

Executive Summary

The year 2011 started on a high note with the results of a survey by UNICEF and the Ministry of Education finding that physical violence in public and UNRWA schools had decreased by 11 per cent following a national communication for development campaign launched the year before. In addition, the Ministry of Health adopted a National Health Strategy to diagnose child abuse and create a referral process in the health system.

A social protection initiative to support the National Aid Fund and Zakat Fund was carried out to improve the conditionality and targeting mechanisms of their cash distribution assistance ensuring a more equitable approach to beneficiaries, specifically children.

For the first time in the region, Jordanian adolescents prepared their own report on the Convention on the Rights of the Child (CRC), reflecting their opinions and views on its implementation in their country. This children's shadow report will be submitted along with the official and NGO shadow reports to the CRC Committee while the findings will be discussed with policy makers in relevant ministries. Adolescents involved in the preparation of the report come from different backgrounds and included school children, drop outs and children with disabilities.

The General Budget Department Circular for 2011 included clear guidance on Child Friendly Budgeting, which led to the 2012 budget allocations of the Ministries of Education, Health, Labour, and Social Development being reviewed and amended with a focus on children's programmes. This new budgeting mechanism is paving the way to reach more disadvantaged children and ensuring a clear investment on disparities affecting children is implemented and monitored.

The important national perinatal and neonatal mortality study to examine the causes, risk factors and circumstances of death was delayed due to concerns about the sample size and reluctance to add to the already heavy workload of medical staff of some designated hospitals. The development of the campaign to promote breastfeeding was challenged by the lack of evidence base on the situation of breastfeeding in the country. The endorsement of the new Juvenile Law was delayed due to lengthy approval processes.

UNICEF Jordan successfully joined forces with other UN agencies (UNDP, UNFPA, UNWOMEN, UNHCR, and WHO) to support the development of a national computerised violence tracking system to monitor the flow of cases of violence and identify loopholes and gaps in the services.

UNICEF has partnered with the Ministries of Interior, Awqaf, and Islamic Affairs to jointly advocate for an environment for children that is free from violence. Related to the above, UNICEF also partnered with a Facebook initiated network working to eliminate violence against children, which was adopted by Jordan River Foundation.

The Jordan country office (JCO) took part in a partnership satisfaction survey conducted by UNICEF in New York. This survey aims to further improve the relation between the JCO and its partners to deliver better results for children.

Country Situation

Jordan is rated as a middle income and medium human development country, ranking 95th among 187 countries in the 2011 UNDP Human Development Index. The Millennium development goals (MDGs) have been integrated into the Government's national developmental plans and have been making progress. The 2010 MDG report^[1] confirms that MDG 2 has been achieved, MDG 5 and 6 are on track, and MDG 1, 3, 4, and 7 are achievable if certain measures are taken. According to the MDG Report, the current global financial and economic crisis constitutes an impediment to achieve unmet goals, affecting the poor more

acutely. The Government has a range of social protection and food and fuel subsidy programmes. Nevertheless, addressing the impact of the economic downturn remains a challenge.

Opportunities for youth: In 2011, the Government took a proactive approach to the problems of youth (15 – 24 years). As part of the political and economic reform initiative, it instituted committees and other forums supporting the participation of youth in political processes and promoted the profile of the Higher Council for Youth by giving it the status of a full-fledged Ministry. UNICEF gave added attention to the civic participation programme for adolescents aged 10 – 18 years. Jointly with the British Council, the JCO supported the Government to integrate critical thinking into the curriculum and organize debate sessions in schools to encourage youth to express their voices. In 2011, adolescents figured prominently in the CCA and the UNDAF for 2013-2017 through support of civic engagement opportunities for adolescents in school and in the society in general.

Neonatal mortality: The infant mortality rate (IMR) is 23, and the under-five mortality rate is 28, per thousand live births^[2] with slightly higher levels in rural areas. The neonatal mortality rate accounts for 68 per cent of the IMR and needs to be addressed in order to meet the MDG 4 target. Supported by UNICEF, data collection for a national study on the causes of neonatal mortality has been almost completed in 2011. While almost all births occur in health facilities and 98 per cent of infants received DPT3 in 2009, coverage is consistently lower in rural areas. The exclusive breastfeeding rate is low at 22 per cent pointing to the need for further efforts.

Education: Jordan has generally a pro poor public financing policy for education. However, public financing of basic education is more pro-poor than that of secondary schooling. The latest net enrolment ratio (NER)^[3] in primary education was 95 per cent for girls and 93 per cent for boys, and NER in secondary schools stands at 83 per cent for girls and 80 per cent for boys. Jordan has achieved MDG 2, but disparities exist with lower enrolment levels in Ma'raq, Jerash, Ma'an and Aqaba. Remaining disparities also include low access for children with disabilities to proper schooling and low access of the poor to higher education. Primary education dropouts are presently only about 0.4 percent but an increase has been noticed in recent years. The most at-risk group for dropping out is the 16-18 years old boys, also caused by a mismatch between curricula and labour market needs. Financial agreement for Education Reform for Knowledge Economy (ERFKE) II was signed between the government and the donors in 2011. ERFKE II intends to promote equity in education through increased access for students in the poorer quintiles, further closing the gender gap, enhanced educational opportunities for early childhood education in poor (rural and urban) areas, and addressing the situation of students with special needs.

Pre-primary education: Availability of nursery and pre-primary education is low, especially in poor and rural areas. No more than two percent of children 0-4 years old attend nursery services. However, from 2008 to 2010, the overall number of kindergarten rooms and teachers increased. Kindergarten net enrolment was 39 per cent in 2008-2009 with no significant gender difference. Approximately 88 per cent of enrolled children attended private and 12 per cent attended government kindergartens. The ERFKE aims at ensuring KG 2 for all children.

Decline in Violence against children in schools: According to a national survey in 2008, violence against children is common with 70 per cent exposed to verbal violence at home and in school, while 34 per cent were exposed to physical violence at home, and 57 per cent at school^[4]. A survey done by the Ministry of Education in public and UNRWA schools in December 2010 revealed that physical violence by teachers against children was reduced by 11 percent and verbal abuse by 7 per cent as a result of the national campaign to end violence in schools and homes.

CRC and CEDAW:

- The third and fourth CRC report was prepared and was complemented by a shadow report by children. Jordan's CEDAW periodic report and the initial reports on the two optional protocols were finalized in a consultative manner and submitted to the Committee by the Jordanian National Commission for Women (JNCW) and the National Council for Family Affairs (NCF). The preparation of fourth and fifth CRC report by the Government and the Shadow Report by NCHR continued in 2011, with input from a wide network of NGOs.

· With regard to MDG 6 on HIV/AIDS prevention, Jordan is a low prevalence country. The Ministry of Health managed the HIV/AIDS portfolio in coordination with the UN Theme Group on HIV/AIDS. Toward achieving MDG 7, the Ministries of Environment, Water and Irrigation and Agriculture have put in place policies and action plans. However, proper management of the scarce fresh water remains a key challenge. The Government has played the lead role towards achieving MDG 8 by being proactive in joining global initiatives, bridging the scientific and technological divide between the North and the South, and promoting public-private partnership.

[1] Second National Millennium Development Goals Report Jordan 2010, Ministry of Planning and International Cooperation 2010, http://www.undp-jordan.org/uploads/publications/UN_1292424706.pdf

[2] Population and Family Health Survey 2009

[3] State of the World's Children Report, UNICEF, 2012

[4] Violence against children study in Jordan, UNICEF, 2007.

Who are the deprived children in your country context?

About 57%, or 781,000, of the total poor are located in the more populated governorates of Amman, Irbid, and Zarqa, while 33.5% or about 263,000 reside in the poverty pockets, which are spread across the country. At the governorate level, the percentage of poverty varies from one governorate to another, with 31.9% poverty in Mafraq, followed by Maan (24.2%) and Tafileh (21.1%).

Poverty affects children disproportionately. Over 17 per cent of all children live below the poverty line, in contrast to about 10 per cent of working age adults, and 7 per cent of the elderly. Children make up 41 per cent of the population, but 57 per cent of the poor. Jordan's population of six million accordingly has some 400,000 poor children, the majority of whom live in Amman, Irbid, and Zarqa.

The key factors contributing to poverty include unemployment, low wages, and wide geographic disparities, which resulted in poverty accounting for 13.3% of the country's population. (Poverty is measured as the percentage of individuals whose spending is less than the average general poverty, calculated at \$4.00 per person per day). The distribution of wealth is also a key determinant. For example, while the GINI index decreased by 1.5% between 2006 and 2008, data show a rise in the poorest population group's share (first quintile) of the total income of the country from 7% in 2006 to 11.2% in 2008.

Data/Evidence

The Situation Analysis of children, country assessment, surveys and studies are the primary tools for building knowledge on children, disparities and disadvantaged groups, also providing the basis for targeted programme interventions. In 2011, Jordan prepared the Country Assessment reflecting disparities as a basis for the development of the UNDAF. The JCO conducted a desk review of the situation of vulnerable Iraqi children and women residing in Jordan, which informed the design of relevant programme interventions. UNICEF also finalized and launched a baseline study on sports to generate information on the situation of adolescents and youth including those living in disadvantaged communities and provide a basis for the improvement of the quality of sports programmes.

A screening study of the psychosocial and mental health needs of children placed in residential care homes and juvenile detention centres in Jordan has been finalized this year to inform the development of community-based alternatives to institutional placement.

UNICEF also supported two major on-going studies that will guide and advance UNICEF's work in the field of Young Child Survival and Development: one on the causes of neonatal mortality, and the other on the situation of breastfeeding in the country.

JorInfo, which is owned by the Department of Statistics (DOS), was established as a national database within the DevInfo framework, and is periodically updated to capture information on the main issues related to children and women and their situation. The database is disaggregated by gender, age groups and geographic area, as well as at the sub-national level as relevant. DevInfo was customized to be used as a tool for the Greater Amman Municipality (GAM) to monitor progress on indicators related to Child Friendly Cities.

Monitoring Mechanism

JCO has developed results on equity under its current programme and is striving to ensure that focus on equity becomes an integral part of its regular monitoring and reporting systems. To this end, JCO, in cooperation with MENARO, has determined targets and indicators for disparity reduction, ensuring their integration into the next Country Programme Cycle (2013-2017). Also the current programme indicators have been refined to enable the monitoring and assessment of progress on improving equity, which will require intensive and dedicated efforts at all levels. The office uses its Result Matrix and the monitoring component of its project agreements and the activity reports by the institutional partners to monitor the achievement of results among the most disadvantaged population.

As part of the development of the UNDAF 2013-2017, an M&E workshop was held in October 2011 by UNCT for the further development of the UNDAF Results Matrix where national partners participated and contributed to the formulation of results, outputs and indicators.

Support to National Planning

UNICEF counterparts in the government and elsewhere maintain records and provide quarterly and annual progress reports on the projects. However, financial and human resources allocated to M&E activities are insufficient, especially among government partners.

Supporting partners in tracking and assessing programme progress and results constituted JCO's major support to the Government of Jordan (GoJ). Assistance to partners was in the form of capacity building in M&E and conducting joint studies, surveys, qualitative assessments and evaluations covering certain themes. It also involved the establishment/enhancement of equity-focused information monitoring systems, to measure progress and effectiveness of programme interventions.

The involvement of the General Budget Department in the Child Friendly Budgeting intervention will allow for the tracking of state funds allocated for children with an annual monitoring report to be produced in 2012, which will identify budget allocations to child programmes and track performance and utilization. The JCO supported the Ministry of Education (MoE) in developing a school based tracking system to monitor the extent of verbal and physical violence and the use of negative reinforcement against students after the implementation of the Ma'An campaign - a national programme for behaviour modification of teachers with regard to verbal and physical violence. This system allows the MoE to measure the change in the teachers' practices disaggregated by the student's gender, school, grade, educational directorate, and the educational authority.

