Jordan: Azraq Refugee Camp

September 2018

Azraq is home to 40,901 Syrian refugees, nearly 22% are under five years old.

60% are children, including 314 unaccompanied minors.

1,438 Syrian refugees (4%) have disabilities in the camp.

8,895 shelters are currently in use in the camp.

6,700 shelters provided with grid electricity for 16 hours per day.

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

PLACE OF ORIGIN IN SYRIA TOTAL POC
Aleppo 25%
Homs 22%
Dara’a 17%
Ar-raqqa 11%
Rural Damascus 10%
Other areas 15%
Total 100%

CAMP DEMOGRAPHICS

Age Male Female
0-4 4566 4321
5-11 5026 4904
12-17 2891 2510
18-35 4394 5058
35-59 2990 2937
60+ 336 460

ACTIVE POPULATION DISTRIBUTION BY VILLAGE

V06 9229
V05 9803
V03 10362
V02 7592

UNHCR PRESENCE

Staff:
48 National Staff
6 International Staff
2 International volunteers

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

3,404 refugees are either on temporary leave or work outside the camp.

Working with Partners

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

4 Governmental partners: The Syrian Refugee Affairs Directorate (SRAD), the Ministry of Public Works and Housing (MPWH), the Ministry of Health (MoH) and the Ministry of Education (MoE)

27 humanitarian partners: Action Against Hunger (AAH), Agency for Technical Cooperation and Development (ACTED), Al Hussein Society (AHS), Arab Medical Relief (AMR), Arab Renaissance for Democracy and Development-Legal Aid, CARE, Danish Refugee Council (DRC), Finn Church Aid, Holy Land Institute for Deaf (HLID), International Committee of the Red Crescent (ICRC), International Medical Corps (IMC), International Orthodox Christina Charities (IOCC), International Organization for Migration (IOM), International Rescue Committee (IRC), Mercy Corps, Noor al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Plan International, Questscope, Relief International, United Nations Population Fund (UNFPA), United Nations Children’s Fund (UNICEF), UNOPS, World Food Programme (WFP), UN Women, War Child and World Vision (WV).

Azraq refugee camp was opened in April 2014. The camp management is co-coordinated by Syrian Refugee Affairs Directorate (SRAD) and UNHCR. Azraq camp currently host 40,901 Syrian refugees. The camp has the potential to be expanded to accommodate 120,000 - 130,000 refugees at maximum capacity. The village-based approach aims to foster a greater sense of ownership and community among residents. The camp has a coordination mechanism composed of different agencies, which include camp coordination, inter-agency community representatives meetings, sectors and Task Force meetings including information sessions.

In 2018, Azraq has hosted several high level visits, including the Federal President of Germany, Frank-Walter Steinmeier, the Canadian Director General of Humanitarian Assistance Mr. Stephen Salewicz, the German Foreign Affairs Minister Mr Heiko Maas, the Ambassador of the Czech Republic to Jordan, Mr Petr Hladik, UNHCR Eminent Advocate Dato’ Sri Prof. Dr Tahir, Finnish Minister for Foreign Trade and Development, Ms. Anne-Mari Virolainen, IKEA Board Members, Finland Minister of Humanitarian Affairs, Financing SDGs delegation and Australian Minister-Counsellor (Immigration), UNHCR Goodwill Ambassador Alfonso Tomas Araullo, USA for UNHCR Board Members and Netherlands National MPs and a Member of European Parliament, UK Minister for Immigration Hon. Caroline Nokes, French Foreign Minister, Mr Jean-Yves LE DRIAN and German MP Prof. Dr. Stephan Harbarth.

Main Activities

Protection

UNHCR is the lead protection agency in the camp with presence at the Registration/Protection area, and staff conduct visits throughout the camp to monitor and respond to refugees’ protection concerns. In addition UNHCR provides documentation and counselling services to refugees. UNHCR works with International Rescue Committee and government partners (SRAD, Shari’a Court, the Family Protection Department and the Ministry of Social Development) on family tracing and reunification of unaccompanied and separated children and formalization of care arrangements for separated children in the camp.
UNHCR has a dedicated team of staff from Protection, Registration and Field at the Reception Area to receive refugees coming from the urban, or other camps to assist them with counselling, shelter allocation and Non Food Items (NFIs) assistance. UNHCR also coordinate with International Medical Corps (IMC) International Rescue Committee (IRC), Humanity and Inclusion (HI) and Norwegian Refugee Council (NRC) on cases of refugees identified as single women, Unaccompanied Minors and Persons with Disabilities.

