigerator, television, a fan and charge phones. The total 5 MWp covers up to 85 % of the electricity needs in the camp.

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