UNICEF collaborated with MoE to develop an M&E manual to ensure regular monitoring of psychosocial activities conducted in schools as a result of the psychosocial training programme of counsellors and teachers. This manual will be used by the Counselling Department in the MoE and executed by the heads of counselling units in collaboration with counsellors and focal points at schools, as a tool to track project

implementation and report on progress made.

To strengthen Monitoring and Evaluation (M&E) practices and capacities at the national level, UNICEF and the Government Performance Administration (GPA) at the Prime Ministry of Jordan signed a Memorandum of Understanding to support a network of M&E professionals in Jordan with the aim of facilitating knowledge exchange, and influencing policy and programme decisions by investing efforts in a reliable evidence-base and a strong M&E culture within Jordan. A one-day meeting was held with 71 M&E practitioners to begin a dialogue, discuss terms of reference and formulate a work plan for the future to enabling it to serve as an M&E network. Also, a one day RBM orientation meeting was conducted for partners of the Emergency Programme to enhance their understanding of planning and managing for results.

Any other relevant information related to data/evidence?

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Country Programme Analytical Overview

Two main strategies guide the country programme: Upstream support for national policies, strategies, and enabling an equitable environment for all children to realize their rights, and targeted interventions to address sub-national issues and issues directly associated with disadvantaged communities and children.

(1) Upstream work

Visibility of budget allocations benefitting children. A team from the General Budget Department (GBD) and pilot Ministries was trained on “Budgeting for Better Results for Children” and a 5-year Child Budget Engagement Plan was put in place. The GBD Circular for 2011 included instructions and forms on Child Friendly Budgeting. Strategic plans, objectives, programmes, activities, as well as 2012 budget allocations of the pilot ministries (Education, Health, Labour, and Social Development) were reviewed and amended with a focus on children’s programmes. The project will further work on budget analysis, improved resource allocation and monitoring focusing on disadvantaged children and disparities.

Knowledge generation and monitoring. JCO supports the integration of child related indicators in the country’s DHS surveys and works with the Ministry of Planning and International Cooperation and other UN agencies on poverty analysis and monitoring of disaggregated socio-economic data on children. A national perinatal and neonatal mortality study to examine the causes, risk factors and circumstances of death will help achieve MDG 4. Also planned are studies on poverty, children with disabilities, social protection, and school dropouts.

Support for the adoption of policies and strategies including IMCI strategy for under-five health; detection and referral strategy on child abuse by medical staff; revision and activation of Parent Teacher Associations and Student councils (Necessary budget lines in the Ministry of Education (MoE) budget were created, and an ISO compliant monitoring system enhanced the roles of students in schools); a multi-layer strategy to stop violence in schools; and the adoption of a National Plan of Action for early childhood care. Future focus should be on an improved juvenile justice system to adopt restorative justice practices.

(2) Targeted interventions

The Better Parenting programme is designed to help parents gain better knowledge and child rearing practices and in the case of parents of adolescents, improve their skills to manage intergenerational gaps. This programme mostly benefits disadvantaged communities, and needs to be scaled up and adopted by the concerned Ministry to expand services to cover all disadvantaged communities.

A social protection initiative to support National Aid Fund and Zakat Fund is carried out to improve the conditionality and targeting mechanisms of their cash distribution assistance ensuring a more equitable approach to their beneficiaries. Their management information system also needs to be improved to

enhance their capacity for informed decision-making..

JCO took initiatives to set standards in youth work through youth centres and community based organizations for adolescents to learn healthy life skills, participate in sports for development activities and preparedness for employability trainings in disadvantaged communities. In the next years, focus will be on further supporting the adoption of the sports initiative by the government, and expanding the coverage of the employability initiative.

Effective Advocacy

Mostly met benchmarks

Advocacy efforts in the area of education for all continued in 2011 with the office successfully ensuring that Iraqi and vulnerable Jordanian children have access to free education. Most recently, in December 2011 Syrian refugee children were also granted access to public schools in Jordan. UNHCR, UNESCO, and various donors were strategic partners in this endeavour. Together with the Regional Office Communication and Emergency teams, advocacy to highlight the plight of Syrian children in Jordan was undertaken resulting in a compelling human interest story as well as increased attention to the challenges.

Under the leadership of the Ministry of Social Development and in close coordination with UNICEF, National Council For Family Affairs and the Ministry of Justice, a draft Juvenile Law was formulated and presented to the Cabinet and is awaiting submission to Parliament. The law has been developed in a participatory consultative manner with all concerned governmental organisations and national and international agencies. The JCO took advantage of the Executive Director's visit to raise the issue of the importance of this law with the Prime Minister. The Representative and Child Protection Specialist have highlighted the importance of this law through the media and persuasive outreach to various influential donors in the country. The law is now seen by national and international institutions as a progressive law that reflects the vision of the Kingdom. One of the key articles that has been amended and proposed in the draft law is to raise the age of criminal responsibility from 7 years to 12 years.

Changes in Public Policy

A solid collaboration with the Ministry of Finance/General Budget Department (GBD) and the National Council for Family Affairs (NCFA) was established, which will result next year (2012) in modifications to the annually published General Budget Law regarding budget allocations directly benefitting children in four pilot Ministries (Ministry of Education, Ministry of Health, Ministry of Social Development and Ministry of Labour). This significant achievement would not have been possible without years of sustained work with the GBD and selected pilot ministries, and their generous cooperation. Of particular importance was the Child Budget Analysis (CBA) conducted in 2009, meant to serve as a baseline for future advocacy work for child rights and needs. In addition, two policy briefs were prepared and a Child Budget Engagement Strategy was created. Subsequently, and as a follow-up of the CBA findings and recommendations, strategic objectives, programmes, as well as performance indicators of the pilot ministries have been reviewed and amended with a focus on children's programmes. This was done by a task force comprising a GBD budget analyst and pilot Ministries' planning and programme staff with UNICEF technical support.

Leveraging Resources

The JCO has joined some programmes, such as the Better Parenting programmes, to widen their scope and outreach at minimal cost, and to incorporate effective ways to better communicate with adolescents and

their parents. The above approach has reduced the cost of establishing a new network, which already existed in the better parenting programme for parents of children from 0-8 years.

A study on Scaling Up the ECD programmes was initiated in collaboration with Wolfensohn Centre and a national consulting firm. The results will contribute to the national dialogue on scaling and mainstreaming the Better Parenting (BP) programme. The BP programme is the main conduit for providing training for parents in disadvantaged communities and is currently implemented by four Ministries and a multitude of NGOs, though coverage is still limited.

UNICEF support for the child budget engagement plan leveraged the Child Budget Analysis (CBA) research and the development of the project analyzing the Government's commitment to make specific budget allocations for services for children. The close involvement of the Government and the National Council for Family Affairs created a strong sense of ownership among all stakeholders.

In addition, the Ma'An campaign has leveraged resources from private sources including media and is partnering with the government to reach 23,000 people to commit to non-violent methods as a way of disciplining children through the National Commitment Day celebrated across Jordan.

Capacity Development

Mostly met benchmarks

Capacity development and the provision of technical assistance constituted the primary support to the GoJ. The key strategy was to fill the capacity gaps in areas related to children's vulnerability and deprivation at individual, institutional, and societal levels.

UNICEF continued building the capacity of its counterparts in child friendly budgeting, which involved training relevant staff of counterpart Ministries on necessary skills for child friendly budgeting.

Some 1,000 preachers and 200 officials from the Ministry of Interior were trained on the campaign on combating violence against children in schools (Ma'An). UNICEF will continue to give highest priority to the development of the capacity of the MoE in the implementation of Ma'An in the classroom.

Some 50 doctors were trained on the diagnosis and treatment of abuse of children. In collaboration with the National Council for Family Affairs and other UN agencies (UNWOMEN, UNHCR, UNFPA, WHO and UNDP), UNICEF has initiated a tracking system and referral project for victims of violence, which will help remove the concern over needed linkages between multiple institutions involved. A pilot community-based diversion project has been set up in two communities (Irbid and Zarqa) for children in conflict with the law. Some 50 social workers, judges and supervisors from two partner organizations and the Ministry of Social Development were trained on its implementation.

JCO facilitated the capacity building of MoE staff by training 1,500 new teachers in the psychosocial field and enhancing MoE's Information, Communication and Technology project in 29 schools where Multi-Purpose Rooms were made operational in 2011.

In the area of M&E, the office is engaged in a long-term effort to build capacities at the national level. To this effect, JCO signed an MOU with the Ministry of Public Sector Development and General Performance Administration for the establishment of an M&E network fostering capacity development in evaluation. UNICEF also sponsored three delegates from the Government to participate in the IDEAS Global Assembly "Evaluation in times of Turbulence", held in Amman, as an opportunity to gain knowledge in M&E and network with other professionals at global and regional level. Also, five M&E/Planning officers from relevant

national partners participated in the M&E regional networking meeting in July organized by MENARO as means to build their capacity on equity-focused evaluations.

The capacity of 20 Greater Amman Municipality staff was enhanced on the child friendly cities initiative in order to support the functioning of the Children Municipal Council. Some 100 youth workers (57% females) and 105 adolescents (50% girls) were equipped with knowledge and skills to apply the National Criteria and Guidelines on Adolescent Friendly Centres. Almost 100% of the school principals of governmental schools were trained on operationalizing the new rules and regulations of MoE on the Student Parliamentary Councils and Parent Teacher Associations.

Following a UNICEF study on the integration of the BP programme into the counterpart ministries' annual plans and budgets, BP is now supported by four Ministries: Education, Health, Social Development and Awqaf and Islamic Affairs.

Communication For Development

Mostly met benchmarks

Rallying community and public support to combat violence against children is a cardinal step to ensure that Ma'An campaign efforts to end violence against children and adopt non-violent disciplinary practices are amplified at home and in the community. The Ma'An campaign embarked on organizing 13 events celebrating the National Commitment Day for Combating Violence Against Children that were held in public parks in various governorates to encourage families and communities to adopt a positive approach to child discipline. On October 8, 2011, an estimated 23,000 participants joined the "National Commitment Day" (NCD) celebrations across the Kingdom to pledge their commitment against all forms of violence against children and hundreds of thousands viewed it through national media networks. To ensure equity in the planning and implementation process, clear communication channels between all partners had to be established. A multi-disciplinary partnership was effective in pooling together community resources. A central committee organized the main celebration in Amman. Twelve committees were formed at the governorate level headed by the Governors to plan and implement these celebrations; the committees were comprised of representatives from relevant line ministries, the media, civil defense and the public security directorate in addition to civil society organizations. Providing freedom to Governorates to plan and organize their celebrations based on overall guidelines given to them by the central planning committee contributed to the success of the National Commitment Day.

These celebrations encompassed children's participation in the Day's agenda, including performances by vulnerable minorities such as Palestinian students. Youth from the Children Municipal Council were the Masters of Ceremony. The programme appealed to young children, adolescents and adults. The National Commitment Day has increased students' awareness about the campaign and harnessed their creativity to present performances related to protection from violence. The event was an opportunity for all the participants to work towards a common goal. Public support of national figures such as popular national athletes and singers has fostered the success of the campaign.

Engaging the media as a partner extended the Day's message to a broader audience. Good media coverage of the event was achieved with two newspapers publishing the NCD's advertisement for free for two weeks prior to the event; free Jordanian National Television coverage in governorates; four articles reporting on the event; and several social media outlets including local blogs, UNICEF Twitter and Facebook pages covering the NCD.

Overall, the event revealed the different perceptions of violence amongst Jordanians that are necessary to tackle on a sustained basis and the positive impact of communication for development strategies including effective information sharing.

Service Delivery

Fully met benchmarks

n/a

Strategic Partnerships

Fully met benchmarks

The JCO (office) took part in a partnership satisfaction survey conducted by UNICEF New York. This survey aims to further improve the relation between the country office and its partners to deliver better results for children. Some preliminary results suggest that familiarity with UNICEF's work in Jordan is fairly high among all partners; Government and Civil society partners both rate their partnership with UNICEF and UNICEF's overall performance highly; UNICEF is very well-regarded for being committed, accountable and results-orientated in its partnerships; and partners in Jordan indicate that UNICEF should be focusing its efforts on "Raising awareness on children's rights and advocating for better policies in favour of children and women".