Education

- A total of 9,835 children are enrolled in six schools in the camp. The schools are being supported by UNICEF and the Jordanian Ministry of Education to guarantee access to education for all children in the camp while WFP provides healthy meals to all the students. Schools operate two shifts, girls in the morning and boys in the afternoon. In addition, there are Makani Centres (Child Friendly Spaces) providing learning and psychosocial support to boys and girls. Kindergarten facilities and day care activities are also available in the camp. A total of 17 students from Azraq camp have been granted Albert Einstein German Academic Refugee Initiative, known as DAFI, scholarships to study for Bachelor degrees in Jordanian Universities in 2017/2018.

Health

- Four primary health care centers (PHCC) operate in Azraq camp, where healthcare services are provided free of charge through two comprehensive clinics (in villages 5 and 6), two basic clinics (in villages 2 and 3) and one hospital with average of 7,598 consultations and an average of 35 children are born in the hospital per week.

- Under the UNHCR Innovation Fellowship, an initiative was developed addressing the issue of delays in responding to medical emergencies in the camp, due to the shortage of ambulances and high number of calls. 27 refugee volunteers from the community were selected, trained with advanced first aid, and designated as First Responders responding to medical emergencies in coordination with Jordan’s Civil Defence. The objective of the initiative is to support Civil Defence prioritize the urgency of cases and dispatch ambulances accordingly.

- UNHCR and its partners provide psychosocial support to men, women, girls and boys in need. Special assistance is delivered to vulnerable groups such as single parent families and persons with disabilities. UNHCR works closely with its partners on child protection issues and to strengthen early identification, referral and response to sexual and gender-based violence (SGBV) cases.

Food Security and Nutrition

- Refugees receive 20 Jordanian Dinars (equivalent to USD28) per person every month from the World Food Programme (WFP) in the form of an electronic voucher, which can be used to buy food from the supermarkets in the camp using the card-less ©EyePay iris scanning system connected to UNHCR’s registration database. WFP also distributes 240 grams of bread daily to all refugees in the camp. Ready to eat meals are provided to refugees upon arrival and a school feeding programme is in place for students in the formal and informal schools.
Water and Sanitation

- There are two boreholes in the camp with a capacity of **120 m³/h** which ensures good water quality and quantity control as well as better cost efficiency. In August, the average water supply to the camp was **61,650 m³ per day**. Water is distributed through the water supply network to **302** tap stands. The daily average water distribution was **54 L/P/D.** An average Waste Water dislodging of **743 m³/day** transported to an external Waste Water Treatment Plant (WWTP) EIN GHAZAL 75 KM away from Azraq Camp. An average solid waste collection of **510 tons** and the total recyclable solid waste was **35 tons/month**.

Shelter/NFIs

- In Azraq camp, UNHCR allocates shelters to new arrivals, conducts regular monitoring and coordination with the Norwegian Refugee Council (NRC) to ensure timely maintenance of damaged shelters, and updates the shelter allocations system to ensure information on allocated or vacant shelters is current. All the shelters in Azraq have been upgraded with kitchen extension.

- UNHCR distributes seasonal and regular non-food items (NFIs) that includes winterization cash assistance to refugees in the camp and those coming through the reception area. UNHCR provided a winterization camp-wide distribution where all refugees received number of assistance on monthly basis, including one-off (20 JOD/ per person), monthly cash for gas-refilling for heating/ cooking (for all cases), one-off High Thermal Blanket (3 PCs/ individuals), heaters with gas cylinders (for new arrival only). UNHCR also monitors NFIs/Cash assistance distributions and coordinates with partners to ensure gaps are identified, home visits are conducted and NFIs/Cash assistance is delivered accordingly.

Information Sessions and community engagement

- UNHCR facilitates two information sessions per week at UNHCR/ CARE Community Centres where refugees (males and females) come together to address their concerns and share their feedbacks on the ongoing services provided the camp. Information sessions serve as a monitoring mechanism- assisting partners to improve their interventions as well as providing refugees opportunity to communicate directly to service providers.