UNICEF has partnered with the Ministry of Interior and Ministry of Awqaf and Islamic Affairs to reach out to the public and advocate for a safe and better environment for children free from violence, at the governorate level as well as through the Mosques.

The office has also partnered with a Facebook initiated network seeking to end violence against children, which was adopted by Jordan River Foundation, an NGO working with issues related to children and women's empowerment. This strategic partnership is a way forward for UNICEF to raise its concerns on issues related to violence against children in a rapidly growing and popular media.

The office maintained strategic partnerships with a variety of NGOs that can reach out to the grassroots level and deliver needed services to the most vulnerable groups throughout the country.

The JCO entered into a strategic partnership with Columbia University for Social Work to develop evidence based culturally appropriate community programmes for the diversion of children from institutions that demonstrate the viability and effectiveness of such programmes in safeguarding the well-being of children.

UNICEF Jordan successfully joined forces with other UN agencies (UNDP, UNFPA, UNWOMEN, UNHCR, and WHO) to support the development of a national computerised violence tracking system to monitor the flow of cases of violence and identify loopholes and gaps in the services.

Mobilizing Partners

In 2011, UNICEF began convening a child protection coordination meeting, which meets every 2 months, and includes Government, NGOs/INGOs and CBOs to better coordinate assistance towards the most vulnerable children in the country.

Rallying public and community support to combat violence against children is a cardinal step to ensuring that Ma'An campaign's messages of non-violent disciplinary practices are amplified at home and in the communities. An estimated 23,000 participants including students, teachers, officials and representatives of international institutions, joined the celebrations associated with the "National Commitment Day"

(NCD) across the Kingdom to pledge their commitment against all forms of violence against children and hundreds of thousands viewed it through national media networks. A multi-disciplinary partnership of representatives from relevant line ministries, the media, civil defense and the public security directorate in addition to civil society organizations proved to be very effective in the planning and implementation of the NCD, since the event was an opportunity for all participants to work towards a common goal. Mobilizing public support of national figures such as popular national athletes and singers has fostered the success of the campaign.

The Juvenile Law has been developed in a participatory consultative manner with all concerned governmental organisations and national and international agencies. The Representative and Child Protection Specialist have raised the flag on the importance of this law through the media and persuasive outreach to various influential donors in the country. The law is now seen by national and international institutions as a progressive law that reflects the vision of the Kingdom.

Knowledge Management

Mostly met benchmarks

In 2011, the country office focused on the generation of strategic information on the situation of children through research and studies undertaken in partnership with national entities, as well as with UN agencies. Knowledge promoting activities were carried out in all programmes and these included a study on the causes of neonatal mortality in Jordan, an assessment of the situation of Iraqi children living in Jordan, a study on attitudes and practices towards sports among children, an assessment of the Ma'An campaign, and the Partners' Satisfaction Survey as part of a global survey conducted by UNICEF. A joint project with the United Nations Development Programme (UNDP) and United Nations Population Fund (UNFPA) was signed to help the Ministry of Planning and Department of Statistics better conduct poverty analysis and monitoring on a disaggregated level, which is expected to enhance the availability of socio-economic data on children and assist the Government in developing more targeted interventions. Of the 10 studies and surveys planned in the 2011 IMEP, four were completed and six are still in progress and are expected to be completed in 2012.

The country office also involved counterparts in the generation, dissemination and use of data and studies. For example, the data for the assessment of the Ma'An campaign were generated by the Ministry of Education, which was supported to establish a website to share information on the campaign. Another good programming practice concerned the findings from the baseline study on sport, which were discussed in a two-day workshop with adolescents, media and implementing partners working on sports for development.

Other good practices concerned the inclusion of the two MICS modules on Childhood Development and Child Discipline in the 2012 Demographic and Health Survey (DHS) and the increase of sample size to include and gather data from the Palestinian refugee camps. Also, the JCO facilitated the study tour of a team of finance and programme experts belonging to the General Budget Department of the Ministry of Finance to South Africa to learn from Jordan's experience in child friendly budgeting.

As regards knowledge management at the UNCT level, a three-day in-country CCA/UNDAF workshop in April 2011 brought together national partners and UN staff to work on more efficient and effective development assistance to Jordan through the next UNDAF. Two UN Programming Principles workshops were organized by the UNCT to strengthen the capacity of UN staff and national partners. These workshops helped to build rapport between UN staff, Government and NGO partners, furthering understanding of each other's work. They also facilitated exchange of views on the next UNDAF and identification of current national priorities. A survey was undertaken to assess the UNCT's comparative advantages through

questionnaires shared internally within the UNCT, and externally with a total of 169 respondents drawn from UN, Government, Civil Society and donor agencies.

Human Rights Based Approach to Cooperation

Mostly met benchmarks

In 2011, a Human Rights Based Approach (HRBA) was adopted to develop the UNICEF 2013-2017 Programme of Cooperation, the Common Country Assessment and other UNDAF documents. As part of the preparation and development of the above documents, a workshop on five programme principles including HRBA was organized for programme staff to sharpen staff skills on how to apply HRBA and how to identify inequalities and prioritize resources to address them. Within the current country programme, a pro poor and equitable approach to development was strengthened and UNICEF focused on some activities to directly affect inequality and disparities, including interventions to strengthen coordination and the targeting of cash assistance. HRBA guided a desk review of the situation analysis of vulnerable Iraqi children and women in Jordan and other studies.

Monitoring of Rights was also supported to enable the Government to report on the implementation of the Convention on the Rights of the Child (CRC) and the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). These reports include the combined fourth and fifth CEDAW periodic report, the fourth and fifth periodic reports on the CRC and the initial reports on both optional CRC protocols. The National Centre for Human Rights (NCHR) was supported to prepare the shadow report on the implementation of the CRC in Jordan. This shadow report is prepared independently by NCHR in cooperation with non-governmental organizations. In addition to the government and the NGO shadow report, for the first time in the region, adolescents from Jordan are preparing their own report on the CRC, reflecting their opinions and views on its implementation in Jordan. To this end, UNICEF and the National Council for Family Affairs (NCFA) trained 25 adolescents on the process of the development of the report. The selection of these adolescents was supported by a multitude of NGOs and was guided by certain criteria to ensure all children are represented.

Gender

Mostly met benchmarks

Jordan's 5th report on CEDAW, which was prepared through active participation of national institutions and NGOs, led by the Jordanian National Commission for Women in 2010, was officially submitted by the Government of Jordan to the CEDAW Committee in 2011. The JCO in active cooperation with other UN agencies in Jordan prepared a confidential shadow report to the CEDAW committee including additional gender issues and inequalities. Following the consideration of the UN confidential report, JCO prepared a response to a list of questions raised by the committee during the consideration of Jordan's official CEDAW Report.

Since gender based violence remains a major concern in Jordan, UNICEF continued to support the strengthening of the National Protection System to provide services to children and women victims of violence by training 50 doctors on the diagnosis and treatment of abuse. To better protect children at-risk of violence and their families a community-based programme was established and is being implemented with the technical support of Columbia University. A complaint bureau for women has been set up at the

Jordanian National Commission for Women to report cases of violence against women (VAW) and girls.

Under the International Inspiration Programme, a 2011 study on sport and play among children and adolescents in Jordan showed that the participation rate in Physical Education (PE) classes at school was higher among boys (96%) than girls (89%) as well as in students' involvement in extra-curricular sporting activities (girls 51% and boys 66%).^[1] To respond to these results, UNICEF supported the provision of increased opportunities for adolescent girls to participate in quality and inclusive sport for development activities in and outside schools in the 25 most disadvantaged communities. Some 6,300 girls constituting 67 per cent of the total child and adolescent beneficiaries of the sport project were regularly engaged in sport activities, play days and community events, led and organized by a group of 31 girl coaches and 64 female service providers. In 2012, focus will be given to girls to facilitate and activate their participation in quality sport activities at community level.

Pursuant to UNICEF's revised Gender Policy and action plan, three staff members from JCO were trained on gender equality in a workshop organized by UNICEF MENARO. Peer to peer gender equality training workshops are planned to take place in 14 Palestinian refugee camps in 2012 to promote gender equality concepts and practices among adolescent boys and girls. Moreover, a training workshop on gender equality will be conducted for technical directors from 13 key implementing partners of the Better Parenting project.

UNICEF JCO was also actively engaged in the development of the Jordan Profile on Gender Equality, which was initiated by UNICEF MENARO for MENA countries and will promote JCO's position as a knowledge leader on gender equality.

^[1] UNICEF & British Council & Ministry of Education & UK Sport (2011), Sports and Physical Education among Children and Adolescents in Jordan: Situation and Way Forward, (), p. 5.

Environmental Sustainability

Partially met benchmarks

Environmental sustainability is one of the outcomes of Jordan's new UNDAF document for 2013-2017. The outcome will support the government to develop mechanisms and capabilities to implement targeted key environmental and disaster risk reduction issues facing Jordan. As Jordan is confronted with serious water shortages, support will be provided to an integrated approach to water management, policies to cover areas such as water quality, impact on health and use and reuse. To reduce the burden of disease due to unsafe use of waste water, support will be provided to a review of legal issues and institutional aspects that affect the use of waste water development. The UNCT will support the preparation of the Third National Communication report to the United Nations Framework Convention on Climate Change.

In response to Disaster Risk Reduction (DDR), the scope for integrating CCA and DRR will be defined, a somewhat fragmented approach to DRR will be addressed, and support will be provided for the development of a national disaster risk manager strategy and a Comprehensive Action Plan. The experience from the Sub-Regional Millennium Ecosystem Assessment will provide the basis for UN's support for the management of Jordan's ecosystem and cultural heritage.

South-South and Triangular Cooperation

Under the project agreement with the General Budget Department/Ministry of Finance, UNICEF Jordan funded a study tour to the National Treasury in South Africa, known for its exemplary performance in transitioning from line- to programme-based budgeting, as well as for its excellent cooperation with the UNICEF country office team in Pretoria on recent analytical work. This peer exchange was welcomed by both sides as an excellent opportunity to mutually transfer contextually relevant lessons and experience between middle-income countries.

Particularly interesting for the Jordanian delegation was to see how the South African counterparts have been addressing challenges along the way, through sustained dialogue with concerned institutions and the issuance of guidelines and capacity building programmes. The South African counterparts highly appreciated the innovative steps Jordan has taken with UNICEF support towards increased transparency and visibility of budget allocations benefitting a special segment of its growing population, the children. As a follow-up to the visit, the National Treasury had offered, upon request, to provide technical assistance, for example in developing guidelines and related capacity building tools. Further details for such an assistance, for example the funding arrangements, have not yet been discussed. However, the General Budget Department would definitely lack the financial resources to actively contribute to it. With sufficient UNICEF funds in place, this cooperation would have the potential to transform into a well-planned Triangular Cooperation, with UNICEF promoting the transfer of knowledge and skills between a new development assistance provider (South Africa) and the benefitting middle-income country Jordan.

Country Programme Component: Young child survival and development

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By 2012, 15% of families adopt 15 key child care practices to enhance child development with a focus on poverty pockets	2	FA1OT4
By 2012, 30% of infants and children under five years of age in ten governorates have access to IMCI services	2	FA1OT6
Comprehensive ECD legislation and government policies, plans and budgets are guided by evidence based data founded on the Early Learning and Development Standards framework.	2	FA2OT1

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	12000.00	12000.00	100.00
OR-R	180000.00	349015.75	264008.82	75.64
RR	141000.00	207461.42	198468.84	95.67
Total	\$321,000.00	\$568,477.17	\$474,477.66	

Results Achieved

The Early Learning and Development Standards (ELDS) framework was finalized. These standards have already informed the development of the ECD curriculum, the teacher trainings and Better Parenting (BP) programmes, and will contribute to the development of comprehensive ECD legislation and government policies, plans and budget. Furthermore, the Second ECD Plan of Action for the years 2011-2015, which was developed in a systematic and participatory process, was endorsed by the Cabinet. This comprehensive, sustainable plan aims to ensure that all Jordanian children achieve their developmental potential focusing on five main themes: Maternal and Child Health and Nutrition; Care, Education and Development; Family and Community Involvement; Child, Culture and the Role of Media; and Social Protection. Cross cutting issues are also covered including legislative issues, training and human capacity development, curricula and programmes, and attention to children with special needs and vulnerable populations.

Dialogue continued between UNICEF and four counterpart Ministries (Education, Health, Social Development and Awqaf and Islamic Affairs) on the integration of the BP programme into their annual plans and budgets. A study commissioned by UNICEF on the above issue recommends the Ministry of Education to assume responsibility as home ministry for the BP, which is now jointly supported by the four Ministries:.

With the aim of reaching 15% of families to adopt better childcare practices by 2012, especially in poverty pockets, to date 12% of households in Jordan have been reached through the BP programme. Around 16,320 caregivers, 11,424 women and 4,896 men, in disadvantaged areas throughout Jordan (out of which 3,020 are in Palestinian refugee camps and squatter areas) have gained knowledge on proper care practices at home through the implementation of parenting courses by nine national partners involving 150 Imams, 75 Preachers, 140 facilitators and 70 liaison officers. The project also targeted Watan Workers – Municipality workers cleaning the streets - to equip them with needed skills on child rearing practices. To promote exclusive breastfeeding, UNICEF Jordan supported the regional training workshop on the Code of Marketing of Breast Milk substitute in order to develop a provisional plan for the finalization of the code, which will control and limit producers marketing the substitutes of breast milk.

The Government allocated an amount of JD50,000 for the implementation of the IMCI strategy to cover costs of the next three years. The implementation was expanded to four new governorates with 36 new

centres starting to implement IMCI strategies to improve health care services. Hence, the expanded IMCI now covers eleven out of twelve Governorates corresponding to 30% coverage of health centres in 68.6% of districts, bringing the total numbers of IMCI implementing districts and health facilities to 35 and 153, respectively. Around 36 doctors and 36 nurses were trained on IMCI in 2011. Jointly with WHO, UNICEF organized two workshops for three medical schools to discuss the integration of IMCI in the medical and nursing school curricula. The above contributed to the goal of providing IMCI access to 30% of Under-five children.

Most Critical Factors and Constraints

The implementation of the neonatal study was delayed due to concerns over the sample size and the reluctance to add to the already heavy workload of health professionals in some hospitals. Universities likewise were initially hesitant to accept the inclusion of IMCI as part of the medical curricula mainly due to a lack of sufficient knowledge of the programme. However, their hesitation was overcome after the implementation of the orientation training workshops.

Some limitations in partners to provide adequate managerial support affected the pace of progress in implementing IMCI.

The development of the campaign to promote breastfeeding was challenged by the lack of existing data on the situation of breastfeeding in the country. To fill this gap, UNICEF carried out a study on breastfeeding in the country aimed at assessing the knowledge, attitudes and practices of women towards exclusive breastfeeding, and identifying causes of and impediments to exclusive breastfeeding among Jordanian women. The study's findings will inform and guide the public sector to develop effective actions to improve exclusive breastfeeding rates.

Regarding the BP programme, changes in Ministerial staff delayed the progress towards its integration into the Ministries' annual plans. Furthermore, certain target groups, especially vulnerable families, were hard to reach or locate.

The ECD programme, for the remainder of the cycle, will focus on new targeting strategies and obtaining additional resources. In 2011, the programme focused on partnering with NGOs that serve the poorest segments of the society such as poor female-headed households and has added new target disadvantaged groups such as the Watan Workers i.e., Municipality workers responsible for street cleaning.

The ECD Plan of Action is only partially funded by the government. The gaps in funding have been identified and a fundraising strategy developed to facilitate the full funding of the plan.

Key Strategic Partnerships and Interagency Collaboration

Strategic partnerships to advance the implementation of the BP programme were built with the following: Ministry of Education (MoE), Ministry of Health (MoH), Ministry of Social Development, Ministry of Awqaf and Islamic Affairs, National Council for Family Affairs, Jordanian National Forum for Women, Jordan Hashemite Fund for Human Development, and UNRWA.

UNICEF's work on health related aspects such as the expansion and institutionalization of the IMCI strategy was strongly supported by MoH, Universities, WHO and UNRWA.

The programme's 2011 studies were conducted in close cooperation with the Higher Population Council, the National Centre for Human Resources Development, Brookings Institute, Yale University, John Snow Incorporation, and the Wolfensohn Centre for Development.

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

A study on scaling up the ECD programme was conducted in collaboration with UNICEF NYHQ and the Wolfensohn Centre for Development. The report was finalized and discussed with the MoE to follow up on its recommendations. This study will help the MoE to institutionalize the BP programme and allocate a budget for it.

An impact assessment of the IMCI programme was completed and its evaluation report is currently being finalized. Together with WHO, an IMCI review workshop was conducted to identify challenges and opportunities of the IMCI implementation and discuss the integration of the IMCI programme within the structure and plans of the MoH to ensure its sustainability.

A national study on neonatal mortality is being conducted nationwide to examine the causes, risk factors and circumstances of death in an effort to achieve the MDG goal of reducing infant mortality. The study will examine both direct and underlying causes so as to develop a plan to reduce perinatal and neonatal mortality. Data collection has been completed in 15 out of 18 hospitals and results are expected in the beginning of 2012.

A national assessment on the situation of breastfeeding started in the third quarter of 2011 and is expected to report results in 2012. The purpose of this study is to assess the knowledge, attitudes and practices of women towards exclusive breastfeeding, and identifying causes of and impediments to exclusive breastfeeding among Jordanian women. The study's findings will inform and guide the public sector to develop effective actions to improve exclusive breastfeeding rates.

Future Work Plan

UNICEF plans to conduct an assessment of services targeted at children from age 0 to 3, especially nurseries, to inform policy development for this age group. The development and implementation of a plan to improve services for 0-3 year-olds will be a top priority for UNICEF. The Education Management Information System (EMIS) at the MoE needs to be strengthened to compile credible statistics. A special focus will be given to map out policies and programmes that cater to the needs of disabled children. Several roundtable discussion meetings will be scheduled with Ministries to review the results of the ECD scale-up and the budget exercise. UNICEF will also support fund raising efforts to secure the implementation of the ECD Plan of Action.

In order to establish a functioning structure for IMCI, UNICEF will follow up with the MoH to implement the results and recommendations of the IMCI evaluation and allocate the necessary funds for the programme. The IMCI curricula will be enhanced by the introduction of a Care-for-Development module. UNICEF will follow up with JUST, Hashemite and Mutah University as well as the nursing faculties to advocate for the integration of IMCI in their curricula. An assessment of iodized salt in Jordan will be conducted in 2012 to provide information on the compliance of salt producers to MoH regulations.

Capacity building activities for the Ministries of Education, Health, Social Development and Awqaf will continue to ensure the effective implementation of the BP programme. It is envisaged to train 20 Technical Directors from Ministries and NGOs on strategic planning and M&E functions for the BP programme. Additionally, 60 facilitators will be trained on the ECD parenting manual and the activity sheets, and 40 trainers will be equipped with training skills on better parenting.

In the context of promoting exclusive breastfeeding, UNICEF will develop guidelines for the marketing of breast-milk substitutes and the improvement of national monitoring mechanisms.

Country Programme Component: Child protection

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Children in conflict with the law are protected by the new Juvenile law and have access to restorative justice approaches	2	FA4OT2
National Protection System to provide services to children and women victims of violence is strengthened	2	FA4OT5, FA2OT7
Policy and legal frameworks related to child rights are aligned with international standards and social protection policies are pro-poor	3	FA5OT7

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	159410.00	159399.23	99.99
OR-R	300000.00	446549.29	402056.06	90.04
RR	166000.00	260000.00	203722.66	78.35
Total	\$466,000.00	\$865,959.29	\$765,177.95	

Results Achieved

Concerning pro-poor social protection policies, UNICEF partnered with ILO and WHO to prepare for the launch of the UN Social Protection Floor initiative in Jordan and define elements and strategies for its implementation and financing. UNICEF also supported the Child Labour Unit of the Ministry of Labour to establish a database on child labour. The unit is responsible for developing policies and coordinating national efforts to monitor child labour.

At the policy level, the Juvenile Law has been developed according to international human rights standards and is pending Cabinet approval to be sent to the Parliament. The initial reports on the two optional protocols to the CRC were submitted to the committee. Both Jordan's official CRC report and the shadow report, compiled by a wide network of NGOs, are being finalized to be sent to the committee. The CEDAW periodic report was submitted with wide participation of national institutions in partnership with UN agencies.

Mutually reinforcing national and community-based undertakings strengthened the National Protection System and services to children and women victims of violence. They included continued support to the operationalization of the procedures on the detection and referral of violence against children (VAC) cases; the establishment of a community-based programme to better protect children and their families at risk of violence; the establishment of a complaint bureau for women to report cases of violence against women (VAW) and girls; and the launch of the Jordanian Network of Professionals for the prevention of VAC, which developed a road map for improving the protection system.

All public and UNRWA schools now are implementing Ma'An campaign activities to combat VAC in schools. Importantly, just one year into the campaign, physical violence was reduced by 11% and verbal violence by 7% throughout Jordan. The National Commitment Day celebrations to combat VAC were held in 13 locations with 23,000 participants across Jordan. Three media campaigns were launched in 2011 targeting national television, newspapers and major radio stations and the Ma'An website was launched. Around 1,000 preachers and 200 Governors, district administrators and local development assistants from the Ministry of Interior were trained on Ma'An.

Progress was made regarding the protection of children in conflict with the law by providing them access to

restorative justice approaches through a community-based diversion project being piloted in two communities (Irbid and Zarqa). Some 50 social workers, judges and supervisors from two partner organizations and the Ministry of Social Development were trained on its implementation. A special Juvenile Police was setup to tackle children in conflict with the law cases.

The programme for Palestinians in Jordan trained 64 UNRWA social workers and local volunteers to enable them to provide psycho-social support to children and their families. Some 20 youth facilitators were trained to provide 150 adolescents with diverse activities in a summer camp. All UNRWA schools have implemented the Ma'An campaign and managed to reduce violence at a better rate than government schools.

Most Critical Factors and Constraints

Work in the social protection sphere has been affected by limited coordination mechanisms and technical knowledge in counterparts, both of which require strengthening.

The development and eventual endorsement of new laws, especially the Childhood and Juvenile Law, have been subject to delays due to lengthy approval processes, some ministerial changes, and competing reform priorities. Civil Society Organisations (CSOs) in Jordan need capacity building to effectively use the process of reporting to the committees to advance the child rights agenda.

Progress on reporting violence against children has been hindered previously by reluctance to report or openly address this issue at the community and administrative levels, which constraint is beginning to be addressed through awareness generation and capacity building interventions. Similarly, challenges arise in the diversion programme from a lack of interest evinced by community members to take abused children in foster care as part of their family. The diversion programme's progress has been hampered also by a delay in the adoption of the Juvenile Law. Families of, as well as administrators of the system dealing with, children in conflict with the law often fail to understand the behaviour of juveniles, and the capability to reintegrate them into society currently does not exist or is insufficient. The Ministry of Social Development would benefit from capacity building enabling it to conduct the required social studies and follow-up on the cases of children towards their reintegration in the family and society.

The Ma'An campaign encountered resistance from some of the teachers to adopt new positive disciplinary practices. This may be caused by teachers' needs to improve their classroom management skills. The maintaining of the national campaign is costly and needs further investment by Government, as UNICEF has limited financial and human resources to sustain the campaign activities.

Key Strategic Partnerships and Interagency Collaboration

Strategic partnerships to combat violence against women and children and for the protection of juveniles have been forged with the Ministry of Education, Ministry of Health, Ministry of Social Development, Ministry of Awqaf and Islamic Affairs, Ministry of Interior, Ministry of Justice, Ministry of Labour, Parliament, Family Protection Department, Greater Amman Municipality, Judiciary Council, National Council for Family Affairs, National Centre for Human Rights, Public Security Directorate, Columbia University Middle East Research Centre (CUMERC), Columbia University School of Social Work, John Hopkins University, Jordanian National Commission for Women, Queen Rania Academy and UNFPA.