Community Empowerment and Self-Reliance

- On 18 February UNHCR and the International Labour Organization (ILO) inaugurated the first Employment Office in Azraq refugee camp (ACE). The ACE, set up in coordination with the Government of Jordan and sponsored by the Dutch Government, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. UNHCR records the work permit in a database linked to the Jordanian authorities, facilitating movement in and out of the camp. Refugees who obtained the work permits are able to leave the camp for up to one month at a time. The facility also provides refugees with counselling services, information on labour rights, training opportunities and job matching services. As of 31st of August, **4,067 work permits** have been registered in Azraq.

- Three market areas are operating in Azraq camp. The **250 shops** – 50% owned by the refugees and 50% by the host community provides the camp with food shops, restaurants, accessories, bikes and many other items. In addition, UNHCR and its partners have set up an Incentive Based Volunteering (IBV) scheme, through which refugees play an active role in the functioning of the camp, while earning some extra income.
Community Centres were established in 2014 in each Village and facilitate vocational trainings, community gatherings and mass information activities by all agencies. Multipurpose sports-grounds in the camp offer additional sports activities for all age groups. The community centers foster an environment for community learning, innovation, feedback mechanism through suggestion box and community initiatives.

Ideas Box is an innovative portable multimedia center fostering refugees’ learning and creativity. The Ideas Box provides. This media center in a kit is designed to empower its users, it fits on two pallets and can be installed in less than 30 minutes. In Azraq camp, key activities conducted through the Ideas Box include Edraak online courses, English dialogue club, knowledge club and creative thinking training, amongst others.

UNHCR Community Learning HUB-In Zone Higher Education Space provides youth in Azraq camp access to quality connected learning initiatives by InZone (a center of the University of Geneva). InZone initiatives in the camp provide youth with various courses such as “Global History Lab” by Princeton University, and “Introduction to Engineering” by Purdue University, where InZone students learn engineering skills and problem solving processes in order to apply these to local challenges in the community. InZone students have been able to develop different projects such as the econ shelter designed with light detecting equipment and sensors to detect gas leakages.

Hewlett-Packard Learning Studio is an interactive learning environment that unleashes refugee innovation. InZone students were trained in the use of the HP equipment and through the exploration of objects through multiple perspectives, they designed various community-based solutions to challenges faced in the community, including a local design of an air conditioner and a movable devise for the solar panels that detects the angles of the sun to maximize its impact.

Camp Magazine “Heartbeat of the Camp” is one of the community initiatives designed by a group of 12 refugees, 6 female and 6 male youth in the camp with support from CARE and UNHCR. This community initiative aims to improve the social well-being and support the youth in the implementation of a magazine according to their own designs and ideas. The Camp Magazine team aims to raise awareness about different topics related to life in Azraq camp and issues important to youth including education and health through the various editions of the magazine.

Access to Energy

Azraq camp has a comprehensive energy plan to connect electricity to 4,903 shelters for 16 hours provided daily to shelters at the four villages. UNHCR and the IKEA Foundation have created the first refugee camp in the world powered by renewable energy. A medium- and low-voltage power network funded by the Saudi Fund for Development connected the IKEA Foundation Solar Plant to refugee shelters, formal and informal businesses, offices and utilities, providing year-round electricity in the camp. The Solar Plant uses 7,788 solar PV panels with a lifespan of 25 years. This is the equivalent size of 5 football fields.

Currently, and expansion is ongoing to add 1.5 MW to connect the two remaining villages 2 and 5. In August, a total of 1,440 shelters in village 5 have been connected with electricity. The remaining shelters in village 2 and 5 will be connected with electricity by the end of October 2018. Averagely, each shelter consumes 2.2-2.4 kWh/day, enough power to operate lights, a refrigerator, television, a fan and charge phones. At the meantime, UNHCR has distributed an average of 2 solar lanterns per household to provide light to residents of village 2 and 5 which are not yet connected with electricity.
CONTACTS
Gamal Yacout, Head of Field Office Azraq, yacout@unhcr.org, Cell +962 79 024 25 91
Emmanuel Kenyi, Associate External Relations Officer, emmanuke@unhcr.org, Cell +962 79 7379579