Media partners have been effective in promoting messages for non-violent behavior through JRTV, Rotana and Amen FM.

The work on social protection has evolved in cooperation with the National Aid Fund, Zakat Fund and CCSS, while a new partnership with ILO, WHO and Social Security Corporation helped promote the Social Protection Floor initiative. Continued close coordination with the World Bank has also proven crucial.

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

A review of the social protection environment was undertaken by UNICEF in order to provide directions for future work. The review found an uneven coverage of school based safety nets, none of which goes to secondary school students; significant expenditures on untargeted subsidies; the exclusion of the most vulnerable in some programmes; as well as disparities by gender. Based on the review, UNICEF has started collaborating with the National Aid Fund and the Zakat Fund on improving (i) the targeting of assistance to ensure a more equitable approach and (ii) the management information system to better inform and enhance the decision making process.

Many gaps in the existing M&E system have been identified, particularly in terms of an inconvenient selection of indicators. UNICEF will support the improvement of the system's functionality to make it a more effective tool for decision makers.

The UN joined forces to support the development of a national computerized violence tracking system, which will be administered by the National Council for Family Affairs, to monitor the flow of cases of violence and identify loopholes and gaps in the services.

To monitor the effectiveness of the Ma'An campaign, random surveys are conducted in schools on a monthly basis to measure the prevalence of violence against children and to help the Advocacy Groups develop school plans to end violence. The end of year survey 2010 revealed that after one year of implementation physical violence had decreased by 11% and verbal violence by 7%. Schools are also regularly visited by counsellors from the Ministry of Education, UNICEF staff to monitor progress and ensure proper implementation of Ma'An campaign activities. In addition, two studies were conducted, one to measure the students', teachers' and parents' perceptions on the students' disciplinary guidelines in order to develop new guidelines based on children rights, and another one to evaluate the effectiveness of Ma'An strategies in reducing violence.

An assessment protocol to help Juvenile Centres improve the programmes that cater to their needs was developed and a screening of 433 children residing in care and juveniles homes has been conducted.

Future Work Plan

In 2012, UNICEF will work to strengthen the management information system and the monitoring capacity of the Ministry of Social Development (MoSD) and Zakat Fund with a focus on the National Aid Fund. Particularly, the setting of standards for services and the targeting mechanisms of cash assistance will be a focus of the work. The M&E system of MoSD needs to be supported to provide policy directions for the Ministry. The launch of the Social Protection Floor in a joint effort with UN agencies is planned for March 2012.

UNICEF will also support the Government to finalize the Childhood Law, and to develop and implement an advocacy plan for the adoption of the Juvenile Law by the Cabinet and Parliament. Support will also be provided for a costing exercise with regard to the new Juvenile Law. Additionally, UNICEF will explore the possibility of supporting the child rights' observatory and the NGO network for children's rights to document and report child rights violations.

Work on combating violence against women and children will remain a priority and raising awareness on the importance of efforts to combat violence is a primary objective. To highlight the gaps identified in Jordan's response system to violence, several policy briefs will be developed to inform policy makers and practitioners. UNICEF will support the efforts of the Jordanian National Commission for Women and a group

of NGOs (a network against violence against women called 'Shama'a') to combat violence against women and girls.

The capacity of 100 doctors will be strengthened to diagnose and treat cases of violence in selected hospitals and health centres. Furthermore, building the capacity of the Family Protection Department officers and social workers on tackling and preventing violence, and supporting the proper functioning of the 10 Family Protection Committees will strengthen their services. In this regard, the training manual for doctors on violence against children and violence against women will be finalized. The support for the piloting of the community-based programme for abused children will continue.

The Ma'An campaign activities remain a top priority for UNICEF and will particularly focus on supporting the teacher training programmes and the school-based activities in support of combating violence. The M&E system of the Ministry of Education at the central and school levels needs to be strengthened to ensure the sustainability of assessment of the programme.

The implementation of the pilot community-based diversion project for children in conflict with the law is a priority for UNICEF. Manuals, training materials and guidebooks to facilitate the operations of the specialized juvenile police will be developed. It is essential to conduct more capacity building programmes for police officers, judges, social workers and prosecutors on the new Juvenile Law to support its adoption into Jordanian legislation, and eventually also its enforcement. The advocacy for community-based solutions will be guided by the development of a procedural manual for the implementation of mediation programmes and community service orders, operationalized by at least two NGOs in 2012.

Country Programme Component: Adolescents' participation and empowerment

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Improved life skills learning and children's and parents' participation in the school environment with a view to improve the quality of education		1 FA2OT8, FA5OT8, FA2OT9
Improved knowledge and practices among adolescents (especially most disadvantaged groups) to lead a healthy lifestyle and to protect themselves from HIV/AIDS and substance abuse		2 FA5OT8
Increased participation of adolescents in the development of policies that affect their lives and programme implementation at the local, sub-national and national level		1 FA5OT4, FA5OT8

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	660000.00	560420.47	484109.47	86.38
RR	90000.00	203927.00	189908.53	93.13
Total	\$750,000.00	\$764,347.47	\$674,018.00	

Results Achieved

Students' participation in the school system was enhanced with almost 100% of governmental school principals trained on the MoE's new rules and regulations on Student Parliamentary Councils (SPCs) and Parent Teacher Associations (PTAs); the inclusion and scheduling of a national elections day for SPCs in the school calendar; and putting in place a monitoring system to follow-up and support the work of the SPCs. The MoE started also to mainstream debates in the education system and establish debate clubs to foster critical thinking and expression among students.

A selection of the most at risk schools for earthquakes was conducted using hazard maps, followed by completing a vulnerability assessment study of the schools. Results of the study revealed gaps in schools' readiness to manage the consequences of earthquakes.

Adolescents now have safe spaces in youth centres to learn and develop life skills, since two key adolescent service providers, the Ministry of Youth and Sports and the Jordan Hashemite Fund for Human Development, have operationalized the new National Criteria and Guidelines on Adolescent Friendly Centres. Some 100 youth workers (57% females) and 105 adolescents (50% girls) were equipped with knowledge and skills to apply the criteria in their centres.

Increased opportunities for adolescents to participate in inclusive quality sports for development activities were provided in 15 poverty pockets through a network of governmental and non-governmental organisations for 4,300 adolescents and children (70% girls), including children with disabilities and younger children, and play days and community events for 5,134 adolescents and children (64% girls). Furthermore, 31 adolescents (60% girls) and 75 service providers (87% female) were trained to conduct these regular inclusive sport activities for children in the local communities.

Intergenerational gaps were improved through better parenting sessions whereby 9,000 parents of adolescents (25% fathers), in addition to 621 parents (5% fathers) in refugee camps, have acquired knowledge and skills relating to adolescents. The sessions were provided by 210 service providers and 900 male and female preachers.

Adolescents' participation in child rights monitoring was enhanced through their preparation of a shadow report on the implementation of the CRC in Jordan to be submitted to the CRC committee. Children's participation in decision making at the municipal level was enhanced by the establishment of the Children Municipal Council (council) at Greater Amman Municipality (GAM) with 84,332 school children participating in the election of 138 children as their representatives. The capacity of 20 GAM staff was enhanced on the child friendly cities initiative to support the council.

Under the Palestinian Programme, adolescent led initiatives to improve their learning environment were initiated in all 172 UNRWA schools involving 12,000 adolescents (50% girls). Furthermore, some 50 adolescents (53% girls) were empowered with the knowledge and skills to conduct 12 youth led initiatives, which focused on improving the quality of education and raising awareness about hygiene and the risks posed by early marriage. Additionally, 643 adolescents (50% girls) have improved their communication and leadership skills through peer to peer basic life skills trainings. Some 176 adolescents in the 3 most disadvantaged refugee camps have enhanced their preparedness for employability, supported by 381 community members and parents.

Most Critical Factors and Constraints

Although Life Skills Based Education (LSBE) was mainstreamed in both pre-vocational education and physical education subject areas, accessibility of students to LSBE in the Physical Education lessons remains a challenge because the PE lesson is sometimes not implemented and the time available for PE, instead, is used by the school administration to compensate for other subject areas.

Insufficient support by school principals to effectively implement Student Parliamentary Councils and Parent Teacher Associations hampers the efforts to enhance participation of students in the school environment.

Frequent ministerial reshuffles also have an adverse effect on the project.

The finalization of the Disaster Risk Reduction (DRR) report on the awareness assessment of the 100 schools was delayed due to limited technical expertise in Jordan in the field of DRR.

Limited M&E capacity of implementing partners coupled with financial constraints hindered the full implementation of the National Criteria in youth centres programme.

Adolescent girls' participation in quality sport activities is challenged by the limited availability of indoor spaces in schools and community organizations.

The sustainability of the Better Parenting programmes is at risk if the project is not integrated into counterpart ministries programmes. Reaching fathers is difficult and remains a challenge.

Key Strategic Partnerships and Interagency Collaboration

UNICEF worked in close cooperation with a number of national and international partners, i.e. Ministry of Education (MoE), Ministry of Health, Ministry of Social Development, Ministry of Awqaf and Islamic Affairs, Ministry of Youth and Sports, Department of Statistics, Greater Amman Municipality, Higher Council for Persons with Disabilities, National Council for Family Affairs, (NCFA), National Centre for Human Rights (NCHR), Al-Farouq Society, British Council, Civil Defence, Community Development Committee, General Union of Voluntary Societies, Islamic Centre Charitable Society (ICS), Jordanian National Forum for Women (JNFW), Jordan River Foundation (JRF), Jordan Hashemite Fund for Human Development (JOHUD), Jordan Olympic Committee, Right To Play, Save the Children, Vocational Training Institute and other Civil Based Organizations. The main partner UN agencies were UNRWA, UNDP, UNESCO and UNFPA.

All BP project partners have taken steps to integrate the better parenting for adolescents programme into their regular annual work plans. JOHUD, ICS, UNRWA and MoE will increase their financial contribution to the project in 2011 to sustain its implementation.

As a result of their partnership in the International Inspiration project, British Council and UNICEF have extended their partnership in the school debates project, in order to support MoE efforts to introduce debate culture into the school curricula and practice.

The Ministry of Youth and Sports is supporting the implementation of the National Criteria in additional 30 youth centres with very limited financial support from UNICEF.

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

A national study on the situation of sports among children and adolescents in Jordan was completed in 2011 and its findings were discussed with different stakeholders in a national conference to guide programme interventions and policy reviews by UNICEF and partner organizations to enhance the use of sports as a tool for children's development..

In line with the increased participation of SPCs and PTAs, an ISO compliant monitoring system was piloted in 2010 and operationalized in 2011 to give students and parents more substance in the decision making process in schools.

A multi-country evaluation of the regional SIDA funded adolescents project was led and completed by the regional office. Jordan was one of the countries that participated in the evaluation and the results will be used to improve programme interventions. A regional workshop will be held in February 2012 to respond to the results of the evaluation.

General programme activities were regularly monitored through field visits by UNICEF staff and the review of progress reports submitted by partners.

As part of the global LSE evaluation, a team of consultants conducted a comprehensive desk review of about 70 countries with LSE programmes along with extensive field work in 5 case study countries, of which Jordan was one. Although the report is not yet finalized, the main findings suggest that LSE programmes have generally been introduced as part of national responses to identified priorities, and are thus closely aligned to national and sectoral policies and plans. Evidence from learners, parents and teachers confirms the general relevance of these priorities to the lives of learners. However, the use of standards and benchmarks in LSE programmes and the monitoring and evaluation of LSE outcomes need strengthening.

Future Work Plan

Based on the results of the Sports study, which was completed in 2011 as part of the International Inspiration project, all PE teachers will be trained on the provision of inclusive quality sports.

Government school principals of grades 6-12 and private schools will be trained on the new rules and regulation of SPCs and PTAs. School led initiatives will be adopted as an approach to enhance the role of SPCs. A core team of trainers consisting of students, teachers and principals will be trained on debating with 72 debate clubs being established in schools with the active engagement of 18,600 students in debate activities.

To advance the promotion of DRR standards, UNICEF will sensitize policy makers and Ministry of Education educators on DRR in the directorates that are most vulnerable to earthquakes. Awareness on DRR will be raised among students, school staff and community in the 25 most vulnerable schools for earthquakes.

The National Criteria will be mainstreamed in 50 youth centres affiliated to the Ministry of Youth and Sport, UNRWA and JOHUD, in which adolescents and youth workers will be trained on the minimum standards for adolescent friendly centres in order to better assess them and conduct improvement plans to make them adolescent friendly.

A particular focus of UNICEF's work to increase the participation of adolescents in inclusive quality sports in most disadvantaged communities will be on girls in pockets of poverty, as they are defined by the Ministry of Planning and International Cooperation. Interventions will also target adolescent boys and girls in Juvenile and child care centres affiliated to the Ministry of Social Development (MoSD) to support the provision of quality sport for them.

Some 32,000 parents will be reached with key messages on better parenting for adolescents. An additional 150 facilitators and trainers will be equipped with knowledge and skills on better parenting for adolescents.

A major priority will be the promotion of adolescents' participation on all levels, e.g. through the institutionalization of children's participation in the National Council for Family Affairs and the establishment of forums for young people to have policy dialogues with decision makers and parliamentarians. Furthermore, it is planned to institutionalize children's participation in the decision making processes at Greater Amman Municipality at the central and directorate level and the Municipality will continue to implement small scale projects by members of the Children Municipal Council to make their communities more child friendly.

Country Programme Component: Policy advocacy and partnerships for children's rights

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
An improved database, systems and capacity for monitoring and analyzing the situation of children and women	1	FA5OT1, FA5OT6
Government budget allocations for programmes affecting children in 4 pilot ministries (MoSD, MoE, MoH, MoL) are explicitly stated in the annual budget law and increasing over time	1	FA5OT5
Improved leverage of resources and partnerships for children using advocacy	1	FA5OT6

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	60000.00	8129.35	8129.35	100.00
RR	117000.00	152419.00	133990.55	87.91
Total	\$177,000.00	\$160,548.35	\$142,119.90	

Results Achieved

The implementation of research and studies as specified in the 2011 IMEP contributed to the achievement of the results for the cycle on databases, systems and capacities for monitoring, a better analysis of the situation of children and women and enhanced capacity development for evidence based policymaking. These studies were on the causes of neonatal mortality in Jordan, the situation of Iraqi children living in Jordan, attitudes and practices towards sports among children, the knowledge and practices of breastfeeding among mothers in Jordan, the scaling up of the Early Childhood Development programmes and an assessment of the Maa'n Campaign. JorInfo, owned by the Department of Statistics (DOS), was established as a national database against the DevInfo framework and is periodically updated to capture disaggregated information on the main issues relating to children and women. UNICEF agreed with DOS to include two MICS modules on Childhood Development and Child discipline in the 2012 Jordan Demographic and Health Survey (DHS) and to increase the sample size to collect further results from the Palestinian refugee camps.

As a step towards strengthening Monitoring and Evaluation (M&E) capacity building at the national level, UNICEF and the Government Performance Administration at the Prime Ministry of Jordan have signed a Memorandum of Understanding to support the establishment of a network of M&E professionals in Jordan to facilitate knowledge exchange and influence policy and programme decisions. The TOR and initial work plan were discussed in a meeting attended by different government institutions, the private sector, and civil society organizations.

Child friendly budgeting was integrated into the annual General Budget Law of four pilot ministries (Ministry of Education, Ministry of Health, Ministry of Labour, and Ministry of Social Development). Strategic plans, objectives, performance indicators and the programmes of the pilot ministries were reviewed and officially amended to increase the visibility of budget allocations directly benefitting children from 2012 onwards. Some 10 members of the General Budget Department benefited from experiences and challenges with the transition from line to results-oriented budgeting of South Africa, in a study tour organized by UNICEF. The tested training material on child sensitive budgeting is currently revised to reflect lessons learnt. An advanced draft of the Child Budget Engagement Strategy is available to guide the work in this area through 2015.

Media covered the State of the World's Children Report and its contents on children; 5 interviews were conducted with UNICEF staff, including the Representative, to provide media with relevant information on children. Moreover, the Ministry of Education together with UNICEF held 3 press conferences to support the Ma'An campaign through communication for behavioral change to reduce violence in all public schools in Jordan.

Most Critical Factors and Constraints

Research often took more time than anticipated, especially when multiple partners were involved. The revision of the drafts became difficult resulting in late dissemination and follow up actions.

The establishment of the M&E network, which relies on continuous support from the Ministry of Public Sector Development, as the main institutional partner, was delayed due to changes in government.

Insufficient coordination between gender sensitive budgeting and the child budget initiative affected their integration in the training content.

Further emphasis will be placed on the critical aspect of research and knowledge management in 2012 and the new country programme for 2013-2017.

Further work needs to be done to avail of the opportunities linked to social media to reach out to a larger and diverse population.

Key Strategic Partnerships and Interagency Collaboration

Strategic partnerships have been forged with the Ministry of Finance/General Budget Department and the National Council for Family Affairs (NCFA) to promote child-friendly budgeting. UNICEF's main partners in the establishment of the M&E network are the Ministry of Public Sector Development and the General Performance Administration at the Prime Minister's Office. Together with the Department of Statistics, UNDP, UNFPA and UNRWA, national studies are conducted and the DHS is supported. The Ministry of Planning and International Cooperation is UNICEF's governmental counterpart for the agreement of the annual work plans.

UNICEF partnered with local media leaders, mainly newspapers such as Al-Rai, Jordan Times, Arab El-Youm, Addustour and Al-Ghad, to advocate for ending violence against children and has also asked celebrities in Jordan to advocate for non-violence through the celebration of the National Commitment Day, which was attended by 23,000 people across the country.

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

This year's main focus was on the development with counterparts and partners of the 2013- 2017 UNDAF for Jordan. A sizeable amount of work was also devoted to the development of the Country Programme Document (CPD) 2013-2017. The office continued its efforts to develop the programmes PCRs and IRs and to finalize the 2010 Mid-Term Review (MTR) report and its summary report. Technical support and guidance were provided in a timely manner to all programmes for the design and implementation of studies, surveys and evaluation as outlined in the IMEP ensuring quality reports. UNICEF Jordan was part of a Global Partner Satisfaction Survey carried out in November/ December 2011 to elicit partners' perceptions of UNICEF's performance in a number of key areas to further enhance our partnership in order to deliver better results for children in Jordan.

Future Work Plan

A joint project with UNDP and UNFPA is planned to help the Ministry of Planning and International Cooperation (MoPIC) and the Department of Statistics to better conduct poverty analyses and to improve monitoring on a disaggregated level in order to enhance the availability of socio-economic data on children, and assist the Government in developing more targeted interventions.

As part of a global UNICEF initiative, a school dropout study will be prepared in cooperation with UNESCO and the Ministry of Education to identify and address the reasons and circumstances of school dropouts, and develop interventions to achieve a breakthrough in reducing the number of out-of school children. A National Youth Survey will be conducted in collaboration with UNFPA, UNDP and MoPIC. The partnership with the Department of Statistics will continue by supporting the conduct of the 2012 Jordan Demographic and Health Survey (DHS).

Support will be provided to the Ministry of Public Sector Development in formalizing the national M&E network, which is expected to serve as a platform to enhance the capacities of Monitoring and Evaluation in Jordan. Support will be provided to the National Council for Family Affairs in conducting an assessment of the Jordanian National Plan of Action for Children (2004-2013), which was developed as a follow-up to the World Fit for Children.

To monitor progress with regard to child-friendly budget allocations, task forces will be established in the four pilot ministries to compare their child-friendly budget allocations with actual spending. Changes to the budget preparation process and to priority allocation will be evaluated and highlighted in the 2012 annual budget progress report. It is envisaged to enforce the further application of results-oriented budgeting by informing and integrating a training content that is child-friendly and gender sensitive into the Ministry of Finance Training Institute programme.

UNICEF will maintain strong ties with the media to better advocate for children's rights and ensure that the media will have a stronger, better, and more reliable understanding of the children's situation in Jordan. Additionally, UNICEF Jordan's revamped website, which will be launched in 2012, will enable better outreach to the communities and improved communication with existing and potential partners. The JCO will explore possibilities of using twitter and Facebook to reach out to children, young people, and the community at large. As UNICEF celebrates 60 years in Jordan in 2012, the milestone will be used as an opportunity to raise awareness on issues that remain a challenge for Jordan's children.

Country Programme Component: Cross-sectoral costs

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Cross-sectoral costs from Programme budget	0	FA6OT9

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R				
RR	56000.00	93130.00	76783.99	82.45
Total	\$56,000.00	\$93,130.00	\$76,783.99	

Results Achieved

The resources under this programme component were effective in ensuring efficient programme delivery across all the other programme components, along with improved monitoring of programme outputs and deliverables and better communication of key advocacy messages.

Most Critical Factors and Constraints

n/a

Key Strategic Partnerships and Interagency Collaboration

n/a

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

n/a

Future Work Plan

n/a

Country Programme Component: Emergency Education

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Sustain the number of vulnerable Iraqi children and youth who benefit from safe, quality, and appropriate education; while ensuring equitable access to Jordanian vulnerable children	2	FA2OT3, FA2OT6
Sustain the number of vulnerable Iraqi children and youth who benefit from a safe environment where their psycho-social needs are met through 2012; while ensuring equitable access to Jordanian vulnerable children	2	FA4OT7

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	3825425.82	3744435.10	97.88
OR-R	0.00	154488.33	153228.18	99.18
RR				
Total	\$0.00	\$3,979,914.15	\$3,897,663.28	

Results Achieved

The Ministry of Education (MoE) renewed its commitment to accepting Iraqi children into public schools free-of-charge regardless of their status in the country for the academic year 2011-2012. Approximately 27,000 Iraqi children were reported to be enrolled in public schools during the academic year 2010/2011. As part of its core commitment to the education of Iraqi children, UNICEF supported the MoE to strengthen its existing capacity to absorb Iraqi students. The support was provided for double-shifted schools, rented schools, and 29 multi-purpose rooms. In partnership with MoE, non-formal and alternative education services were also provided for Iraqi and Jordanian children who were dropouts. Some 50,000 Iraqi and Jordanian students have benefitted from non-formal and alternative education services.

At the community level, UNICEF worked closely with its national and international partners to reach out to the most vulnerable Iraqi children who require additional support to continue their education. Through early childhood education, remedial and informal education, UNICEF and its partners reached almost 8,000 Iraqi and Jordanian children, youth, parents, and community members. The activities also included information and referral services for Iraqis through helpdesks assisting over 500 cases on protection, health and education issues.

In addition, psychosocial services were provided at school and community levels to Iraqi children and their primary care-givers who needed psychosocial support. The overall strategy was to strengthen the capacity of the national system in responding to the psychosocial needs of displaced children as well as to provide direct services at the community level. In this regard, 1,500 teachers in public schools have been trained through 80 core team counsellors to be better equipped to respond to psychosocial and protection needs of vulnerable children at schools. In addition, UNICEF reached approximately 13,300 children, parents and community members through its psychosocial services at community level. Amongst the beneficiary groups, about 10,200 vulnerable Iraqi and Jordanian children, youth, and their parents received psychosocial support through individual and group counselling, awareness sessions, recreational activities for younger children and psychological screening. Community-based psychosocial activities provided a platform for interaction and harmonization between community members – Iraqi and Jordanian families. Approximately 1,300 women and men benefited from these activities such as vocational training and informal learning opportunities while 1,800 Iraqi family members accessed information and participated in social networking opportunities within the community. Throughout these community-based interventions, UNICEF assisted seven national non-governmental organizations to enhance their capacity in providing psychosocial support and to strengthen referral system among partners. In this context, the capacity of 44 counsellors and social workers in community based organizations were improved to better provide psychosocial care for children.

Most Critical Factors and Constraints

This programme component dealing with emergency education is closely affected by exterior developments. Jordan's geo-political position is such that political instability in neighbouring countries results in large influx of refugees, earlier from Palestine and Iraq and most recently in smaller numbers (so far) from Syria. In view of the above, the JCO has strengthened its contingency planning and emergency response, and stands ready to respond and assist the Government of Jordan in any contingency.

Another challenge that affects the programme's implementation is the high mobility of Iraqi population, which makes it difficult to offer sustained services to the children.

Key Strategic Partnerships and Interagency Collaboration

The Ministry of Education and the Ministry of Planning and International Cooperation are the key government partners of UNICEF. International and national non-governmental organizations are also crucial partners in implementing activities at community level bringing in technical expertise in the areas of informal, remedial, early childhood education and psychosocial services. In order to enhance sustainability, UNICEF has phased out progressively from supporting international partners to building strategic partnerships with local

organizations. This involved intensive capacity building of local partners through the provision of technical guidance and training from UNICEF and international partners. UNICEF coordinates closely with UNHCR, which is the lead agency in providing assistance to Iraqis in Jordan. Through the Refugee Assistance Information System (RAIS), managed by UNHCR, UNICEF and its implementing partners work together to share information and minimize programme overlapping.

UNICEF is currently partnering with Save the Children-US, Save the Children Jordan, Family Guidance and Awareness Centre, Jordan Red Crescent, Jordanian Hashemite Fund for Human Development, Noor Al-Hussein Foundation, Terre Des Hommes-Italy, YarmoukBaq'a Society, East Amman Charity Centre, and the Islamic Centre Society.

UNICEF continues to advocate for strengthening the provision of services to vulnerable groups, with a special focus on consolidating the efforts of all stakeholders, to achieve more sustainable results, which will benefit both host and guest community. Since sustainable and durable measures are put in place in locations inhabited by Iraqi children, they will ultimately improve the education of all students in this area and thus, help integrate Iraqi and Jordanian families in the community.

Humanitarian Situations

Please see results achieved under 2) since the Emergency Education programme responds to the humanitarian situation of Iraqi refugees in Jordan.

Summary of Monitoring, Studies and Evaluations

UNICEF Jordan Country Office is currently finalizing its "External Evaluation of the Iraqi Emergency Programme in Jordan" in 2011. The evaluation was carried out as part of the JCO Mid Term Review of its 2008-2012 Country Programme. It aimed to provide guidance to better integrate the emergency programme into the regular Country Programme and also inform programme design and strategy in coming years. The management response plan was prepared to reflect relevant and valid recommendations from the evaluation in the programme management and implementation.

In addition, a desk review on the situation of vulnerable Iraqi children and women residing in Jordan was carried out during the last quarter of 2011. The desk review exercise aims to guide UNICEF interventions for vulnerable Iraqis in 2012 and beyond taking into consideration various vulnerabilities that they face in poorest areas of the country.

Future Work Plan

In 2012, UNICEF will continue to support the enrolment of Iraqi students in public schools through the Ministry of Education (MoE). At the community level, greater emphasis will be on providing educational and psychosocial assistance to the most vulnerable groups of Iraqis such as drop-out and out-of-school children, pre-primary age children, and children with disabilities. Enhancing the capacity of local NGOs and community based organizations to respond to the education and psychosocial needs of Iraqi children will be also a key area of intervention. In 2012, over 9,000 Iraqi and Jordanian children and their parents are to be assisted through community based education interventions while 3,800 children, parents, and psychosocial professionals from NGOs will benefit from UNICEF psychosocial interventions. Fifty per cent of the beneficiaries are girls and women. UNICEF will continue to co-lead the Education Sector Working Group together with Save the Children International to ensure effective coordination amongst education actors in Jordan and will actively participate in the Mental Health and Psychosocial Coordination Group. Moreover, in preparation for the new Country Programme Cycle starting in 2013, UNICEF will ensure the work is streamlined for sustainability of the emergency interventions with the regular country programme, both in government as well as among the implementing partners.

Country Programme Component: Programme for Palestinians in Jordan

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By 2013, 25% of families adopt 15 key child care practices to enhance child development with a focus on camps and Palestinian squatter areas	2	FA1OT8, FA1OT4
Drop-out rate in the two refugee camps with the highest incidence is reduced by 5%	1	FA2OT4
Improved communication between the adolescents and their parents	0	FA5OT8
Improved knowledge and practices among adolescents (especially at-risk groups) living in the 14 official and unofficial camps to lead a healthy lifestyle, including prevention of HIV/AIDS and substance abuse.	2	FA5OT8
Increase by 40 per cent number of children under five benefiting from improved health and nutrition care services	2	FA1OT1
Increased availability of disaggregated data by geographic location and gender for improved planning, resource allocation better policy advocacy and monitoring of CRC/ MDGs	1	FA5OT1, FA5OT5
Increased involvement of adolescents as actors of change within their communities including influencing decisions and policies that impact their lives at home, school and community level	1	FA5OT8
Participation of students and parents in the decision making process relating to the school environment is increased in all of UNRWA schools.	0	FA5OT8
Protection System strengthened to provide services to children and women victims of violence in the 14 camps through the promotion of a protective environment	2	FA4OT5

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	0.00	36478.07	36478.07	100.00
RR	0.00	500000.00	409139.69	81.83
Total	\$0.00	\$536,478.07	\$445,617.76	

Results Achieved

The results of the programme for Palestine refugees in Jordan have been integrated into the programme components of the Jordan Country Programme. However, financial implementations are inserted into the table above.

Most Critical Factors and Constraints

n/a

Key Strategic Partnerships and Interagency Collaboration

n/a

Humanitarian Situations

n/a

Summary of Monitoring, Studies and Evaluations

n/a

Future Work Plan

n/a

Effective Governance Structure

For quality assurance, the office maintains a governance structure to manage and monitor Country Programme and office activities. The structure consists of a Country Management Team (CMT) with clear TORs and membership reviewed and approved at the beginning of the year. CMT uses a specially devised tool, "Priority Monitoring Sheet", to review progress in nine areas namely **Programme Implementation; Monitoring & Evaluation; Contractual Services; Programme Planning events; Social Policy; Funding; HR Management; Communication for Behavioral Change; and PBR**. This review occurs in every CMT meeting as a standing agenda. The CMT is chaired by the Representative and includes the Deputy Representative, CSU Operations Manager, heads of units and representatives from National Professionals, General Service staff and Staff Association.

In addition, the office has a functional Committee comprising of the Representative, Deputy Representative, CSU Operations Manager and Specialists to ensure continuous cohesive programming, staff security, and a work environment conducive to the achievement of the CP goals in full compliance with UNICEF rules and regulations; the team meets weekly and minutes are circulated to all staff.

As preparation for migration to VISION in January 2012, the CMT continues to oversee the VISION preparatory activities including those pertaining to IPSAS compliance as follows:

- Ensure training is taking place as per CMO and office timeline.
- Ensure all Closure activities in May, October are taking place as per timeline to prepare for data migration from ProMS and other systems to VISION.
- Ensure cleansing of existing and collect new information for improved and IPSAS-compliant financial reporting on 1 January 2012.

The office also has the usual statutory committees, viz., SAP, CRB, CRC, PSB, LSDC and JCP, all of which function regularly. Some committees, like Staff Association & JCC, are jointly conducted with the Regional Office. Staff feedback on staff matters is channeled through the Staff Association to the JCC and CMT.

In 2011, to improve operations and programme management performance and to address areas of weaknesses, some initiatives included:

Office Space & Staff Welfare:

- Resolve some office accommodation problems, upgrade and renovation including ventilation, office space, etcetera. Improved sitting plan to maximize space utilisation.
- Parking space for staff private vehicles.
- Provision of new office furniture.
- Upgraded and improved staff cafeteria including improvement of menu, quality of food and having more services to meet staff needs.

Reviewed and ensured improvement of office security measures:

- Improvement of guard's room, including CCTV cameras.
- Enhancing the wall and windows with blast resistance materials.

Administrative and staff management issues:

- For better management of drivers, effective 19th April 2011, the task managed by the Assistant to the Representative, was moved to CSU unit.
- JCO supported CSU with operations costs on mobile phones and transportation fuel for field visits.
- The office has a joint Business Continuity Plan (BCP) with RO. During 2011, the office achieved stability of critical ICT systems and services; testing and improvements of the BCP continued to be a priority in 2011 as detailed in part 4 below.

Strategic Risk Management

The key results from the existing RCSA were followed up resulting in further discussion and the development of a complementary assessment. The office is to update its RCSA taking into account the new country programme (2013-2017). The joint JCO-MENARO BCP was updated in 2011; a procurement of supplies exercise (from related suppliers) was completed; and testing and improvements to the BCP will continue to be a priority in 2012.

Emergency preparedness activities and response have been updated and mainstreamed into all the country office programme areas. Within its on-going emergency response programme concerning vulnerable Iraqis in Jordan, the country office enjoys a high level of readiness to respond to emergencies.

The office updates EPR and reviews risks periodically and coordinates preparedness to any eventuality of emergency closely. The office ensures the segregation of duties on all transactions. It has updated its macro assessment jointly with other UN agencies as one of the activities preparatory to the new CP and UNDAF cycle and is planning to conduct the micro assessment in 2012. The office is undertaking a micro assessment to all IP's prior to disbursing any DCT.

Evaluation

JCO IMEP has been tracked regularly and reported on its implementation to the CMT and during the annual review. Terms of reference for major studies and evaluations planned by the CO were submitted to MENARO for technical clearance as part of the Quality Assurance System (QA), which has been under implementation for the past three years. The office benefited from these QA measures and received valued feedback and comments from relevant advisors as a result of this technique. Internally, the office has set up mechanisms and committees to review the technical aspects of commissioned evaluations and research. The office has been reviewing the Evaluation Report of the Emergency Programme to determine future steps. An evaluation of the Basic Life Skills Education as part of the Global Evaluation on LSBE took place this year along with an impact assessment of the Ma'An campaign.

Gaps remain in capacity at the local level, especially for evaluation of complex and emergency/humanitarian programmes. The CO strives to strengthen the capacity in research and evaluation at national level and signed an MOU with the Ministry of Public Sector Development and General Performance Administration for the establishment of an M&E network to foster capacity development in evaluation and improve access to local, regional and international expertise in project monitoring and evaluation. As a step towards developing national capacities in evaluation, the office invited five delegates from relevant governmental partners to attend the MENA Regional M&E Workshop held in July 2011 in Amman (Jordan). The meeting's emphasis was on equity-focused evaluations. Also two UNICEF M&E staff and three government counterparts attended the IDEAS international conference on "Evaluation in times of turbulence", which was also held in Amman in April 2011.

Effective Use of Information and Communication Technology

ICT managed to implement most of the activities planned for 2011. The priorities focused on migration to VISION and its supporting projects such as connectivity enhancement, Hyper-V and u-Perform implementation. Support to and improvements in Alternate Business Modalities (ABM), ICT component of Business Continuity Plan (BCP) and emergency response preparation/capacity-building remained among the primary focus areas due to the developments in the Arab world. The office achieved stability of critical ICT systems and services; reliable data/voice communication facilities; timely implementation of corporate rollouts; secured ICT systems; and a robust ICT for MOSS compliance. The JCO Representative's residence

as a designated emergency operations site has been equipped with connectivity and other ICT equipment.

The office's primary backbone to UNICEF's IPVPN has been upgraded from 4Mbps to 8Mbps Fibre Optic line backed up by an 8Mbps Microwave link. A backup link to INTERNET via a different ISP is maintained at 8MB protected-fibre. A third means of connectivity, which is independent of the local telecommunication infrastructure, has been deployed to ensure connectivity in case of emergency. A new Firewall system (Mission Control) has been implemented with provision to auto-fail-over between the two ISP links that ensures 100% connectivity for the office. The Mission Control Firewall has improved remote access and network security through a two-factor authentication while providing full and direct access to LAN resources over INTERNET. A new Windows 2008 Hyper-V Cluster was added to safeguard and improve availability of LAN resources. Two Storages Servers are under deployment in order to achieve high availability of data and information.

LAN servers have been migrated to the Hyper-V environment in order to lower the power consumption and the cost of hardware, and to provide higher availability of LAN resource. All network printers have been configured for duplex printing in order to reduce use of paper. Wireless HSPA routers have been acquired and are being used for connectivity during off-site events, which has tremendously helped to reduce cost of communication.

ICT continued to support JCO Programme projects; "Family Violence Tracking System" which is a joint project between the National Council for Family Affairs (NCFA), and Five UN Agencies (UNFPA, UNICEF, WHO, UNDP, UNWOMEN, and UNHCR), to implement a national project "Family Violence Automated Tracking System", which aims to institutionalize clear mechanisms and procedures among service providers for dealing with and referral of family violence cases through a systemized web-based networking mechanism. UNICEF ICT, as a member of the IT Committee representing the UN agencies, was responsible for developing the technical TOR and RFP for the system (Process Management System (BPMS) and a Document Management System), reviewing and evaluating the offers and vendors and assuring quality control through all phases of the system development. Moreover, under the "Emergency ICT Project", the second phase of the project was supported by drafting the specifications of the ICT equipment, and identifying potential vendors for the 30 Multi-Purpose rooms (MPRs) in 30 public schools, that included High-tech ICT learning equipment.

Fund Raising and Donor Relations

The OR ceiling was raised to USD 8 million in anticipation of increased mobilization of funds in 2011-2012 to assist the office in achieving its remaining programmatic work under the current Country Programme. In 2011, the CO together with the Regional Office and the Iraq Country Office mobilized extra funds for child protection from the Swiss Development Partner. Through the 7 per cent set aside funds, Jordan's equity focused interventions included the improvement of knowledge and skills of parents of adolescents in most disadvantaged communities; the provision of safe spaces for most disadvantaged adolescents to learn and develop; the conduct of a needs assessment to improve the efficiency of National Aid Fund (NAF) and Zakat Fund to better serve poor families and their children.

The office managed to send 91 per cent of donor reports on time. PBAs were utilized at their full level. Through the mechanisms of the monthly Country Management Team (CMT) meetings, close monitoring of donor reporting, OR expenditures and PBA expiry is conducted.

Management of Financial and Other Assets

JCO was audited in 2009 and awarded a satisfactory report. By 2011, all recommendations were backed by an office action plan and are closed. In 2011, the priority was ensuring sustainability of the actions and management took several actions, such as reducing operating costs on communication and transportation fuel by 16 per cent and 49 per cent respectively. In addition, the office focused on the implementation of the institutional rules and regulations on processing all financial transactions to improve and expedite the process where applicable.

The finance section met all deadlines on monthly and year end closures timetable. Good cooperation between Programme and Finance Staff on the process of DCTs was visible this year attested by meeting the goal of having 0 per cent of DCT over 9 months by the end of 2011.

Expenditure during the year was as follows:

Regular resources	93%
Other Resources	94%
Other resources/Emergency	98%
Support Budget	95%
Regular resources	84%
Other Resources	100%

To address one of the Audit recommendations, and to ensure staff comfort and security, the office has undertaken a security upgrade to premises; additionally upgrade of the office facilities like cafeteria and office space allocation was done to ensure staff wellbeing.

The CSU colleagues played a significant role in training staff on VISION, and provided the technical advice on phasing out ProMS and relevant transactions.

In terms of cost savings, the office recorded some as per section 4 below.

Supply Management

The JCO programme is not supply intensive. Under the existing structure, the CSU handles the office maintenance, stationery and other supplies and the Contract Assistant is reviewing all the PGMs and the SSAs' processes to ensure its compliance with the rules and regulations.

JCO contract activities increased in 2011 compared to 2010: a total of 46 POs were issued compared to 9 POs in 2010. The majority of the POs were on ICT equipment, design, and printing. A total of 46 SSAs, valuing US\$965,140, were issued compared to 36 (US\$727,454) in 2010. Concerning CRC submissions for review, four were submitted during 2011 with a total amount of US\$ 992,907.60, compared to five submissions in 2010 with a total amount of US\$ 709,894.00. The SSAs raised during the year were mainly on consultancy services and workshops while CRC submissions were to support the MoE to accommodate Iraqi students within the public school system in Jordan.

In preparation for migration to VISION in January 2012, the office participated in data cleansing with the Change Management Office, NYHQ. The database has been reviewed and updated in accordance to the guidance.

Human Resources

Human Resources Support to Jordan Country Office (JCO) continued to be provided by the HR Section at the Common Services Unit (CSU). At the beginning of the year, as part of assessing the services that the CSU has been providing for the past ten years for the JCO and also as part of the Office Improvement Plan (OIP), the JCO hired two consultants to conduct a survey about the CSU and the enhancements that the section should undertake to ensure implementation of different OIP proposals. One of the recommendations was to request the HR team to arrange for orientation sessions to raise the awareness of JCO staff with regard to different HR rules and regulations and policies. Two sessions were conducted on staff entitlements under the existing staff rules and on PAS (Performance Appraisal System). In addition, Soft Skills training was arranged by the Regional Office to train RO and JCO staff on ways of ensuring that the PAS objectives are written in a SMART way.

All interviews carried out during the period to fill vacancies were competency based and HR ensured that at least two members of the selection panel were competency based certified. Attempts to enhance gender parity were also taken into account.

The CSU-HR section ensured timeliness and efficiency in recruitment of national staff, some delay occurred in meeting those objectives in 2011 either due to unavailability of suitable candidates or shortage of funds. To meet the gaps in the sections, the CSU-HR assisted the office in filling the gaps either by hiring staff on Temporary Appointments or SSAs. During the year 2011, total SSAs (Individual & Institutional) was 25 per cent more than 2010.

The PER monitoring tool has been strengthened, which improved the PER completion rate to reach 90 per cent by December 2011. The completion rate for 2011 PAS key performance objectives was 68 per cent at the end of July 2011.

In order to assist in staff well-being, nomination of Peer Support Volunteers (PSV) took place in 2011 jointly for the RO and the JCO; three staff members were selected to support the two offices and staff was made aware of their function and role. The last orientation session on UN Cares and the 10 minimum standards was held in our offices in December 2009 and it was attended by the majority of staff. Although another session was planned in December 2011, due to constraints linked to VISION, it was decided to conduct the next UN Cares session in early 2012 jointly with the Regional Office.

Efficiency Gains and Cost Savings

Together with the CSU, and in coordination with the RO, several initiatives were taken to improve the overall performance of the office in terms of Operations and Programme management in different areas:

Ticketing:

- **Royal Jordanian Airline Partnership Agreement:** Although this two years agreement has been signed by the Regional Office, the Jordan Country Office benefits from this agreement too. The agreement provides UNICEF with 100,000 points redeemed against free RJ air tickets provided that UNICEF bears the cost of the airline tax. The plan is to use the agreement to issue air tickets on long haul flights to USA and other destinations where the ticket is issued at the business class fare. Total estimated savings per ticket range from \$3,000 to \$4,500.

- **Airlines Discounted Ticket Fares:** Different agreements have been signed with airlines such as Air France, Air Alitalia, Royal Jordanian, & Middle East Airlines under which UNICEF benefits from reduced air fares (with the reduction ranging from 5% to 18%). Total estimated savings per business class ticket range from \$200 to \$250, and from \$15 to \$50 per economy class ticket.

Communication:

- **Zain Mobile Network Provider-LTA:** This is an annual agreement that involves a monthly discount of 10 per cent credited to UNICEF total invoices. The average saving is \$24,000 per year of which JCO's share of savings is \$2,400 per year. The agreement also involves an annual budget of \$11,300 under which UNICEF RO & JCO would exchange this value with subsidized handset devices free of charge. Total estimated savings range from \$150 to \$500 per handset device.

OT & CTO:

- **Staff Overtime:** A shift system for the JCO drivers was established in the last quarter of 2011, whereby a driver's working hours start from 8 AM to 4 PM while the other starts from 10 AM to 6 PM to save on overtime costs and CTA. Total estimated saving is \$4,200 per year.

Transport management:

- **Office Transportation Services:** Starting the second quarter of 2011, the management of the drivers' pool has been placed under the charge of a single officer, which has resulted in increased efficiency and cost-saving in the transportation services.

UN joint Operations:

- **Joint UN Operations-Micro Programme Assessment:** A joint assessment of the Jordanian HACT implementing partners has been completed collectively with the participation of UN agencies rather than by each UN agency. This has eliminated duplication of effort and led to greater efficiency and cost-saving through cost-sharing by all agencies.

Changes in AMP and CPMP

In 2012, the JCO will be working on a new CPMP in line with the new CPD (2013-2017) that will go to the Board for approval in June. A submission to the PBR will be put for September. AMP will be adjusted according to the programme and operations priorities, including the new country programme, CPAP, CPMP, and UNDAF. It will also provide guidance on the VISION rolling out with focus on roll mapping and other issues of concern, teamwork required on delivery of inter-sectoral IRs, and interagency work related to joint programmes. The envisaged changes regarding the CPMP will be on staffing and the required interventions for the expected results. The existing ERM will also be reviewed taking into account the new country programme.

Summary Notes and Acronyms

BCP	Business Continuity Plan
BP	Better Parenting
CBO	Country Based Organisations
CCA	Common Country Assessment
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CMT	Country Management Team
CP	Country Programme
CPAP	Country Programme Action Plan
CRC	Convention on the Rights of the Child
DCT	Direct Cash Transfer
DHS	Demographic and Health Survey
DOS	Department of Statistics
DRR	Disaster Risk Reduction
ECD	Early Childhood Development
EEP	Emergency Education Programme
ErfKE	Education Reform for Knowledge Economy
GBD	General Budget Department
HDI	Human Development Index
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome
IMCI	Integrated Management of Childhood Illnesses
IMEP	Integrated Monitoring, Evaluation and Research Plan
IPVPN	Internet Protocol Virtual Private Network
JCO	Jordan Country Office
JNCW	Jordanian National Commission for Women
JOHUD	Jordanian Hashemite Fund for Human Development
JRF	Jordan River Foundation
KG	Kindergarten
LSBE	Life Skills Based Education
Ma'An	Together for a Safe School Environment
MDG	Millennium Development Goals
MENARO	Middle East and North Africa Regional Office
MIC	Middle-Income Countries
MOE	Ministry of Education
MOH	Ministry of Health
MOPIC	Ministry of Planning and International Cooperation
MOSD	Ministry of Social Development
MOU	Memorandum of Understanding
MTR	Mid-Term Review
NAF	National Aid Fund
NCFA	National Council for Family Affairs
NGO	Non-Governmental Organisation
PER	Performance Evaluation Report
PGM	Supply Requisition
PO	Purchase Order
PTA	Parent Teacher Association
RCSA	Risk Control and Self-Assessment
RFP	Request for Proposal
TOR	Terms of Reference
UN	United Nations
UNCT	United Nations Country Team
UNDAF	United Nations Development Assistance Framework
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East

WHO World Health Organisation
YCSD Young Child Survival and Development

Document Centre

Evaluation

	Title	Sequence Number	Type of Report
1	A Study on Sport and Play among Children and Adolescents in Jordan	2011/01	Study
2	Ma'An Campaign- Together for a safe school environment	2011/02	Study
3	The Situation of Iraqi Children and Women residing in Jordan: A desk review	2011/03	Study
4	Scaling Up Jordan's National Better Parenting Programme	2011/04	Study

Other Publications

	Title
1	UNICEF in Jordan
2	Sports and Physical Education among Children and Adolescents in Jordan: Situation and Way Forward
3	Child Budget Analysis

Lessons Learned

	Title	Document Type/Category
1	National Commitment Day - Ma'An campaign	Innovation

Programme Documents

	Title	Document Type
1	JCO CPD 2008-2012	CPD